



Three- letter and telephony designator (3LTD) system FAQ_Agency/Airline

Contents

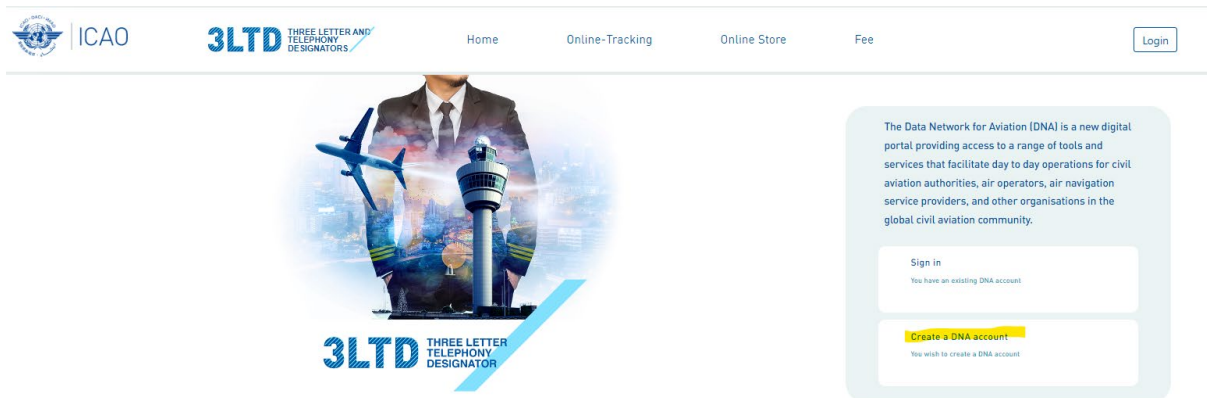
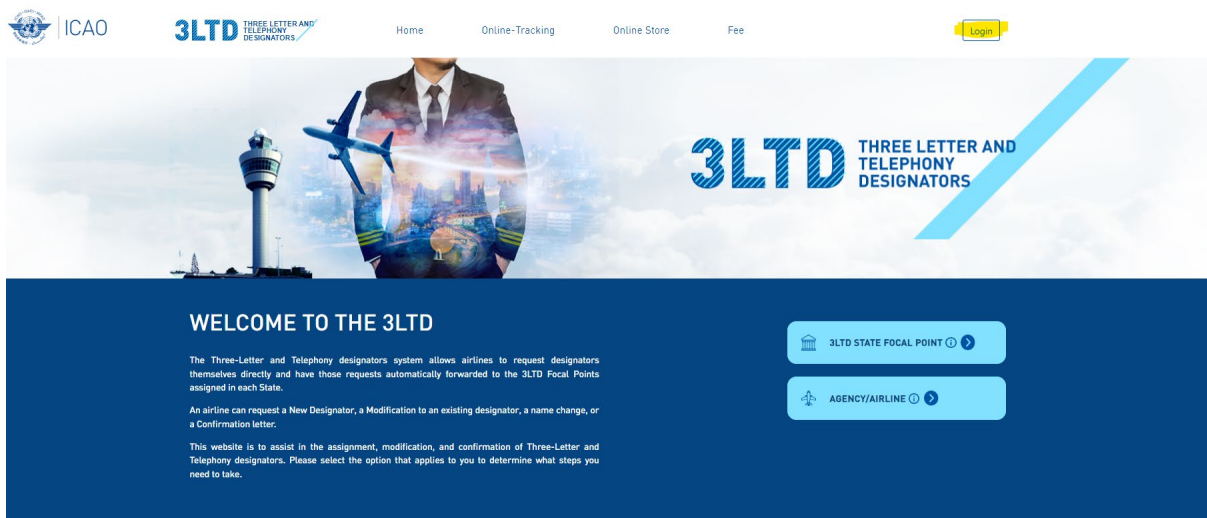
1. Who are the 3LTD system users?.....	2
2. What are the functionalities for agencies/airlines?	5
3. How do you select a telephony designator?.....	11
4. What will happen if the telephony designator is not selected?	12
5. When can you get the refund for the request?.....	12
6. What does the delayed assignment mean?	12

