POWER OF ATTORNEY / ACCOUNT REPRESENTATIVE

There may be times when a customer needs help from someone to help manage their affairs. In this instance a customer often appoints an Account Representative or Power of Attorney (PoA).

A customer can give permission for another person (Account Representative) to manage their Jurassic Fibre account on their behalf – if you want to arrange this please contact us using one of the methods noted at the bottom of the page.

PoA is a legal document which gives someone else the legal authority to act and make decisions on behalf of the Donor.

If you have a PoA, we will treat the Attorney as the account holder who will then manage the account on behalf of the Donor. The types of PoA we accept are:

- **Lasting PoA (LPA):** gives someone the legal authority to make decisions on behalf of the Donor. There are two types of LPA:
  - Property and affairs: allows the Attorney to make decisions about your property and finances.
  - Health and welfare LPA: allows the Attorney to make decisions about your care and medical treatment.


- **Enduring PoA (EPA):** appoints an individual to manage the property and financial affairs on behalf of the donor if they have lost mental capacity. EPAs were replaced by LPAs (on 1 Oct 2007) but if one was made before this date, it may still be used. EPAs must be registered with the Office of Public Guardian.


- **Deputyship order:** enables elected representative(s) to make important financial and welfare decisions on behalf of a person who has lost the capacity to handle their own affairs (i.e. as a result of dementia, a brain injury or severe learning disabilities) and must be stamped by the Court of Protection.

For more information on PoA including the types of PoA go to Ofcom’s website, [click here](https://www.gov.uk) to access this now.

If you have a PoA set up that you need to tell us about, you can send us a copy in one of the following ways:

<table>
<thead>
<tr>
<th>How</th>
<th>Send to</th>
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| Postal | Customer Care (FAO: Team Leader)  
JFL Limited,
Milford House
Pynes Hill
Exeter
EX2 5TH | Photocopy   |
| Email | [contactus@jurassic-fibre.com](mailto:contactus@jurassic-fibre.com)  
NOTE: In the email subject header, please put Power of Attorney or POA, please also provide the name and address of the account. | Scanned copy |

If you have any questions, you can contact our Customer Care Team on 01392 345600.