

Sean McQueen

From: Stewart White
Sent: Thursday, 30 July 2020 4:45 PM
To: Martin Crees-Morris
Cc: [REDACTED]; Nicholas Brody; Sean McQueen; Patrick Emery
Subject: RE: New Callsign Template. [SEC=OFFICIAL]
Attachments: New Callsign FAQs 30.7.20.docx; New callsign template 30.7.20.docx

Follow Up Flag: Follow up
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Dear Martin

Thank you for the opportunity to review the two docs. We have made a couple of minor suggestions. Please include or ignore as you see fit.

Kind regards

Stewart White

From: Martin Crees-Morris <[REDACTED]>
Sent: Thursday, 30 July 2020 2:49 PM
To: Stewart White <Stewart.White@acma.gov.au>; Patrick Emery <Patrick.Emery@acma.gov.au>
Cc: [REDACTED]
Subject: RE: New Callsign Template. [SEC=OFFICIAL]

Dear Stewart,

Thank you for that – we will have a team of two drafted-in just to answer the emails to allow [REDACTED] to focus on normal service delivery.

I have attached our FAQs – please add to as required and a new template for good measure.

Many thanks,

Martin

Martin Crees-Morris
Manager – OMC + Amateur Radio

[REDACTED]
www.amc.edu.au



CRICOS 00586B

From: Stewart White <Stewart.White@acma.gov.au>
Sent: Thursday, 30 July 2020 2:45 PM
To: Martin Crees-Morris <[REDACTED]>; Patrick Emery <Patrick.Emery@acma.gov.au>

Cc: [REDACTED]

Subject: RE: New Callsign Template. [SEC=OFFICIAL]

Dear Martin

Yes we are receiving a similar number of correspondence. The majority of which relate to: how do they get a 3 letter call sign and complaints about the cost (ACMA costs) of changing from 4 letter suffix to 3 letter suffix call signs.

Please let us know if there is anything we can do to help with your situation. We are happy to review your FAQ's if required. Depending on the common theme in the correspondence you are getting we could put out another AMCA e-bulletin to address any confusion.

Kind regards

Stewart White

From: Martin Crees-Morris [REDACTED]

Sent: Thursday, 30 July 2020 2:10 PM

To: Patrick Emery <Patrick.Emery@acma.gov.au>

Cc: Stewart White <Stewart.White@acma.gov.au>; [REDACTED]

Subject: New Callsign Template.

Dear Patrick,

Just to let you know that the changes to the call sign template have generated about 200 emails and the phones have been ringing non-stop.

You might be having a similar experience on your side.

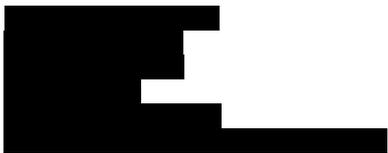
We are just about to put up some FAQ's on the website in an attempt to stem the tide and also letting the community know that callsign change requests will be dealt with 'in due course'.

Long term this will be a positive change but for the moment [REDACTED] and myself will be answering all the emails to allow [REDACTED] and [REDACTED] to focus on core business.

Best wishes,

Martin

Martin Crees-Morris
Business Development – Engineering
Lecturer - MLM
Manager – OMC + Amateur Radio



www.amc.edu.au



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University of Tasmania Electronic Communications Policy (December, 2014).

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