



Satellite Phone Subsidy Scheme (the Scheme) - applicants and Phone Purchasers (the applicant approved to receive a subsidy under the Scheme)

Frequently asked questions

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1. Can I get an extension before my approval expires?

Yes. Requests for extension will be considered if you (the Phone Purchaser) apply in writing (email, fax or letter are acceptable) to the Department before your approval expires and if you have a reasonable explanation for why you have been unable to purchase your phone within the allowed three months. If the Department approves the extension, you will be issued with a new Approved Purchaser Form and your Dealer will be issued with a new Claim Form. The extension is only valid after these documents have been issued.

2. Can I get an extension after my approval has expired?

No. Once your approval has expired it is no longer valid. If you are still interested in purchasing a phone under the Scheme, you will need to submit another Application Form and wait until this application is approved before purchasing your phone.

3. Can I still get the subsidy if my approval has expired?

No. Your Approved Purchaser Form is not valid after it has expired. Your Dealer cannot provide you with a phone after the expiry date. You can reapply for the subsidy by filling out another Application Form and submitting it to the Department.

4. What if I consider that I don't have terrestrial mobile coverage but my application is rejected on the basis that I do?

To determine whether the nominated area has mobile coverage, the Department:

- considers all coverage, from any providers, for CDMA, 3G or GSM terrestrial mobile coverage; and

- assesses the coverage based on an 'in-vehicle' installation with a high gain antenna.

After taking the above into account, if you still maintain that you do not receive mobile phone coverage in your area, the Department will review the decision if you can provide further material, which is acceptable to the administrator, to demonstrate that the area does not have mobile coverage.

Any such material must demonstrate that you have made inquiries about the coverage for CDMA, 3G or CDMA terrestrial mobile coverage from all available service providers for the area in question. You must also demonstrate and provide suitable supporting evidence that coverage is not obtainable with an 'in-vehicle' installation with a high gain antenna.

5. Can I apply for the subsidy when I purchase the phone, or after I have purchased the phone?

No. Your nominated Dealer can only give you a phone if you produce an Approved Purchaser Form (sent to you by the Department if your application is approved). Dealers are not able to approve your application. If you have already purchased or connected the satellite phone, your application will be rejected.

6. What if I need the phone urgently and cannot wait for the subsidy to be approved?

The Department will not grant approvals for phones already purchased or connected. If you purchase a phone prior to having your application approved, you will pay the full price of the phone and your application for a subsidy will be rejected. If you consider your case to be urgent, you can contact the Department to discuss the timing. However, you cannot purchase your phone until you receive your approval documentation.

Only the Department can approve your application. Dealers are not able to approve your application.

7. What if I want to change Dealers?

You can purchase your phone from another Dealer but you must request this in writing (email, fax or letter are acceptable) from the Department first. The Department will then issue you with a new Approved Purchaser Form identifying your new Dealer and will notify your new Dealer of the approval.

8. Can someone other than the Phone Purchaser pick up the phone?

Yes, but the person must present a written authorisation from the Phone Purchaser specified on the Approved Purchaser Form. This authorisation must contain the signatures of the Phone Purchaser and the person who is collecting the phone on their behalf, together with the original of the Approved Purchaser Form. The Phone Purchaser will have to provide prior proof of identification to the Dealer. The authorised person will sign the Dealer's Claim Form and the Dealer will check that this signature is the same as that shown on the Phone Purchaser's authorisation letter. Note that:

- it is the Phone Purchaser who must pay and be invoiced for the phone;

- the phone account must always be established in the name of the Phone Purchaser;
- where the Phone Purchaser is a business or organisation, the tax invoice/account must be in the name of that business or organisation; and
- where the Phone Purchaser is an individual, the tax invoice/account must be in the name of that individual.

9. What if my local dealer is not registered under the Scheme?

Your local dealer can apply to be registered under the Scheme. Application forms can be requested from the Department and are available on the Department's website www.dcita.gov.au/satphone. The dealer can apply for registration at the same time that you submit your application nominating them as your Dealer.

10. Do I need to identify a Dealer on the application form?

Yes. This is a mandatory field and there will be delays in processing your application if you leave it blank. Your application cannot be approved until it has been filled in. If you are approved, your nominated Dealer needs to receive approval documents from the Department before they can sell you a phone under the Scheme.

11. What type of phone is covered by the subsidy?

To access the subsidy, the mobile satellite phone must be either handheld or non-handheld and used in a mobile environment. This includes phones that are installed and used in a vehicle or vessel.

Importantly the subsidy will not be provided for phones that are fixed to a homestead, building or other immobile structure.

If you are in doubt as to the eligibility of a specific phone, please contact the Scheme's Administrator on 1800 674 058 (freecall) before you (approved Phone Purchaser) proceed with a purchase.