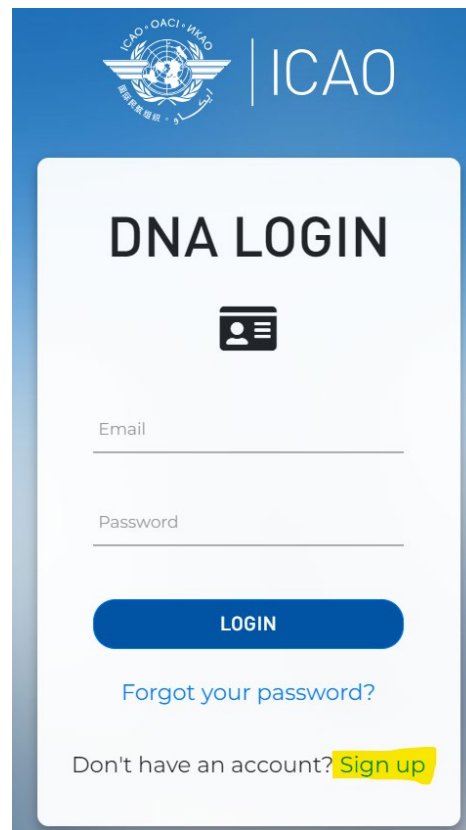


1. Who are the 3LTD system users?

Airline/Agency (The airline) as the requester, 3-letter and telephony designators (3LTD) State focal points as the approver on behalf of the State, and ICAO 3LD admin as the administrator; they are the 3LTD system users and need to register DNA accounts to log into the system.

Step 1: Open the landing page, www.3ltd.icao. Please click “login” -> “create a DNA account”->” sign up” buttons to fill out the following information: email, first name, last name, password and confirm password.






The DNA LOGIN form is a vertical rectangle with a blue header and a white body. The header contains the ICAO logo and the text "ICAO". The body has a large "DNA LOGIN" title, a user icon, and input fields for "Email" and "Password". A blue "LOGIN" button is centered below the fields. Below the button are links for "Forgot your password?" and "Don't have an account? Sign up". The "Sign up" link is highlighted in yellow.

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DNA LOGIN



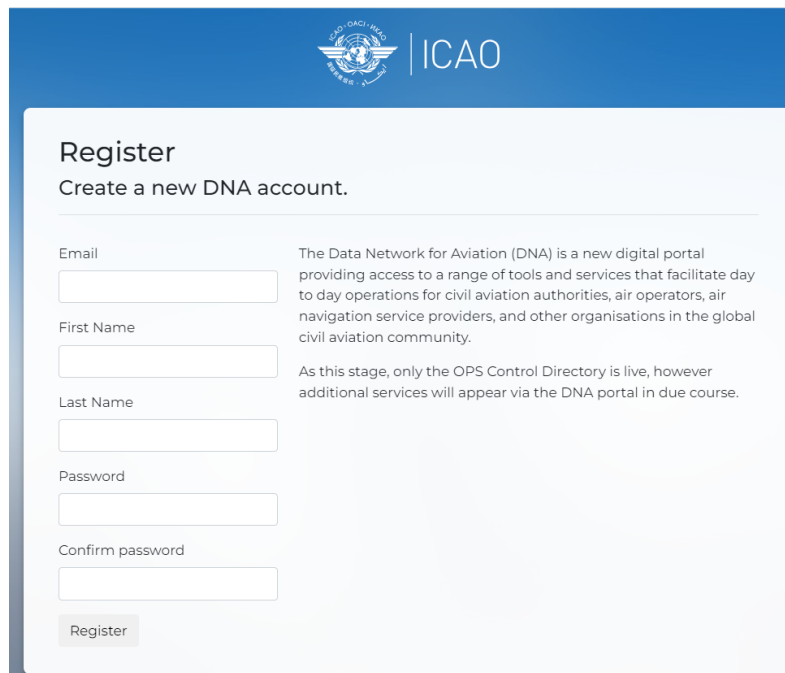
Email

Password

LOGIN

[Forgot your password?](#)

Don't have an account? [Sign up](#)



The Register form is a vertical rectangle with a blue header and a white body. The header contains the ICAO logo and the text "ICAO". The body has a "Register" title and a subtitle "Create a new DNA account.". Below the subtitle are input fields for "Email", "First Name", "Last Name", "Password", and "Confirm password". A "Register" button is at the bottom. To the right of the input fields is a text block explaining the DNA portal and its current state.

