

From: [ACMA Customer Service Centre](#)
To: [ACMA Frequency Planning](#)
Subject: [SEC=OFFICIAL] FW: [REDACTED]
Date: Wednesday, 14 April 2021 1:18:23 PM
Attachments: [image.png](#)

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: Query on boundary of Area 74 for Starlink services, are you able to assist?

Referral reason: Line area expertise required

Email Address: [REDACTED]

Interaction hyperlink:

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

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

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

From: [REDACTED]
Received: Wed Apr 14 2021 11:51:16 GMT+1000 (AUS Eastern Standard Time)
To: ACMA Customer Service Centre; Mail Delivery System; svc_crm c2c_prod; System Contact
Subject: [REDACTED]

Hello,

The reason for my enquiry is that I am located just outside of Area 74 which defines where Starlink can supply their satellite internet service.

(https://web.acma.gov.au/rrl/access_area_search.map?pAREA_CODE=74)

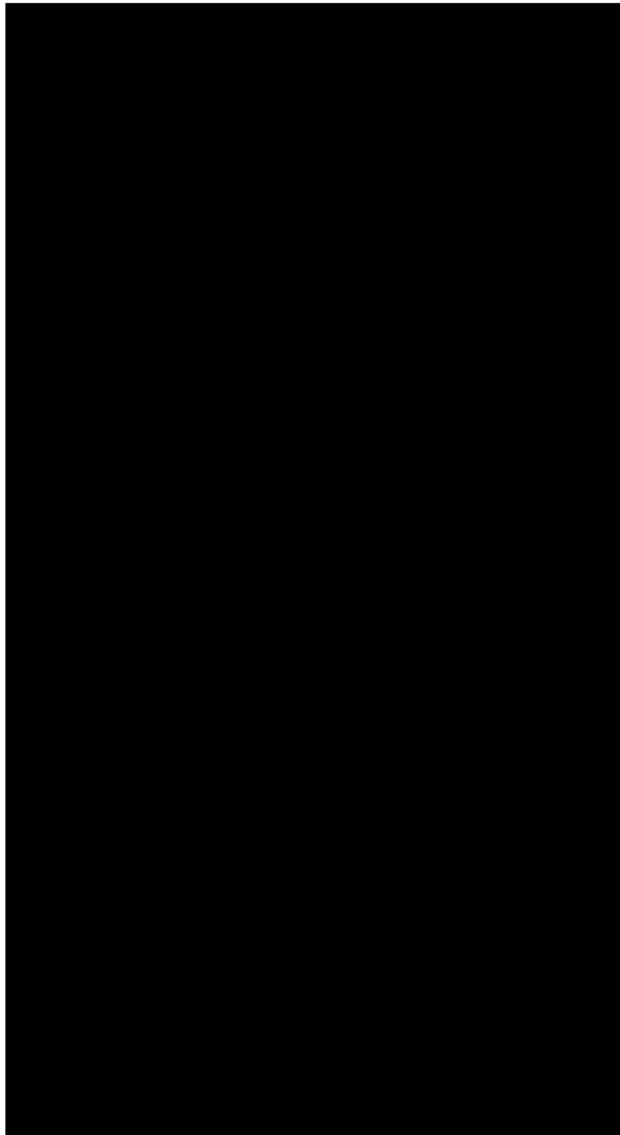
[REDACTED]

I wanted to talk with someone about Area 74 to see whether it is, in practice, going to be a strict rule that Starlink must abide by, or if it's a suggested boundary designed to prevent those who are serviced well by NBN from buying Starlink services.
If it's the former, than I am wondering how I would go about requesting a change so that we are eligible for Starlink.

I also have another email that details all of our internet options, together with average upload/download speeds and latency figures which I can send through if that helps?

[REDACTED]

[REDACTED]



Looking forward to talking with you,

A small, solid black rectangular redaction box is positioned below the text, obscuring the name of the sender.