

From: [ACMA Customer Service Centre](#)
To: [Radcoms Licensing](#)
Subject: cn [REDACTED] - Deceased Amateur Silent Call Req [Ref: CSC2017-10946]
Date: Wednesday, 22 March 2017 12:58:23 PM

Hello Team

The Customer Service Centre (CSC) has received the following enquiry which requires your section's expertise in response to the customer.

The customer has been informed by the CSC that their enquiry is complex and has been referred to your area for response.

An Interaction record has been created in CRM pending your response to the customer.

Please reply to the customer's enquiry and carbon copy the CSC in your response and we will finalise the record in CRM.

Enquiry description: Husband of Client - [REDACTED] [REDACTED] has called to advise she has passed away as of the 6/03/17 and wishes to request that her call sign be issued to the WIA as a silent call so that he may request use of it for himself.

I have been provided verbal permission from [REDACTED] - Client [REDACTED] (Husband) during my recorded phone call with him earlier today to provide this request to your area.

Can you also please advise the expected turn around for him to make request to the WIA.

Referral reason: Action for deceased amateur required by line area to WIA

Regards

Stacey Anderson
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Information & Customer Management Section
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