



IPS RADIO AND SPACE SERVICES

# CUSTOMER SERVICE CHARTER

May 2002

# FOREWORD

I am pleased to introduce the current Customer Service Charter of IPS Radio and Space Services.

Service Charters were introduced across the Commonwealth Public Service by the Government in the 1997 Small Business Statement, *More Time for Business*. Charters are part of the Government's continuing commitment to improve the quality of service to the wider community.

The Commonwealth Government Service Charter initiative aims to create a more open and responsive culture in the public service that better responds to the community it services.

This Charter describes our commitment to you, our customers, and sets out the standards of service that you can expect from us. It applies to everyone who uses our products or services, or who seeks information from us about radio propagation, geophysical and space weather conditions.

Our Charter is intended to help us provide you with a better service. It tells you who we are and what services we provide; what you value in our products and services; the standards we have set to maintain those values; and how you can give us feedback on our performance. It requires us to report against, and regularly review, the performance standards set out in this Charter. We will maintain systems in place to monitor that performance.

IPS is committed to continuing improvement of our customer service delivery. This Charter was developed through an ongoing consultative process involving both the customers and the staff of IPS. Your comments and suggestions are always welcome.

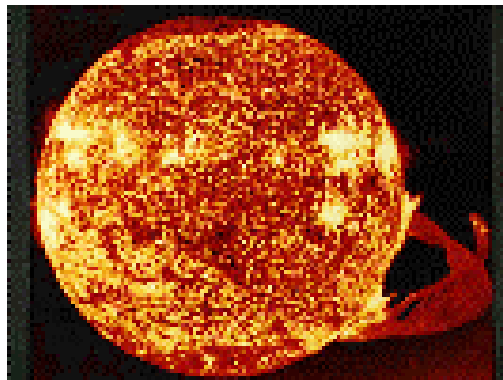
David Cole  
General Manager IPS  
May 2002



# CHARTER CONTENTS

This customer Service Charter relates to the services of IPS Radio and Space Services and contains information on:

- Who we are
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- Our customers
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- Our product standards
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- Checking our performance
- How to give us feedback
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- How you can contact us
- Supporting documentation

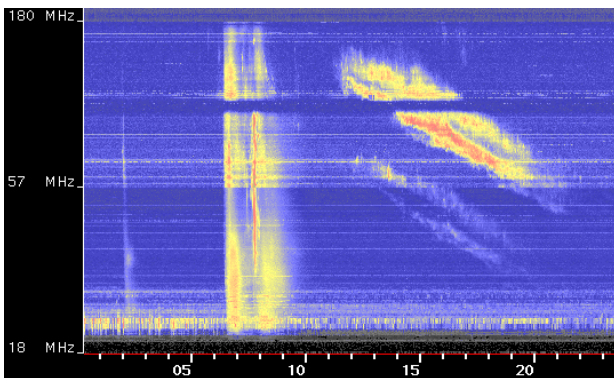


## 1. Who we are

IPS Radio and Space Services (IPS) is an operational unit of the Australian Department of Industry, Tourism and Resources (ITR).

We have a staff of 40 professional physicists, IT specialists, engineers, technical and administrative support personnel, who are located at our Head Office in Sydney; our solar observatories in Culgoora (NSW) and Learmonth (WA); and our ionospheric stations throughout mainland Australia and Papua New Guinea.

We also have data gathering equipment at several sites in Australia, New Zealand and Antarctica, which are operated by arrangement with other organisations.



## 2. What we do

We aim to assist you, our customers, to operate effectively by providing you with specialised radio propagation, geophysical, and space weather advice.

As an operational unit of ITR, IPS offers a comprehensive range of services to agencies in Australia and overseas, including:

- **solar-terrestrial data:** IPS observatories and stations in Australia, Papua New Guinea and Antarctica monitor solar and magnetic activity and ionospheric behaviour. The Learmonth Solar Observatory is jointly managed by IPS and the US Air Force.

