

[REDACTED]

From: ACMA Customer Service Centre
Sent: Monday, 6 January 2025 9:45 AM
To: Freedom of Information
Subject: [SEC=OFFICIAL] FW: [SEC=OFFICIAL] FW: Enquiry Received - ACMA-ENQ-1744UGGJ48 [SEC=OFFICIAL] [Ref: CSC2024-4705] CRM:001633000302

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

From: ACMA Customer Service Centre
Received: Mon Feb 19 2024 16:32:10 GMT+1100 (Australian Eastern Daylight Time)
To: CSC Spectrum Licensing Policy
Subject: [SEC=OFFICIAL] FW: Enquiry Received - ACMA-ENQ-1744UGGJ48 [SEC=OFFICIAL] [Ref: CSC2024-4705] CRM:001633000302

Hello,

The Customer Service Centre (CSC) has received a complex enquiry that requires an expert response. The CSC has informed the customer your section will provide a response.

Please carbon copy (cc) the CSC into your response to the customer.

To finalise the end-to-end process, please click on the hyperlink below to enter the date and time the enquiry was resolved by your section. If the hyperlink does not work, please reply to the CSC and we will finalise the end-to-end process for you.

- **Required Action:** Client wants to know legalities around UHF radios and speaking in languages other than English and is seeking advice.
- **Client number (if applicable):**
- **Email address:** [REDACTED]
- **Interaction hyperlink:** <http://crm.internal.govt/ACMA/main.aspx?etc=10075&extraqs=formid%3d16e0f738-d41e-4e58-84d5-8aff5fe3b632&id=%7b34ECF649-E6CE-EE11-810B-8D3782C28D0F%7d&pagetype=entityrecord>

If your area is not responsible for this line of enquiry, please notify the CSC immediately by reply email and suggest an appropriate line area.

Kind regards

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

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

From: System System

Received: Sun Feb 18 2024 18:03:00 GMT+1100 (AUS Eastern Daylight Time)

To: ACMA Customer Service Centre; CSC CSC; CSC CSC; Mail Delivery System; svc_crm c2c_prod; System Contact

Subject: Enquiry Received - ACMA-ENQ-1744UGGJ48 [SEC=OFFICIAL]

Enquiry: ACMA-ENQ-1744UGGJ48

Type: All other enquiries

Type: Enquiry

First name: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Phone Number: [REDACTED]

SURVEY?:

Comments: Is it illegal to use UHF talk channels in another language other than English. For example, if a company operating in a metro area has all employees speaking one particular language, are they permitted to operate on that channel and converse in that language. What are the current regulations, if any, pertaining to this and can you please direct me to them specifically. I already know vulgar language is banned, but nothing beyond that. Thanks.