

From: [ACMA Customer Service Centre](#)
To: [Radcoms Licensing](#)
Subject: Client [REDACTED] - deceased amateur [Ref: CSC2017-34358]
Date: Thursday, 28 September 2017 9:32:58 AM

Hello

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.

Please notify the CSC by reply email with a suggested reference to the correct line area if this line of enquiry is not for your section.

Enquiry description: Hello - [REDACTED] has passed away. Can you please close the account and make the call sign silent. There is no one who would like the call sign.

Referral reason: Unable to do this.

Regards

Jana Nicholson
Enquiries Officer
Information & Customer Management Section
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