

From: [ACMA Customer Service Centre](#)
To: [Community Broadcasting](#)
Subject: FW: Enquiry Received - ACMA-ENO-2528VCIH09 [SEC=UNCLASSIFIED] [Ref: CSC2019-8512]
CRM:001316003665
Date: Monday, 18 March 2019 10:24:09 AM

Hello,

The Customer Service Centre (CSC) has received an electronic enquiry that requires the expertise in your section to respond to the customer.

The CSC has informed the customer that their enquiry is complex and that your section will respond to their enquiry.

The CSC has created an interaction record in CRM and pending your response to the customer enquiry this record will be closed.

Please reply to the customer's enquiry and carbon copy (cc) the CSC into your response. Your response to the CSC is important as it enables the CSC to close the customer's interaction and update the number of unresolved enquiries in the monthly end to end report. Or click on the hyperlink link below to enter the date and time the enquiry is resolved which then completes the end to end process.

**Enquiry
description:**

[REDACTED]

Referral reason: Line area expertise required

**Interaction
hyperlink:**

[http://crm.internal.govt/ACMA/main.aspx?
etc=10075&extraqs=formid%3d16e0f738-d41e-4e58-84d5-
8aff5fe3b632&id=%7b6854722E-0B49-E911-80C5-
DE5ABDA4AE3B%7d&pagetype=entityrecord](http://crm.internal.govt/ACMA/main.aspx?etc=10075&extraqs=formid%3d16e0f738-d41e-4e58-84d5-8aff5fe3b632&id=%7b6854722E-0B49-E911-80C5-DE5ABDA4AE3B%7d&pagetype=entityrecord)>

If your area is not responsible for this type of enquiry please notify the CSC immediately by reply email and suggest an appropriate line area. Your response to the CSC is important as it enables the CSC to refer on the enquiry to the appropriate line area, improve the CSC's referral process and update the area responsible for an unresolved enquiry in the monthly end to end report.

For your information

You can help us improve the service we provide our customers. The CSC's goal is to answer as many enquiries as possible at the first point of contact because customer satisfaction surveys show response time has a significant impact on satisfaction level. If you consider the response to this complex enquiry was straight forward and it would be reasonable for CSC staff to provide the response on behalf of your line area, you can make this happen by providing information (Q&A/script) to the CSC. This information (Q&A/script) will be included in the CSC's resource library and used to respond to future enquiries, please ensure you have your managers support for a proposed change. Please send new information (Q&As)/scripts to Julie Lyons and Robert Johnston.

You can help us keep the information we provide our customers up to date. The [Resource Library](#) records the information (Q&As/scripts), from the line areas, that is used to answer customer enquiries and the [Internal Referral list](#) directs the handling procedure for complex enquiries to line areas. You can click on these links and review the CSC's information

(Q&As/scripts) and handling. Please send updates to Julie Lyons and Robert Johnston.

Kind regards

Amanda
Enquiries Officer
Customer Service Centre
Telephone: 1300 850 115
Email: info@acma.gov.au

----- Original Message -----

From: donotreply@acma.gov.au

Received: 16/03/2019

To: ACMA Customer Service Centre; svc_crm c2c_prod; System Contact

Subject: Enquiry Received - ACMA-ENQ-2528VCIH09 [SEC=UNCLASSIFIED]

Enquiry: ACMA-ENQ-2528VCIH09

Type: Radio content enquiries

Type: Other

Firstname: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone Number: [REDACTED]

Comments: [REDACTED]

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