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Register

Create a new DNA account.

Email

First Name

Last Name

Password

Confirm password

Register

The Data Network for Aviation (DNA) is a new digital portal providing access to a range of tools and services that facilitate day to day operations for civil aviation authorities, air operators, air navigation service providers, and other organisations in the global civil aviation community.

As this stage, only the OPS Control Directory is live, however additional services will appear via the DNA portal in due course.



Step 2: You will receive an email notification to activate your account.


Please note that the State focal point must set up a DNA account to log in to the system and process the requests. For airline requesters, you may make a request without a DNA account by clicking the guest button. However, you will not have a dashboard to follow up on the status of requests if you are a guest. Therefore, it is highly recommended that you set up a DNA account, even if you are an airline requester, so you have a dashboard to view the status of the requests.

Step 3: Once you click the link in the email, please click the 3LTD_Access the application

Data Network for Aviation (DNA)

The Data Network for Aviation (DNA) is a new digital portal providing access to a range of tools and services that facilitate day to day operations for civil aviation authorities, air operators, air navigation service providers, and other organisations in the global civil aviation community.

Applications & Services




LADR

The Location of an Aircraft in Distress (LADR) has been developed by the European Organisation for the Safety of Air Navigation (EUROCONTROL), in close cooperation with ICAO. The initial operational phase of the LADR has been delivered to meet the minimum required functions, and further developments are expected throughout 2024 to transition the system to full operational capability. Nevertheless, the current system fulfils the basic requirements to store and display position information and notify registered users when new information becomes available.

The OPS Control Directory, formerly hosted by ICAO, was also transferred to EUROCONTROL and is now included as a function within the LADR. OPS CTRL acts as the means by which users will be authorized for the use of the LADR.

[Access the application](#)



3LTD – Three Letter and Telephony Designators

The Three-Letter and Telephony designators system allows airlines to request designators themselves directly and have those requests automatically forwarded to the 3LTD Focal Points assigned in each State. An airline can request a New Designator, a Modification to an existing designator, a name change, or a Confirmation letter. This website is to assist in the assignment, modification, and confirmation of Three-Letter and Telephony designators. Please select the option that applies to you to determine what steps you need to take.

[Access the application](#)

Click [here](#) to manage your stored grants.

[Log out](#)



Step 4: Please fill out the following information to complete setting up your account. First name, last name, organization name and position (optional).

ICAO 3LTD THREE LETTER AND TELEPHONE DESIGNATORS

Home Online-Tracking Online Store Fee Login

PLEASE COMPLETE THE REGISTRATION

Associate your DNA account.

You are successfully authenticated with DNA. Please provide the following information for Three Letter Designator Application below and click the Register button to finish Sign in process.

Email*

Honorific (optional)
leave blank - not specified

First Name*

Last Name*

Phone*

Organization*
Please enter which organization you are associated with (If you are from a state organization, please specify which e.g.: CAA, DGCA, MOT, ANAC, etc.; if you are from an agency/airline, please enter your company name).

Job Title/Position*
Please enter the job title which you are associated with in your organization.

Register

2. What are the functionalities for agencies/airlines?

2.1 New designator request (Price \$5,000 and 10 business days)

Step 1: Click Agency/Airline-> select the State-> I do not have a designator but want to obtain one -> > fill out the new request form.

Step 2: Once you fill up the required information, the airline needs to purchase a new 3LTD Pin (cost \$5,000) <https://store.icao.int/en/3ld-new-requests> . The airline will receive a PIN number via e-mail (please check your spam folder as the file will be a .txt file); you can fill out the PIN number and submit the application. You will receive an email notification to indicate that the application has been successfully submitted. If you do not receive the PIN within 2 business days, please send an email to sales@icao.int.

Please note that if you pay using a bank draft, it could take up to a month for ICAO to receive your payment, which will delay the receipt of your PIN and ultimately delay your online request). If there is a deferred payment selected by your State, the airline does not need to make the payment; you may submit the form. Once your State focal point approves the request, the operator will receive the payment notification by email, and you may make the payment by purchasing the pin as instructed in the email.