- **periodic and real-time radio propagation predictions:** IPS has developed and uses its own, empirically based, HF Propagation Model and its associated ionospheric dataset to produce monthly, weekly or real-time radio frequency predictions for its many hundreds of customers. Real-time HF services are available on the Internet at <http://www.ips.gov.au>
- **space environment forecasts and real-time monitoring:** the Australian Space Forecast Centre at IPS analyses near real-time data on the Sun as well as the Earth's ionosphere and magnetic field to issue forecasts of solar, ionospheric and geomagnetic conditions.
- **technical advice on space weather activity:** specialist staff at IPS can provide advice to customers whose radio communications, geophysical or satellite systems might be affected by changes in the space environment.
- **radio frequency management software:** the IPS HF Propagation Model has been incorporated into the Advanced Stand Alone Prediction System (ASAPS) software package. For propagation of radio waves over ground, IPS has produced the Ground Wave Prediction System (GWPS) program.
- **training courses and technical reports:** IPS is able to offer flexible training courses to support customer requirements and publishes reports on research topics.
- **consultancy services:** by using the ASAPS and GWPS models and IPS computer tools for analysing the expected performance of radio networks, system characteristics such as the power level for a specified grade of service, the minimum number of frequencies for an HF network, or the variation of coverage area with relocation of base stations, can be calculated.
- **support for international space weather science:** IPS has close links with similar organisations in Europe, North America, Japan, China, India and Russia, and holds positions within standardisation bodies such as ITU (International Telecommunication Union), URSI (International Union of Radio Science).
- **World Data Centre for Solar-Terrestrial Science:** IPS hosts the WDC for STS and provides solar, ionospheric and geophysical data in support for research and services in space related activities.

For more details on these services, see the supporting documentation listed in Section 12.

### 3. Our customers

IPS has assisted many customers to design, manage and extend the capabilities of their radio communication, geomagnetic, and satellite systems. The major customers of IPS include Commonwealth and State departments and agencies; Overseas Government departments and agencies; and private sector companies and individuals, both local and overseas, who are:

- operators of High Frequency (HF) radio communications equipment
- operators of HF radar and surveillance systems
- radio broadcasters
- managers of power transmission networks or long pipelines
- spacecraft and satellite operators
- geophysical exploration groups
- solar-terrestrial science researchers
- radio communication consultants and engineers

### 4. What you can expect from us

IPS is a customer-focussed organisation. Before we make any significant changes to our services, we will first consult with a representative set of our customers to determine what you want from our services and how best we can fulfil your needs. We have done this in the past and we will continue to do so.

Our customer value model has been refined as a result of Customer Focus Group discussions with many of our customers. Through these discussions we found that the following are what you expect from our products and services:

- Products
  - Accuracy
  - Applicable and easy to use
  - Timely response
  - Value for money
- Services
  - Helpful, personal service
  - Professional competence
  - Reliability
  - Expert advice

### 5. How you can help us

You can help us to improve our services to you by:

- giving us accurate information on your requirements;
- advising us of any changes to your service requirements, including change of address; and
- giving us your feedback on our services.

We also require our customers to honour all copyright and licence agreement conditions relating to our products.

### 6. Our product standards

You can measure the performance of our products against the following standards:

- **Accuracy:** The accuracy of our prediction services depends on how well we forecast solar activity levels. For frequency prediction purposes, we measure solar activity in terms of an effective sunspot number called a "T index", whose value ranges from approximately -50 to 200. Because of the large variability of solar activity, a forecast is considered accurate if the actual T index level is within 30 units of the forecast level. We aim to achieve:
  - 95% accuracy for daily predictions; and
  - 90% accuracy for monthly predictions.
- **Applicable and easy to use:** You will find that the products that you receive from us will be appropriate for your needs and easy to use.
- **Timely response:** The predictions, warnings and alerts that you may receive from us will be issued to you in sufficient time for you to make use of them, or within one hour of IPS receiving the relevant data during normal working hours.
- **Value for money:** For the bulk of our services, we charge a small fee that covers only our postage and handling costs. For consultancy services, which usually require a large portion of our resources, and for software products (ASAPS and GWPS) we recover some of our other costs. However, you will find that our costs are very competitive and represent real value for money. The services that we provide through the Internet or by E-mail are free of charge.



## 7. Our service standards

You can measure the performance of our services against the following standards:

- **Professional competence:** When you contact us, we will treat you as a valued customer and help you to determine which of our specialised products are best suited to your needs. We aim to have no complaints about our service.
- **Reliability:** When you request any of our services, you can rely on us to deliver that service. You can expect to receive our services when they are due.
- **Helpful, personal service:** If you E-mail, fax or write to us requesting standard predictions or information, we will reply within five working days after receiving your correspondence. For more complicated correspondence, we will reply within 28 days. If we cannot reply within these periods, we will keep you informed on what is happening with your correspondence.

If you telephone us, we will answer your call promptly during normal office hours and give you accurate and helpful information. Outside normal working hours, you may leave a message on the answering machine at the Duty Forecaster's desk (telephone number +61-2-9213 8010) and we will respond to that call on the next working day.

- **Expert advice:** When you ask for technical advice, you will be given it by professional scientists, engineers or IT specialists. Our staff have many years of experience in the field of radio propagation and space weather, and we maintain our professional standards at international levels.



