



Need proof of Amateur Licence documentation from the ACMA?

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Travelling overseas and wanting to operate while overseas or applying to operate one of the many Digital Voice modes or putting up a tower and your local council needs you to prove you are a licensed amateur radio operator – you will need some documentation.

The ACMA Performance Survey in April 2025 highlighted that only 15.7% of survey respondents knew how to retrieve archived licence documents from the ACMA.

This short article outlines the process to access your Amateur qualification level and call sign related documents from the ACMA. The author acknowledges the assistance of the ACMA CSC staff in the creation of this article.

It's easy!

1. If you were licensed after 19 February 2024 then you can download your ACMA Recognition Certificates and/or Call Sign Certificates via the ACMA Assist Portal. See the article about the ACMA Assist Portal in *Amateur Radio* magazine Volume 94 No. 2 – March/April 2026; the article is publicly available on the WIA Website under AR Magazine (<https://www.wia.org.au/members/armag/2026/march/>).
2. If licensed before 19 February 2024 you will need to ring ACMA Customer Service Centre (CSC) on 1300 850 115 (9am – 5pm AEST, Mon – Fri, except public holidays) and have your ACMA Client Number handy if possible.
3. Wait until the Interactive Voice Response (IVR) menu has finished so you get an Enquiries Officer in the ACMA CSC. This is an Australian-based call centre and your call is answered by ACMA staff. Please be respectful.
4. Ask the Enquiries Officer for Proof of Amateur Radio qualification level and call sign documentation.
5. The Enquiries Officer will likely ask for verification details such as your:
 - a) Full name
 - b) ACMA Client Number
 - c) Call sign/s
 - d) Email or postal address.
6. Tell the Enquiries Officer the verification information.
7. The Enquiries Officer will also check that your email address or physical address is still valid. If any of these addresses needs updating, the CSC will ask you to confirm the new address/es in writing.

Note: you can email your request to the ACMA CSC at email: info@acma.gov.au and if the email address you are sending from is the same as the one the ACMA has on file then the ACMA may not require all the validation steps. If the email address does not match the ACMA record then all validation steps may be requested.
8. If you have a valid email address then the ACMA will email you a copy of either:
 - a) For amateur operators who were licensed prior to 19 February 2024 – a copy of your ACMA letter of Confirmation. This letter outlines the amateur's highest qualification level and any call signs (2-letter and 3-letter call signs (except VK0 or VK9 call signs), and F-series call signs) assigned to them shortly before the class licence commencement.
 - b) For amateur operators who have qualifications or call signs issued after the 19 February 2024 – a copy of your Certificate of Recognition and/or your Call Sign Certificate.
9. If you do not have an email address then the ACMA will mail out a copy of either:
 - a) For amateur operators who were licensed prior to 19 February 2024 – a copy of your ACMA letter of Confirmation. This letter outlines the amateur's highest qualification level and any call signs (2-letter and 3-letter call signs [except VK0 or VK9 call signs], and F-series call signs) assigned to them shortly before the class licence commencement.
 - b) For amateur operators who have qualifications or call signs issued after 19 February 2024 – a copy of your Certificate of Recognition and/or your Call Sign Certificate.
10. Any other ACMA related queries can be handled while you are on the phone or emailing the ACMA CSC Enquiries Officer.