Step 3: The State focal point will receive an e-mail notification to verify/approve the information presented in the request for his/her states. The State focal point will log in to the system to process the



request and submit the application to ICAO.

Step 4: ICAO will verify the request and approve/reject it. If it is approved, the State focal point will receive the assignment letter. If there is not a consensus on the designators by the State of AOC and ICAO, then the state will contact the airline for any further clarification or amendment of a designator (this step may cause considerable delay in the designators being assigned - if there is no delay the assignment can usually be made within two weeks).


Step 5: The State focal point is now responsible for informing the airline of the status of the request and forwarding the assignment letter to them. Please be advised that it's the civil aviation authority of the State that makes the final decision as to whether or not an agency/airline can be assigned as a set of designators.

The screenshot shows the ICAO 3LTD application interface. The top navigation bar includes the ICAO logo, the 3LTD logo, and links for Home, Online-Tracking, Online Store, Fee, and Logout. Below this is a secondary navigation bar with links for DASHBOARD, Pending, Reserved, Designator Search, State Profile Settings, Focal Point(s), and Part4. The main content area is titled 'APPLY FOR NEW 3LTD' and 'SELECT THE STATE OF AOC'. It includes a progress bar showing 'STATE' as the current step, followed by 'CONTACT', 'DESIGNATOR', and 'REVIEW'. A note states: 'Please select the State of Air Operator Certificate (AOC). Please note if you do not have a DNA account, you will not have dashboard access to view the status of your requests.' The form features a dropdown menu labeled 'Select your state' with a '-- Select --' option. Below the dropdown are 'Back' and 'Next' buttons.

The screenshot shows the ICAO 3LTD dashboard. The top navigation bar is identical to the previous screenshot. The main content area features a large graphic of an airplane and a control tower. Below the graphic is the 3LTD logo. To the right of the graphic is a section titled 'DO YOU HAVE A DESIGNATOR?'. It contains a note: 'Please note that TELEPHONY changes are subject to ICAO review and approval. If there is an issue with the TELEPHONY choices submitted, your State Focal Point will contact you to find more suitable TELEPHONY designators and submit them to ICAO for approval.' Below the note are two radio button options: 'I have a designator' and 'I do not have a designator, but want to obtain one'.



Designators for Aircraft Operating Agencies, Aeronautical Authorities and Services (Doc 8585)

**ICAO**


3LTD THREE LETTER AND TELEPHONY DESIGNATORS

HomeOnline-TrackingOnline StoreFee

Logout

DASHBOARDPendingReservedFocal Point(s)Pin NumberPart4ReportsEditions

**PLEASE CONFIRM**
Please confirm again that you do not have an existing designator for your agency/airline. This is to avoid unnecessary delays which may be caused by having to cancel an unnecessary request.
I CONFIRM THAT I DO NOT HAVE A DESIGNATOR
Not sure your agency is registered?

**ICAO**

3LTD THREE LETTER AND TELEPHONY DESIGNATORS

HomeOnline-TrackingOnline StoreFee

Logout

DASHBOARDPendingReservedDesignator SearchState Profile SettingsFocal Point(s)Part4

APPLY FOR NEW 3LTDSTATE → **CONTACT** → DESIGNATOR → REVIEW

Your contact information is required, so the system is able to contact you regarding any online request you may choose to enter

CONTACT INFORMATION

First Name *Last Name *

LanaAdeeb .

Job Title/Position *

BA

Organization *

Email *

Phone *

44556677

BackNext



APPLY FOR NEW 3LTD / DESIGNATOR INFORMATION

STATE → CONTACT → **DESIGNATOR** → REVIEW

Please be advised that charges may be associated to your application dependent on the type of request. See a list of fees [Hyperlink](#)

