Three letter and telephony designator (3LTD) system FAQ S_State focal point

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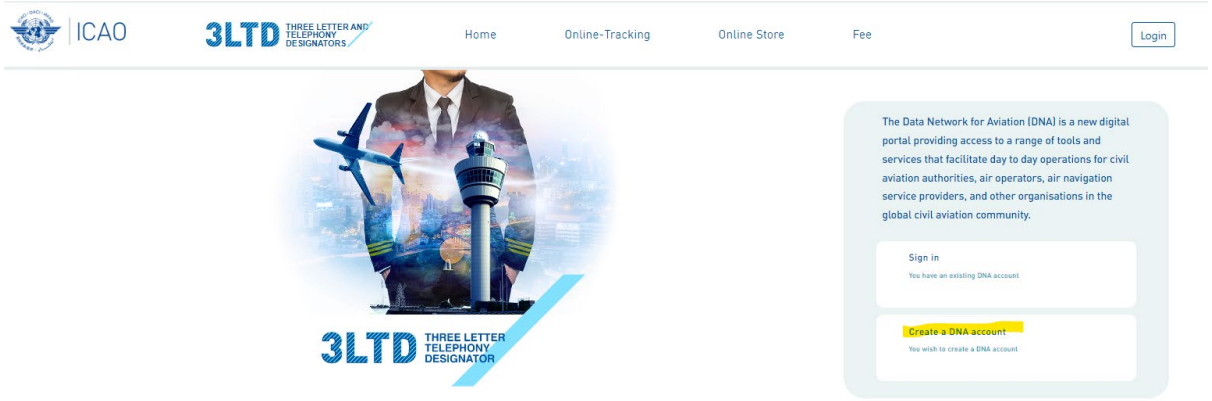
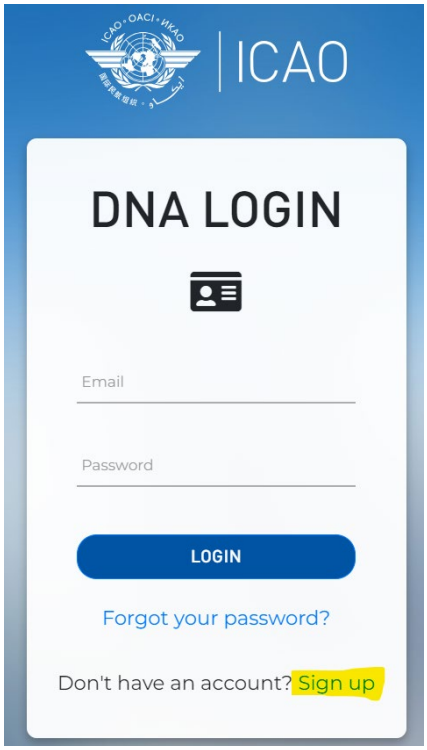
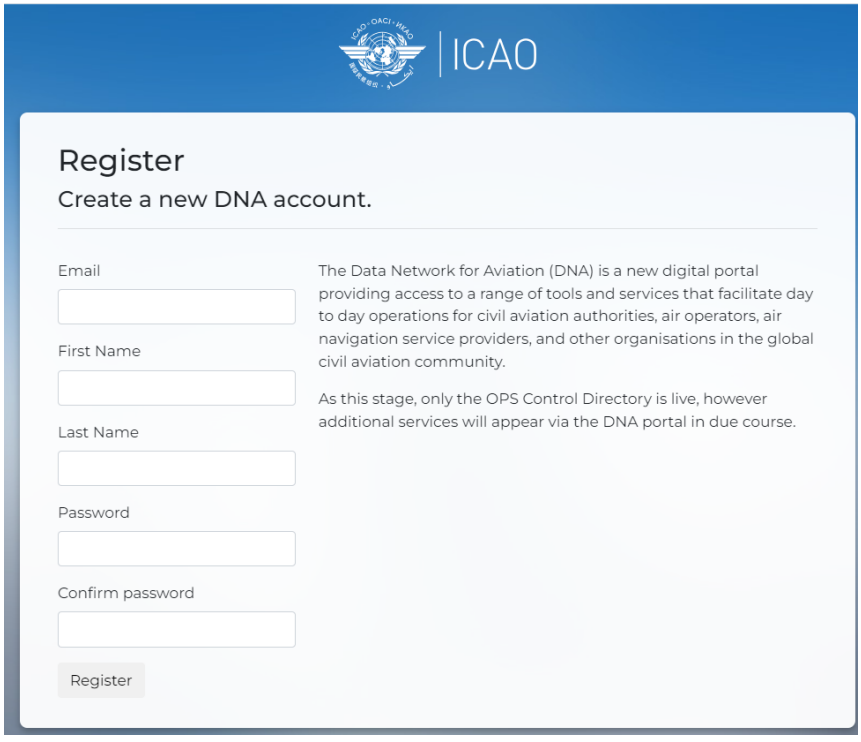
1. Who are the 3LTD system users?

