



Please complete this form clearly and ensure it is signed.

When completed please return, together with copies of the required identification for both the account holder and the nominated representative, to this email address*

thirdpartycontact@comreg.ie

Third Party Authorisation: Permission for my Mother / Father / Legal Guardian to deal with a complaint about my mobile phone account

To: Commission for Communications Regulation (“ComReg”)

Address: One Dockland Central, Guild Street, Dublin 1, D01 E4X0

To whom it may concern,

I am aware that there is a complaint about my mobile phone account which has been sent to ComReg. I understand that ComReg is responsible for supervising mobile phone companies like the company my account is with.

I, confirm my contact details [of **Minor**] are:

Name:

Address:

.....

Eircode: Mobile:

Mobile Phone Company Mobile account with

An adult wants to deal with the complaint on my behalf. I confirm the correct contact details of the **Adult** to be authorised to deal with the complaint are:

Name:

Address:

.....

Eircode: Mobile:

Email:

Relationship [Mother / Father / Legal Guardian]



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I confirm that the adult to be authorised is the registered holder of the mobile phone account.

As part of the complaint process, I understand that ComReg will need to review and consider some of my personal information, including how I have used the mobile phone and what numbers I have dialled etc. This personal information might be shared with the authorised adult if they deal with ComReg about the complaint. I confirm that I consent to ComReg sharing my personal information with the authorised adult.

I also confirm that I understand that ComReg will communicate directly with the authorised adult and that it will be up to the authorised adult to let me know how the complaint is resolved.

I understand the case reference number ComReg gave is..... and that the date the initial complaint was made to ComReg was

Yours faithfully,

..... Signature of Minor

..... Print Name

Date: ___/___/___

If you would ComReg to also update you (the Minor) about the complaint and about how the complaint is resolved please tick to indicate consent for ComReg to email you and please provide your email address:

Email:



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For the Minor:

I enclose a copy of my birth certificate as proof of my identity.

For all Authorised Adults: Please enclose a copy of **ONE** (only) of the following documents as proof of identity:

Copy Passport

Copy Driving Licence

Copy Public Services Card (front only)

For Legal Guardian:

I also enclose a copy a copy of the legal documentation setting out the authority to act on behalf on the named Minor.

In accordance with its data protection obligations ComReg reserves the right to request further information/documentation as appropriate. Note that ComReg will erase the proof of identity furnished once the verification of the identity of the customer and the nominated representative has been made, and will make a note on its system that proof of identity (e.g. passport, driver's licence) has been provided for each person. This fully completed and signed authorisation form will be retained on file until the complaint has been finally resolved. Please also see ComReg's Privacy Notice at www.comreg.ie.

* Applications can also be submitted via post. Mark to the attention of Retail Team at the below address:

Commission for Communications Regulation
An Coimisiún um Rialáil Cumarsáide
1 Dockland Central, Guild St., Dublin 1, D01 E4X0.
1 Lárcheantar na nDugaí, Sráid na nGildeanna, BÁC 1, D01 E4X0.
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