Request Steps

1. The agency/Airline will complete this Request New Designator form and purchase the PIN (<https://store.icao.int/en/3ld-modify-designator/>) in the following step. If your State does not defer payment, if your State defers the payment, you can submit this form without payment and purchase the PIN number after obtaining approval from your State Civil Aviation Authority(CAA).
2. The Agency /Airline will receive a PIN via email (please check your spam folder as the file will be a .txt file). Please if you do not receive the PIN within two business days, please email sales@icao.int. Please note that if you pay using a bank draft, it could take up to a month for ICAO to receive your payment, which will delay the receipt of your PIN and ultimately delay your online request).
3. Once you provide the PIN and submit your request, your CAA/State Focal Point will receive an email notification to verify/approve the information presented in the request in the system.
4. Only once the focal point for the State of AOC has approved the online request in the 3LTD system is the request forwarded for approval of the ICAO. Suppose there is no consensus on the designators by the State of AOC and ICAO. In that case, the State will contact the agency/Airlines for any further clarification or amendment of a designator (this step may cause considerable delay in the designators being assigned).

Please note it can take up to 2 weeks to process a request. If you would like to have your designators assigned ASAP please leave the delayed assignment date field blank, as a 2-week default delay is already displayed. If you wish your designators to be assigned at a later date, please choose the date in the delayed assignment date field.

5. Once ICAO approves the online request, the State Focal Point will receive an Assignment letter for designators. Please note that ICAO cannot approve designators for agencies directly; we can only process designator requests upon approval/ submission from the focal point of the State of the

Form Fields:

- Airline/Agency Name *
- Type of Operation *
- AOC Number
- 3LD Designator Options *
- TELEPHONY Designator Options

This field is mandatory when filling the form. If a telephony designator is to be chosen at a later date, please enter a plus sign "+" in the telephony field. If no telephony designator is required, please enter a minus sign "-" in the telephony field.

☐ Delayed Assignment (?)

Back **Next**

2.2 Modification designators request

2.2.1 Modification of both designators and name (cost USD\$3,750 and 10 business days)

Step 1: Operator/Agency select the State-> I have a designator-> I would like to modify -> fill out the modification request form.

Step 2: The airline needs to purchase modification 3LTD PIN, <https://store.icao.int/en/3ld-modify-designator>. The airline will receive a PIN number via e-mail (please check your spam folder as the file will be a .txt file). If you do not receive the pin within 2 business days, please send an email to sales@icao.int.

Please note that if you pay using a bank draft, it could take up to a month for ICAO to receive your payment, which will delay the receipt of your PIN and ultimately delay your online request). If there are deferred payments selected by your States, the airline does not need to make the payment; you may submit the form directly. Once your State focal point approves the request, the airline will receive the payment notification by email, and you may make the payment by purchasing the pin as instructed in the email.

Step 3: The State focal point will receive an e-mail notification to verify/approve the information presented in the request for his/her state and submit the form to ICAO.

Step 4: ICAO will verify the request and approve/reject it. If it is approved, the State focal point will receive the assignment letter. If there is not a consensus on the designators by the State of AOC and ICAO,



then the state will contact the agency for any further clarification or amendment of a designator (this step may cause considerable delay in the designators being assigned - if there is no delay the assignment can usually be made within two weeks).

Step 5: The State focal point is now responsible for informing the airline of the status of the request and forwarding the assignment letter to them. Please be advised that it's the civil aviation authority of the State that makes the final decision as to whether or not an agency/airline can be assigned as a set of designators.

ICAO 3LTD THREE LETTER AND TELEPHONY DESIGNATORS

Home Online-Tracking Online Store Fee Logout

DASHBOARD Pending Reserved Designator Search State Profile Settings Focal Point(s) Part4

DO YOU HAVE A DESIGNATOR?

Please note that TELEPHONY changes are subject to ICAO review and approval. If there is an issue with the TELEPHONY choices submitted, your State Focal Point will contact you to find more suitable TELEPHONY designators and submit them to ICAO for approval.

I have a designator

I do not have a designator, but want to obtain one

WHAT DO YOU NEED TO DO?

Modify 3LTD designator
Modify your existing Three-letter and/or Telephony Designator.

Modify Name

Confirmation letter

2.2.2 Modification of only one designator (cost USD\$3,750 and 3-AIRAC cycle process time, namely around 3 months for the process period)

The steps are the same as 3.2.1. The only difference is that the assignment letter can only be sent out after 3 AIRAC cycles delay instead of 10 business days. It aims to the requester since there is a need to



notify the air navigation service provider of the upcoming change for safety reasons.

