

From: [ACMA Customer Service Centre](#)
To: [Satellite Coordination](#)
Subject: CM: [SEC=OFFICIAL] FW: FW: [REDACTED] [SEC=OFFICIAL]
Date: Wednesday, 14 April 2021 10:48:42 AM
Attachments: [ACMA Starlink Licence.pdf](#)

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: Enq re. starlink designated areas

Referral reason:

Email Address:

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

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

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

From: [REDACTED]
Received: Tue Apr 13 2021 20:25:36 GMT+1000 (Australian Eastern Standard Time)
To: ACMA Customer Service Centre; Mail Delivery System; svc_crm c2c_prod; System Contact
Subject: [REDACTED]

Good evening,

As per our discussion on Monday the 12th of April 2021, I have formulated this email addressing my issue and concerns.

Let me set the scene and paint a picture of my situation.

I live at [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

As a result of this issue when I discovered Starlink, the satellite internet service created and provided by Elon MUSK, in the early days of 2021 and did my research in those early days I was understandably very excited. I fully expect this service to be life changing for people like me and my family and other communities in rural and remote, low density areas. The service is literally designed and marketed to people, such as myself, who have low quality, expensive and

unreliable internet. [REDACTED]

[REDACTED] I did so and based on my time in discovering this availability to the public and the social media groups I am a member of I anticipate I could potentially be one of the first people in Australia to have paid a deposit and pre-ordered.

I have followed the Beta testing of Starlink very closely and as it has rolled out to the southern hemisphere, specifically New Zealand and this week the eastern states of Australia I now have serious concerns. I have been provided with a license which I have attached. The license is the one the ACMA has granted to Starlink, this alone didn't cause me concern, seeing it states they have permission to provide a service to remote and low density locations. I thought to myself, great. That's me and my property. [REDACTED]

My concerns were raised when I was further provided with the map the ACMA has used to designate what areas of Australia are remote Low density areas.

I zoomed into my location in [REDACTED] [REDACTED] I am not in a remote or low density area according to the ACMA. There doesn't seem to be any consideration to actual locations that are in desperate need to better, reliable high speed internet that Starlink is providing. The areas seem designated purely based on geographical distance away from the CBD of capital cities around Australia [REDACTED]

[REDACTED] This town is practically a suburb. It is high density, a large growing population, has high speed, fibre to the node NBN access and has no need for Starlink. Yet they are in the area the ACMA has designated approved to be serviced by Starlink [REDACTED]

I am currently utilizing low quality, low speed 4g wireless internet.

If you were to consult locals here you would find that this region is LOW DENSITY, RURAL, REMOTE, and the exact reason why Starlink was created.

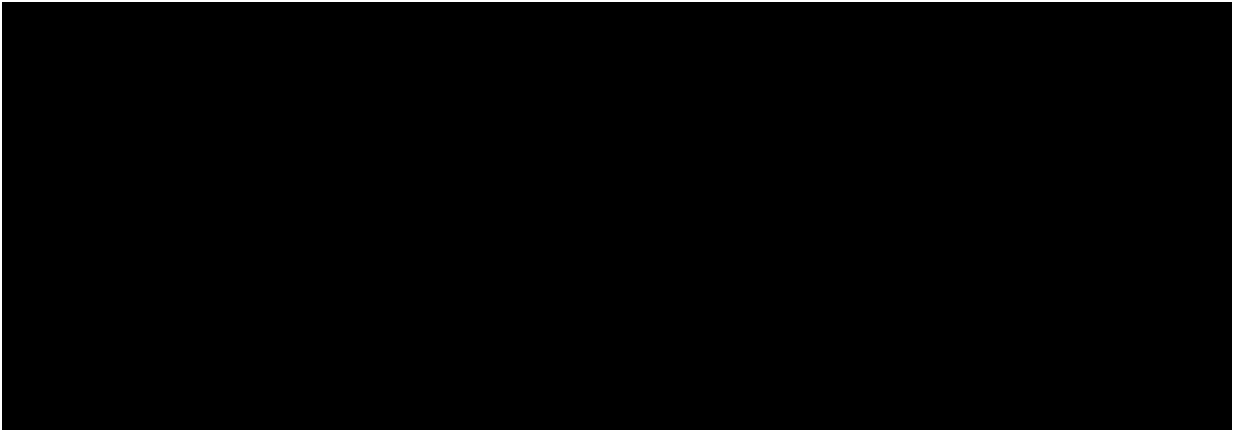
I am emailing and reaching out to propose a reconsideration of the boundaries [REDACTED]

Starlink will literally be life changing for countless residents here in the [REDACTED] who need better and reliable internet who can't get it due to the hills and forests.

I have attached the license which I refer to in this email and I have placed the link to the webpage with the map which I refer to in my email.

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

Thankyou for your time, I apologise if this email is difficult to understand and I am more than happy to talk to someone to clarify what I am trying to explain. I have found it hard to type this in a way which clearly paints the picture of my situation.



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

From: Cuong Nguyen

Received: Wed Apr 14 2021 10:39:38 GMT+1000 (Australian Eastern Standard Time)

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

Subject: FW: [REDACTED] [SEC=OFFICIAL]

[REDACTED]

As discussed, this query is in relation to concerns about the boundary the ACMA has used to designate what areas of Australia are remote Low density areas. As you've mentioned, it may be best handled by the satellite team.