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(https://3ltd.icao.int/).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.



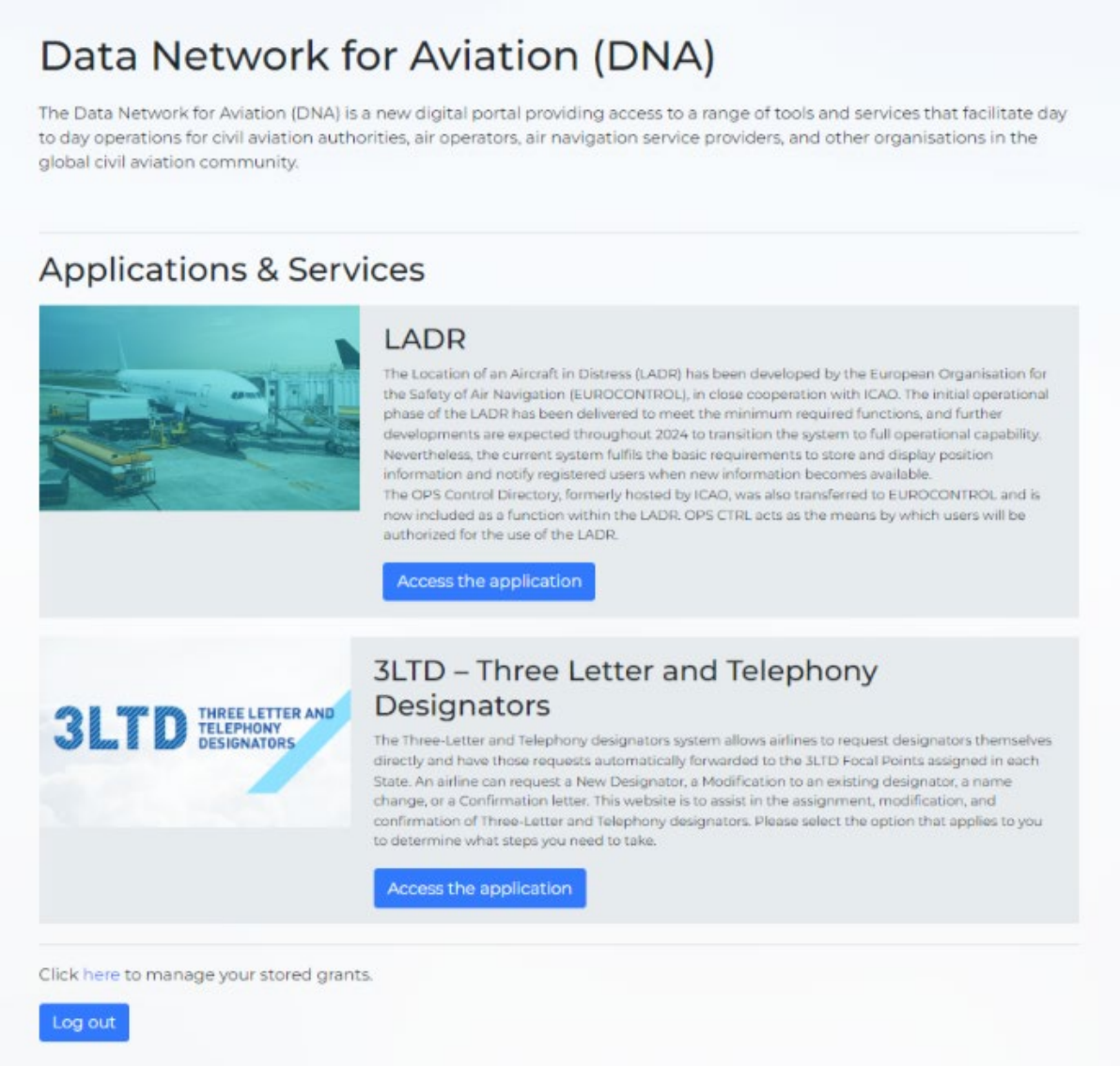

ICAO
DNA LOGIN
Email
Password
LOGIN
Forgot your password?
