

# Power of Attorney & Third-Party Management

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## Introduction

At Inspire Telecom, we are dedicated to providing you with phone, broadband, tv & mobile services. We recognise that managing daily responsibilities can be demanding, and there may be times when you need someone else to manage your services on your behalf. Whether you require temporary assistance or need to arrange more permanent management of your account due to changing personal circumstances, we make it straightforward for another authorised individual to handle your services.

## Third Party Account Support

You have the option to authorise another adult in your household, aged 18 or older, to act as a third party on your account. There are two types of authorisation:

1. Partial Account Authorisation
2. Account Owner Authorisation

Below is a table to explain the levels of action the various authorised users on your inspire account:

Type	Speak to the provider about the account	Receive copies of bills	Pay bills	Close the account/make changes to the account
Third Party - Part	Yes	Yes	Yes	No
Third Party - Full	Yes	Yes	Yes	Yes
Lasting power of attorney /deputyship/enduring power of attorney	Yes	Yes	Yes	Yes
Benefits Appointee	Yes	Yes	Yes	Yes

It is important to note that you remain legally responsible for the contract and any outstanding payments, regardless of any third-party payments made on your behalf.

To establish third party account support, you are required to contact us via email with your account number (found on your bill or welcome pack) using the email address registered to your account. Alternatively, you can write to us at our head office address below.

Please be aware that by adding a third-party partial authorisation, you grant us permission to discuss your account details with them and share your personal data as necessary to assist them in resolving issues on your behalf. However, third-party nominees are not permitted to make any significant changes to your account, such as:

- Changing your order and/or target installation date.
- Updating personal details held on your account.
- Cancelling or amending your contract.
- Purchasing additional services.
- Adding or removing third party's.

## **Deputyship**

If you are unable to make decisions regarding your own welfare, property, and financial affairs due to mental incapacity, a deputy, appointed by the Court of Protection, may manage your Inspire Telecom account. Deputyship is crucial when there is no lasting power of attorney (LPA) and ensures that someone can legally make decisions on your behalf.

### **Initiating Deputyship for Your Account:**

1. Legal Appointment: A deputy must be legally appointed by the Court of Protection, providing them with the authority to make decisions on your behalf.
2. Notification to Inspire Telecom: Once a deputyship is established, notify us by sending an email or postal letter with a certified copy of the court appointment document.

## **Third Party Management, Including Power of Attorney**

There are circumstances when you might require someone else to take complete responsibility for your account. Inspire Telecom facilitates this process while ensuring compliance with all legal and data protection standards.

### **We can allow a third party to manage your account under the following conditions:**

- A Lasting Power of Attorney (LPA) or Deputyship Order concerning property and financial affairs is in place.
- An Enduring Power of Attorney (EPA) is effective (note: EPAs were superseded by LPAs in October 2007).
- The Department for Work and Pensions has designated someone as an appointee to manage your benefit payments, which may include payments for our services.
- For further information on these arrangements, please visit the Ofcom website.

To notify us about a Power of Attorney, Deputyship Order, or appointee status, please send an email or a letter with a certified copy of the relevant documentation.

## **Contacting Us**

By Email: [support@inspiretelecom.co.uk](mailto:support@inspiretelecom.co.uk)

By Post: Customer Care, Inspire Telecom, Alpha House, Laser Quay, Rochester, Kent, ME2 4HU