Thanks,
Cuong.

Apparatus Licence

Issued by Delegate of the Australian Communications and Media Authority



Licensee details

Customer ID	20045546
Licensee	Starlink Internet Services Pte. Ltd
Licensee address	c/o Allen & Gledhill LLP One Marina Boulevard #28-00, Singapore, 018989

Licence details

Licence service	Space
Licence subservice	Space
Licence number	11181002/1
Date of issue	08/01/2021
Date of effect	08/01/2021
Date of expiry	07/01/2026

Licence conditions

Your licence is subject to conditions set out in the *Radiocommunications Act 1992*. Your licence may also be subject to such other licence conditions as determined by the ACMA (in licence condition determinations) from time to time, and is also subject to special conditions as detailed on this licence.

The conditions that are imposed on a licence vary according to the type of licence issued, the service being operated and the section of the *Radiocommunications Act 1992* under which the licence has been issued. For further information about the conditions that apply to your licence, please contact the ACMA (see contact details below).

Rights of appeal

A decision by the ACMA to impose further conditions or revoke or vary the conditions of your licence may be reviewable. If you are affected by, and dissatisfied with, such a decision you may apply to the ACMA to have the ACMA reconsider the decision under section 288 of the *Radiocommunications Act 1992*.

An application for reconsideration must state the reasons for the request, and should be sent to the Customer Service Centre, Australian Communications and Media Authority, PO Box 78, Belconnen, ACT, 2616. Applications for review of decisions can be made using the R051 - Application for review of Decision form, available on the ACMA website.

Important

An application for the ACMA to reconsider a decision to impose or vary licence conditions must be made to the ACMA within 28 days of the day on which you are informed of the decision. An application for reconsideration made after that time may not be accepted.

ACMA contact details

Customer Service Centre
PO Box 78
BELCONNEN ACT 2616

Telephone: 1300 850 115
Email: info@acma.gov.au

ACMA website: www.acma.gov.au

Certain information contained in this licence record will be disclosed in the Register of Radiocommunications Licences (RRL), established and maintained pursuant to Part 3.5 of the *Radiocommunications Act 1992*.

Special Conditions applying to licence no.: 11181002/1

Prior to the frequency assignments being recorded in the Master International Frequency Register, this space station and associated earth stations may operate in accordance with the operating parameters published by the International Telecommunications Union (ITU) in Special Sections of International Frequency Information Circulars and in accordance with any agreements reached as a result of an ITU frequency coordination process.

Transmissions must not occur in circumstances that result in harmful interference to stations outside of Australia where these stations are operating in accordance with the Radio Regulations of the ITU except where the transmissions are in accordance with any agreements reached as a result of an ITU international frequency coordination process.

Upon receipt of a report of harmful interference under International Telecommunication Union Radio Regulation No. 11.42 all necessary steps shall be taken immediately eliminate the harmful interference or cease operation.

Earth station transmitters on land associated with this space station must not be operated within 70 kilometres distance from the Murchison Radioastronomy Observatory without the approval of the entity responsible for operating the Murchison Radioastronomy Observatory.

The licensee shall advise the ACMA of changes to the point of contact provided for the purpose of tracing any suspected cases of interference.

This space station and associated earth stations are authorised to communicate with the Starlink satellite network as published by the International Telecommunication Union (ITU) in Special Section CR/C/3739 of International Frequency Information Circular [IFIC 2920].

Advisory Notes applying to licence no.: 11181002/1

Conditions applicable to the operation of Space Station(s) authorised under this licence can be found in the Radiocommunications Licence Conditions (Apparatus Licence) Determination. Copies of this determination are available from the ACMA and from the ACMA home page (www.acma.gov.au).

This licence does not authorise operation of earth stations outside of Australia.

The Master International Frequency Register (MIFR) is maintained by the International Telecommunication Union (ITU) in accordance with the Radio Regulations.

Coordination agreements reached as a result of an ITU international frequency coordination process are intended to minimise the potential for harmful interference to radiocommunications stations. A radiocommunications station operated prior to a frequency assignment being recorded in the MIFR cannot necessarily claim protection from harmful interference from radiocommunications stations of other countries.

Technical characteristics

Below is a summary of the technical characteristics of the licensed service. Further technical details not displayed here may be found on the ACMA website.

Station 1:

Area wide details	
Area ID	74
Area name	Low and Remote Density Ar

Transmitter details	
Assigned frequency	11.20000000 GHz
Bandwidth	1,000.000000 MHz
Freq. assign. ID	0003073158
Transmitter power	1.50 W
EIRP	4.43 kW
Emission designator	250MD7W

Antenna details	
Antenna ID	93719
Antenna polarisation	CR - Right-hand circular or direct
Antenna azimuth	
Antenna type	Integralantenna,unknownspecifications

Station 2:

Area wide details	
Area ID	74
Area name	Low and Remote Density Ar

Transmitter details	
Assigned frequency	12.20000000 GHz
Bandwidth	1,000.000000 MHz
Freq. assign. ID	0003073159
Transmitter power	1.50 W
EIRP	4.43 kW
Emission designator	250MD7W

Antenna details	
Antenna ID	93719
Antenna polarisation	CR - Right-hand circular or direct
Antenna azimuth	
Antenna type	Integralantenna,unknownspecifications