

## **CUSTOMER QUESTIONNAIRE ON ELECTRONIC LICENSING FOR AMATEUR, CITIZENS' BAND AND SHIP RADIO LICENCES**

### **Introduction: What is Electronic Licensing (E-L) and why are RA introducing it?**

E-L is an additional service that RA will be introducing for its customers. It will supplement, but not replace the existing paper based system. E-L is a means of applying for new Citizens' Band and Ship Radio Licences. The system will not be available for new Amateur Radio Licence applications, as the different classes require hard copies of the certificates to be submitted with the application. It will, however, allow renewals of any existing licences, notification of changes (i.e. name, address etc.) and cancellations. It will also allow the re-issue of any licence (including amateur) where the details are available on our database (must have been on issue from 1995). This system is being introduced following the Government's commitment to making all transactions electronically available by 2004.

### **How will the new system work?**

A series of electronic forms will be held on the Radio Licensing Centre's website. These will be able to be completed on screen and e-mailed directly to the Radio Licensing Centre, saving time and money for our customers. The transaction will be acknowledged electronically, and the process carried out off-line in the normal way. The licence documentation will then be posted to the applicant.

### **Purpose of Questionnaire**

This questionnaire is concerned with measuring the potential success of introducing Electronic Licence Applications, amendments, renewals and cancellations. There will not be any additional charge for the new service.

We would like to thank you for taking your time to complete this questionnaire. It will enable the Agency to tailor the way they are implementing E-L in an attempt to improve customer service.

The questions are in relation to the current paper based facilities (e.g. the licence application forms available from the Radiocommunications Agency), and how electronic versions would compare.

Each question has a rating from 1 to 5 for the issue and renewals sections of the questionnaire.

- 1 = Totally Unacceptable;
- 2 = Needs Improvement;
- 3 = Acceptable;
- 4 = Good;
- 5 = Excellent.

If you would like to provide us with your details please complete the following so that we can send you a follow – up questionnaire once the facility is available.

Contact Name.....

Contact Email Address.....

Contact Address.....

Contact Tel Number.....

**What Type of Radio Licence do you currently hold?**

- Ship ✓
- Citizens' Band ✓
- Amateur (please specify what class) ✓ .....

**NEW APPLICATIONS**

Please circle the appropriate response:

**1a. How easy is it currently to get hold of an application form?**  
**1 2 3 4 5**

**1b. With the *new* electronic form would you expect it to be easier to obtain an application form?**  
**Yes No**

**2. With the *current paper form* how confident are you in the administration of the Licensing Process?**  
1 2 3 4 5

**2a. With the *new electronic application form* how confident would you expect to be in the Licensing Process?**  
1 2 3 4 5

**3. Based on the current situation do you think the process of applying for a licence is straightforward?**  
1 2 3 4 5

**3a. When the new form is being used would you expect the process of applying for a licence to be more straightforward?**  
1 2 3 4 5

**4. How easy is the current application form to understand?**  
1 2 3 4 5

**4a. Do you expect the electronic application form to be easier to understand?**  
1 2 3 4 5

**5. Based on the *current paper form* do you understand what information MUST be provided for a licence application?**  
Yes No

**5a. Do you think it would be easier to understand what information MUST be provided for a licence application on the electronic application?**

**Yes      No**

**6. Approximately how long did you have to wait for your licence when you applied ?**

**Between 1– 5 Working Days      ✓**

**Between 5-10 Working Days      ✓**

**Between 10-15 Working Days      ✓**

**Between 15-20 Working Days      ✓**

**Between 20-25 Working Days      ✓**

**Over 25 Working Days      ✓**

**6a. When the *new electronic application form* is introduced would you expect to receive your licence faster?**

**Yes      No**

**6b. If you answered “yes” to Question 6a, how long would you expect to have to wait to receive your licence ?**

**Between 1– 5 Working Days      ✓**

**Between 5-10 Working Days      ✓**

**Between 10-15 Working Days      ✓**

**Between 15-20 Working Days      ✓**

**Between 20-25 Working Days      ✓**

Over 25 Working Days

✓

## RENEWALS

1. Based on the *current process* please state how easy you find it is to apply for a licence renewal

1 2 3 4 5

1a. Based on the *new electronic facilities* please state how easy you think it would be to apply for a licence renewal

1 2 3 4 5

2 How do you currently pay for your renewal?

Direct Debit ✓

Standing Order ✓

Cheque ✓

Cash ✓

Postal Order ✓

Credit/Debit Card ✓

Free Licence ✓

(only applies to Amateur/CB applicants/licensees under 21 or aged 75 and over)

## CHANGES TO LICENCES

Each question in this section has a rating of 1 to 4 as follows:

- 1 Simple**
- 2 Acceptable**
- 3 Difficult**
- 4 Complicated**

**Please circle the appropriate response.**

**1. How easy do you find it to request changes to your licence i.e. amendments and cancellations?**

**1    2    3    4**

**1a. How much easier do you think it would be to request changes electronically?**

**1    2    3    4**


**What changes to your licence would you normally request?**

.....  
.....  
.....

**1        Would you use E-L when available?**

**Yes                      No**

<b>Please let us have any comments in the box below, including any other facilities that you would like to have available as the system is developed.</b>
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Thank you for your time. Please return this form to Des Daly, 10G/11A,  
Specialist Sectors Unit, Radiocommunications Agency, Wyndham House, 189  
Marsh Wall, London E14 9SX or by e-mail to [amcb@ra.gsi.gov.uk](mailto:amcb@ra.gsi.gov.uk).