

Sean McQueen

From: Stewart White
Sent: Friday, 6 November 2020 12:08 PM
To: Sean McQueen
Subject: FW: Line area phone enquiry [Ref: CSC2020-9542] 3 letter call sign for foundation [SEC=OFFICIAL]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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

On Thursday, April 2, 2020 2:53 PM, Stewart White <Stewart.White@acma.gov.au> wrote:

Dear [REDACTED]

Thank you for your email. ACMA staff have been considering submissions on call sign policy from the Wireless Institute of Australia and the Radio Amateur Society of Australia, chiefly to facilitate access to digital modes by foundation licensees. This follows the ACMA making the enabling regulatory changes to the amateur LCD in 2019. The [Australian Maritime College](#) (AMC) administers aspects of amateur radio on behalf of the ACMA including issuing call signs. The ACMA will seek the views of the AMC before making a decision on call sign policy. The ACMA will notify amateur radio stakeholders, and will update its website, when it makes a final decision on this matter.

Once the policy has been agreed and released and the AMC issues you with a new call sign, you will need to apply for a variation to your existing licence and pay the [variation fee](#).

Kind regards

Stewart White
Assistant Manager

Licensing Allocation Section

Licensing and Infrastructure Safeguards Branch

Australian Communications and Media Authority
E stewart.white@acma.gov.au

acma.gov.au

The ACMA acknowledges the traditional owners of country throughout Australia and their continuing connection to land, culture and community. We pay our respects to elders past, present and future.

From: ACMA Customer Service Centre <info@acma.gov.au>

Sent: Wednesday, 1 April 2020 1:26 PM

To: Radcoms Licensing <radcomslicensing@acma.gov.au>

Subject: [SEC=OFFICIAL] Line area phone enquiry [Ref: CSC2020-9542] CRM:000603012665

Hello,

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

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

Please phone the customer and inform the CSC after you respond to this enquiry. Please inform the CSC by replying to this email and we will finalise the record in CRM 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.

Caller's full name: [REDACTED]
Caller's phone number: [REDACTED]
Enquiry description: Foundation Amateur enquiry regarding the 3 letter callsigns, he currently have [REDACTED], he has contacted AMC who advised him that they are able to issue him with a 3 letter callsign, he would like to check with ACMA that a new licence will be issued if he applies for him.
Referral reason: Could you please assist
Interaction hyperlink: <<http://crm.internal.govt/ACMA/main.aspx?etc=10075&extraqs=formid%3d16e0f738-d41e-4e58-84d5-8aff5fe3b632&id=%7b2687DEB4-BF73-EA11-80CE-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.

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.

Kind regards

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

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