Mobile Phone Base Station Deployment

Code (C564:2020) Complaint Form

**Instructions**

* Please print clearly. An illegible, unclear or incomplete complaint form may delay assessment
* Please include your name on any documents you attach to this complaint form

***Please make sure you have***

* Completed all information relevant to your complaint
* Attached your formal complaint and the carriers response (if applicable)
* Completed the consent section of this complaint form

***Where to send your complaint form***

The Manager

Monitoring and Compliance Section

Australian Communications and Media Authority

PO Box 13112 Law Courts

Melbourne VIC 8010

Email: [info@acma.gov.au](mailto:telephone.service.regulation@acma.gov.au?subject=Mobile%20Phone%20Base%20Station%20Deployment%20Code%20Complaint)

**Important notes**

* To ensure a fair and transparent process, the ACMA suggests that you first:

1. write to the telco to make a formal complaint
2. review the response and ensure the telco has addressed the points raised in your complaint, and
3. consider the telco comments in relation to a proposal once the consultation period has finished.

* If you are not satisfied with how the telco managed your complaint or believe the telco did not follow the rules, please complete this form.
* Upon receipt of your complaint, the ACMA will consider whether to assess a telcos compliance with the Mobile Base Station Deployment Code. This process is known as a Compliance Assessment.
* Upon completion of the Compliance Asssessment, the ACMA will then decide whether to commence a formal investigation under Part 26 of the [*Telecommunications Act 1997*](https://www.legislation.gov.au/Series/C2004A05145).

**Your details**

|  |  |  |  |
| --- | --- | --- | --- |
| **Your name** |  | **Your contact details** | |
| SURNAME |  | TELEPHONE | |
| GIVEN NAMES |  | MOBILE | |
| TITLE |  | EMAIL | |
| **Your address** | | | **Postcode** |
|  | | |  |

**Carrier details**

**Which carrier(s) is responsible for deploying the facility?**

Telstra  Optus  TPG Telcom/Vodafone Hutchison Australia  Unsure/other

Note: NBN-related assessments by the ACMA are limited to electromagnetic energy (EME) type matters only. Any other NBN-related complaints should be directed to NBN Co Limited using its [contact us](https://www2.nbnco.com.au/corporate-information/contact-us) form.

**Mobile phone base station details**

**What is the address of the mobile phone base station?**

|  |  |
| --- | --- |
|  | POSTCODE |

**What is the Radiofrequency National Site Archive (RFNSA) site number?** (Note: the RFNSA site number can be found at [www.rfnsa.com.au](http://www.rfnsa.com.au))

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**What type of mobile phone base station facility is it?** (Note: if you are unsure please check with the carrier)

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Tick** | **Installation type** | **Applicable Code Provisions** | | | | | | | | | | |
| **3** | **4.1** | **4.2** | **4.3** | **5.1** | **5.2** | **6** | **7** | **8** | **9** | **10** |
|  | Low RF power mobile radiocommunications infrastructure and fixed radio links at a new or existing site  Note: In-building distributed antenna systems | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill |  |  |  |  | Checkmark with solid fill | Checkmark with solid fill |
|  | Small mobile phone radiocommunications infrastructure at a new site  Note: Small cells or microcells | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill |  | Checkmark with solid fill |  |  |  | Checkmark with solid fill | Checkmark with solid fill |
|  | Mobile phone radiocommunications infrastructure at a new site  Note: Infrastructure that do not require development application / approval | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill |  |  | Checkmark with solid fill |  |  | Checkmark with solid fill | Checkmark with solid fill |
|  | Mobile phone radiocommunications infrastructure at an existing site  Note: Upgrade to an existing site or infrastruture installed at an existing site | Checkmark with solid fill |  | Checkmark with solid fill | Checkmark with solid fill |  |  |  | Checkmark with solid fill |  | Checkmark with solid fill | Checkmark with solid fill |
|  | Temporary facility | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill |  |  |  |  | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill |
|  | Mobile phone radiocommunications infrastructure at a new site  Note: Infrastructure that requires development application / approval | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill |  |  |  |  |  | Checkmark with solid fill | Checkmark with solid fill |

**Sepcifc clause(s) of the Code that the carrier is alleged to have breached**

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**Any other comments**

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* Please remember to attach a copy of your complaint to the carrier and its response to you including the date(s) of correspondence and the carriers contact details, if applicable.
* The ACMA does not have a role in either authorising or assessing a proposed facility installation. In addition, the carrier determines whether or not the proposed facility is considered a low-impact facility.
* The Code does not give the ACMA with the regulatory remit to stop construction of a proposed facility or to have an existing facility relocated.

**Consent**

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (insert full name) agree to the Australian Communications and Media Authority (the ACMA) undertaking a preliminary assessment of my complaint. I confirm that the information I have provided to the ACMA is true and accurate to the best of my knowledge at the time of submitting my complaint. I understand that the ACMA may use or disclose the personal information which I have provided for the purpose of assessing my complaint.

The *Privacy Act 1998* imposes obligations on the ACMA relating to the collection, security, quality, access, use and disclosure of personal information. The ACMA may only collect personal information if it is reasonably necessary for, or directly related to, one or more of its functions or activities. The purpose of collecting the personal information in this form is to assist the ACMA in assessing your complaint. The ACMA will not use the information for any other purpose unless it is permitted to do so under the *Privacy Act 1998*.

Further information about the ACMA’s Privacy Policy can be found [here](http://www.acma.gov.au/privacypolicy).

If you have any questions about the ACMA’s Privacy Policy, please contact the ACMA on 1300 850 115 or by email on [privacy@acma.gov.au](mailto:privacy@acma.gov.au)

|  |  |
| --- | --- |
| SIGNATURE | |
| FULL NAME | DATE |

**ACMA OFFICIAL USE ONLY**

ACMA reference Date received

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