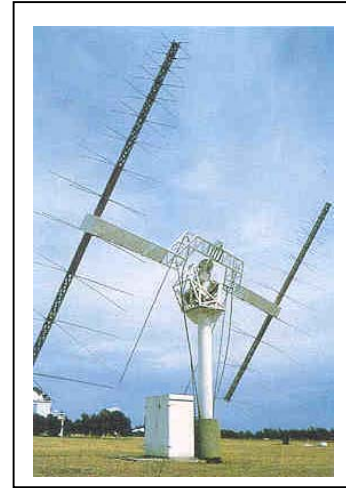
## 8 Checking our performance

To monitor our success in achieving the standards set out in this Charter we will:

- monitor and evaluate our products and services against the standards set in this Charter;
- formally review the standards set out in this charter annually and adjust them in light of your comments;

- report annually on how well we have met the standards.

The Charter will be independently reviewed at least every three years. IPS invites comments from customers, stakeholders and staff as part of its monitoring and review procedures.



## 9. How to give us feedback

We welcome feedback on our services. Your compliments, suggestions and complaints are important to us.

If you have a compliment or a suggestion, we will ensure that the relevant staff receive recognition or receive your ideas for consideration.

If you are not satisfied with any of our services or have any concerns about them, please discuss this with the **Duty Forecaster** in the first instance, who will try to resolve your concerns immediately. You can contact the Duty Forecaster on +61-2-9213 8010 between 8am and 4pm Australian Eastern Standard Time (AEST) on weekdays and 8am to noon on weekends or public holidays. A recorded message facility is available outside these times.

If you are still not satisfied, please contact the **General Manager** of IPS, who will respond within seven days of hearing from you. The General Manager's telephone number is +61-2-9213 8000.

If, following our investigation of a complaint from you, the problem is not resolved in your view, you can forward the complaint to the Commonwealth Ombudsman for further examination. Contact details are:

Commonwealth Ombudsman  
GPO Box 442  
CANBERRA CITY, ACT 2601

Telephone: +61-2-6276 0111  
Fax: +61-2-6249 7829  
Local call (within Australia only): 1300 362 072



## 10. Help us to improve this charter

This Charter is developed through a consultative process with our customers and staff. Your comments on how we might improve the Charter are important to us and we welcome your views on it.

We will use your comments to ensure that the products and services we provide are of the highest standards and that our Charter reflects this accurately. We appreciate your efforts to help us to serve you better.

## 11. How you can contact us

The Head Office of IPS is located in Sydney. Our office hours are 9am to 5pm AEST Monday to Friday, except public holidays.

### Location:

IPS Radio and Space Services  
Level 6, North Wing  
477 Pitt Street  
Sydney NSW 2000

### Postal Address:

IPS Radio and Space Services  
PO Box 1386  
Haymarket NSW 1240  
Australia

**E-mail:** office@ips.gov.au

**General Enquiries:** Tel: +61-2-9213 8000  
Fax: +61-2-9213 8060

**General Manager IPS:** Tel: +61-2-9213 8001  
Fax: +61-2-9213 8060

**Duty Forecaster:** Tel: +61-2-9213 8010  
Fax: +61-2-9213 8061

**Prediction Services:** Tel: +61-2-9213 8010

Alternatively, you may wish to contact one of our solar observatories or ionospheric stations at:

### Culgoora Solar Observatory

PO Box 611  
Narrabri NSW 2390

Telephone: +61-2-6795 9211  
Fax: +61-2-6795 9266  
E-mail: culgoora@ips.gov.au

### Learmonth Solar Observatory

PO Box 200  
Exmouth WA 6707

Telephone: +61-8-9949 1472  
Fax: +61-8-9949 1605

### Vanimo Ionospheric Station

PO Box 165  
Vanimo  
Sandaun Province  
Papua New Guinea

Telephone: +67-5-8571115  
Fax: +67-5-8571010

E-mail: akafoa@online.net.pg

For all other monitoring sites please contact:

Telephone: +61-2-9213 8000  
Fax: +61-2-9213 8060

## 12. Supporting documentation

For more information about us:

- Visit our Internet homepage (<http://www.ips.gov.au>) which has information on IPS and its services.
- Ask us for a copy of any of the following brochures
  - Business Profile and Capability Statement
  - Products and Services Catalogue
  - Advanced Stand Alone Prediction System (ASAPS)
  - Solar Terrestrial Services
  - IPS Culgoora Solar Observatory
- Read the current ITR Annual Report.

