

From: [Stewart White](#)
To: [REDACTED]
Cc: [Radcoms Licensing: ACMA Customer Service Centre](#)
Subject: RE: request for extension on hold on deceased amateur callsign VK3KI [REDACTED]
Date: Thursday, 24 September 2020 4:29:38 PM

Dear [REDACTED]

Thank you for taking my call on Wednesday. I also spoke with [REDACTED] who confirmed the arrangement. I have instructed AMC to place VK3KI on to the reserve list and to apply a note, to the effect, that it is reserved to December 2021. Please let me know if your requirement for the call sign changes.

Kind regards

Stewart White
Assistant Manager
Licensing Allocation Section
Licensing and Infrastructure Safeguards Branch

Australian Communications and Media Authority
E stewart.white@acma.gov.au
acma.gov.au

The ACMA acknowledges the traditional owners of country throughout Australia and their continuing connection to land, culture and community. We pay our respects to elders past, present and future.

From: ACMA Customer Service Centre <info@acma.gov.au>
Sent: Wednesday, 23 September 2020 11:16 AM
To: Radcoms Licensing <radcomslicensing@acma.gov.au>
Subject: [SEC=OFFICIAL] request for extension on hold on deceased amateur callsign VK3KI [Ref: [REDACTED]]
Importance: High

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: request for extension on hold on deceased amateur callsign VK3KI

Referral reason: CSC don't hold permissions to perform

[REDACTED]

Email Address:

Interaction hyperlink:

[REDACTED]

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

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

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

From: [REDACTED]
Received: Wed Sep 23 2020 11:07:35 GMT+1000 (AUS Eastern Standard Time)
To: ACMA Customer Service Centre; Mail Delivery System; System Contact
Cc: [REDACTED]
Subject: ATTENTION - LAURA

Dear Laura,

REQUEST TO HOLD CALL SIGN VK3KI FOR A FURTHER 2 YEARS

Thank you for speaking with me this morning.

As discussed, my [REDACTED] when he unexpectedly passed away on [REDACTED]. His call sign was VK3KI. The WIA had ensured that the call sign was reserved so that I (current call sign [REDACTED]) could obtain by Advance Certificate and be able to have my [REDACTED] call sign. [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED] looking at our notes and realised that Petra at the WIA last year advised her that VK3KI was reserved to 15 September 2020. This was a few days ago. Unfortunately it was only yesterday that [REDACTED] looked at her notes in relation to this.

So I am formally asking if ACMA is able to immediately put a hold on the call sign VK3KI for another 2 years while I complete the Advance Certificate, which I am aiming to do during next year. I am allowing for the fact I may need to re-sit the exams as I do know the content is very full on. But I also know I will complete it. It was always my intention to do it this year after [REDACTED] [REDACTED] but like all of us, this year has been turned upside down! I am happy to pay for any fee needed to ensure that the call sign is reserved for a further 2 years. I am also happy, if this can not be done, for it to be transferred to [REDACTED] who is the current [REDACTED] while I complete my Advance Certificate.

I understand that we need to act on this immediately before the call sign VK3KI is picked up by someone else as it may be publicly available given it was only reserved to 15 September 2020.

Thank you for your assistance.

Kind Regards

[REDACTED]

[REDACTED]

[REDACTED]

This e-mail, including any attachment(s), may contain information which is confidential. If you are not the intended recipient you must not use, distribute or copy this e-mail. If you have received this e-mail in error, please notify the sender immediately and delete this e-mail. No warranty is made that the e-mail or attachment(s) are free from

computer viruses or other defects.