Phone*

SFP & AA are able to change only one designator but assignment date will be 3 AIRAC cycles after.

Submit to State Focal Point for review. If approved, your request will then be forwarded to ICAO for review and processing.

CancelProceed to Payment


2.2.3 Modification of only name (free of charge and 10 business days)

Step 1: The airline selects the State-> I have a designator-> I would like to modify name-> fill out the modification name request form. Since it is free of charge, the airline does not need to purchase any PIN.


Step 2: The State focal point will receive an e-mail notification to verify/approve the information presented in the request for his/her state and submit the form to ICAO.

Step 3: ICAO will verify the request. The State focal point will receive the assignment letter when it is approved.

Step 4: The State focal point is now responsible for informing the airline of the status of the request and forwarding the assignment letter to them.



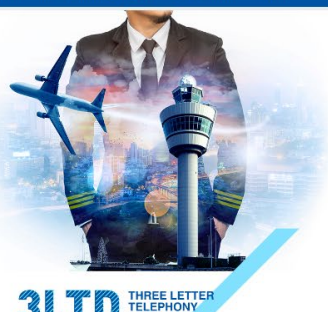
ICAO



THREE LETTER AND TELEPHONY DESIGNATORS

HomeOnline-TrackingOnline StoreFeeLogout

DASHBOARDPendingReservedDesignator SearchState Profile SettingsFocal Point(s)Part4



THREE LETTER TELEPHONY DESIGNATORS

WHAT DO YOU NEED TO DO?

Modify 3LTD designator

Modify your existing Three-letter and/or Telephony Designator.

Modify Name

Confirmation letter



2.3 Confirmation request (Cost USD\$85.00 and 3 business days)

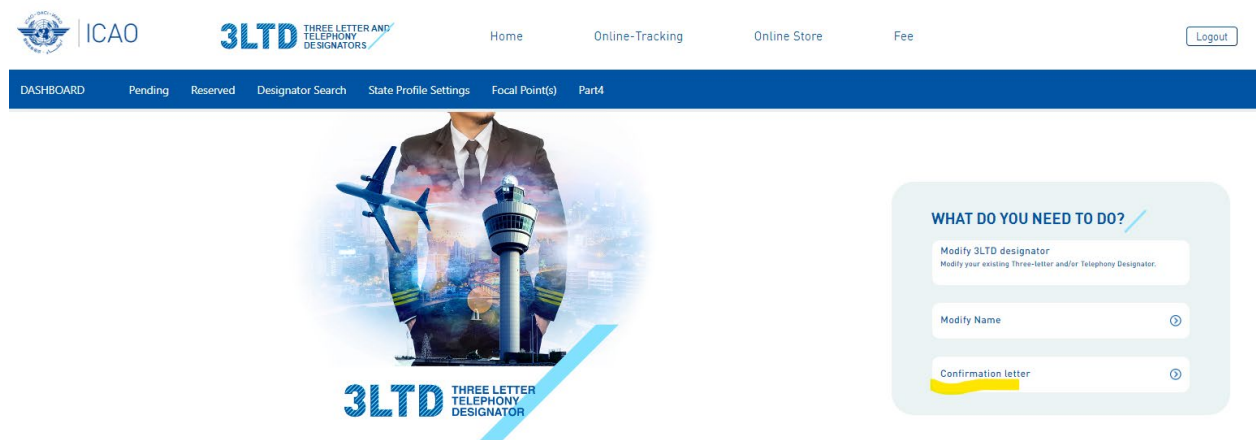
The airlines is able to require a confirmation letter of the organization's existing three-letter and telephony designators.

Step 1: The airline selects the State-> I have a designator-> Confirmation letter-> fill out the request form.

Step 2: The airline needs to purchase a confirmation letter PIN at <https://store.icao.int/en/3ld-confirmation-letter>. The airline will receive a PIN number via e-mail (please check your spam folder as the file will be a .txt file). If you do not receive the pin within two business days, please send an email to sales@icao.int.

Step 3: Fill out the form, including the PIN number, and submit.

Step 4: A confirmation letter will be sent to the requester directly within three business days.



3. How do you select a telephony designator?

According to Doc 8585_3.2 In the registration of telephony designators, the following rules will apply:

- a) The telephony designator should resemble the aircraft operating agency's name or function and be distinct and dissimilar from any other telephony designators in Doc 8585. Ideally, it should reflect the correlation between the three-letter designator, the telephony designator, and the aircraft operating agency's name or function. (examples: ARO – ARROW – Arrow Aviation; RAJ – RAJI – Raji Airlines);
- b) To reduce the transmission length, the telephony designator should be brief, comprising, if possible, one word of two or three syllables. It should not exceed two words;



- c) Three-letter designators may not be used in phonetic form as telephony designators. However, telephony designators of long-standing (such as KLM or TWA) may be retained, provided that an acceptable alphabetic representation is used (example: KAY-ELL-EMM) and
- d) The telephony designator should be easily and phonetically pronounceable in at least one of the following languages: English, French, Russian, and Spanish. Please note that ICAO does not accept telephony designators with the following terms in them:
 - Individual letters and phonetic letters
 - Numbers and punctuality marks
 - The words “FLY”, “SUPER” or The word “ACROSS” or any word that may be confusing in communications
 - Types of aircraft/nicknames (Fokker, Seneca, etc.)
 - Designators which exist in Doc 8585 or are very similar to existing designators

4. What will happen if the telephony designator is not selected?

The requester is able to apply for a 3-letter designator without a telephony designator. If you do not need a telephone designator, please fill out “-”; if you would like to apply for it in the future, please fill out “+”. However, please be advised that adding a Telephony designator at a later date would require the purchase of a Modify PIN at the cost of USD \$3,750 and a new online request to be made.

5. When can you get the refund for the request?

When your request has been rejected by the State focal point, you may request a refund of your PIN purchase. In order to process the refund, ICAO would require the agency/airline to send the order payment (receipt) email from ICAO for the purchase of the PIN number, as well as the PIN number email and forward it to Sales@icao.int requesting a refund due to request being rejected by State.

6. What does the delayed assignment mean?

If the airline/agency would like to have the assignment letter sent out on the delayed date, namely more than 2 weeks. The airline is able to click the delayed assignment check box to choose a certain date to be assigned.



STATE → CONTACT → **DESIGNATOR** → REVIEW

Please be advised that charges may be associated to your application dependent on the type of request. See a list of fees [Hyperlink](#)

Request Steps

1. The agency/Airline will complete this Request New Designator form and purchase the PIN (<https://store.icao.int/en/3ld-modify-designator>) in the following step if your State does not defer payment. If your State defers the payment, you can submit this form without payment and purchase the PIN number after obtaining approval from your State Civil Aviation Authority(CAA).
2. The Agency /Airline will receive a PIN via email (please check your spam folder as the file will be a .txt file). Please If you do not receive the PIN within two business days, please email sales@icao.int. (please note that if you pay using a bank draft, it could take up to a month for ICAO to receive your payment, which will delay the receipt of your PIN and ultimately delay your online request).
3. Once you provide the PIN and submit your request, your CAA/State Focal Point will receive an email notification to verify/approve the information presented in the request in the system.
4. Only once the focal point for the State of AOC has approved the online request in the 3LTD system is the request forwarded for approval of the ICAO. Suppose there is no consensus on the designators by the State of AOC and ICAO. In that case, the State will contact the agency/Airlines for any further clarification or amendment of a designator (this step may cause considerable delay in the designators being assigned).

Please note it can take up to 2 weeks to process a request. If you would like to have your designators assigned ASAP, please leave the delayed assignment date field blank, as a 2-week default delay is already displayed. If you wish your designators to be assigned at a later date, please choose the date in the delayed assignment date field.

Airline/Agency Name *

Type of Operation *

AOC Number

3LD Designator Options *

Please submit three options for your 3LD.

TELEPHONY Designator Options ⓘ

This field is mandatory when filling the form.

If a telephony designator is to be chosen at a later date, please enter a plus sign "+" in the telephony field.

If no telephony designator is required, please enter a minus sign "-" in the telephony field.

☒ Delayed Assignment ⓘ

Back

Next

— END —