Don't have an account? Sign up


ICAO
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.

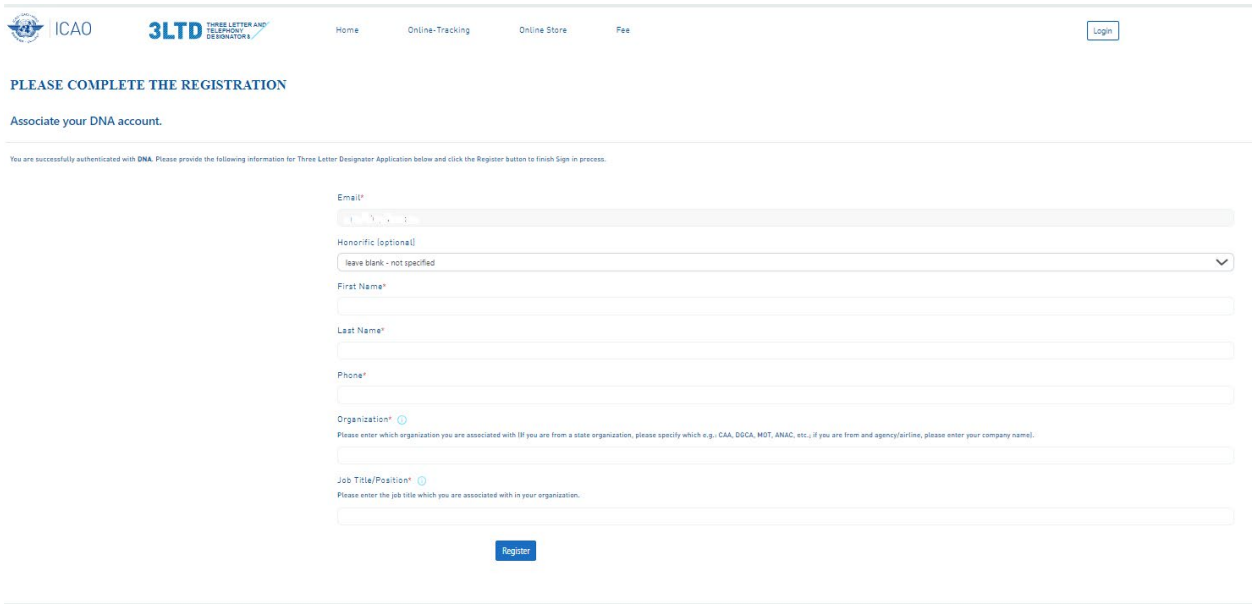
Step 2: You will receive an email notification to activate your account.

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



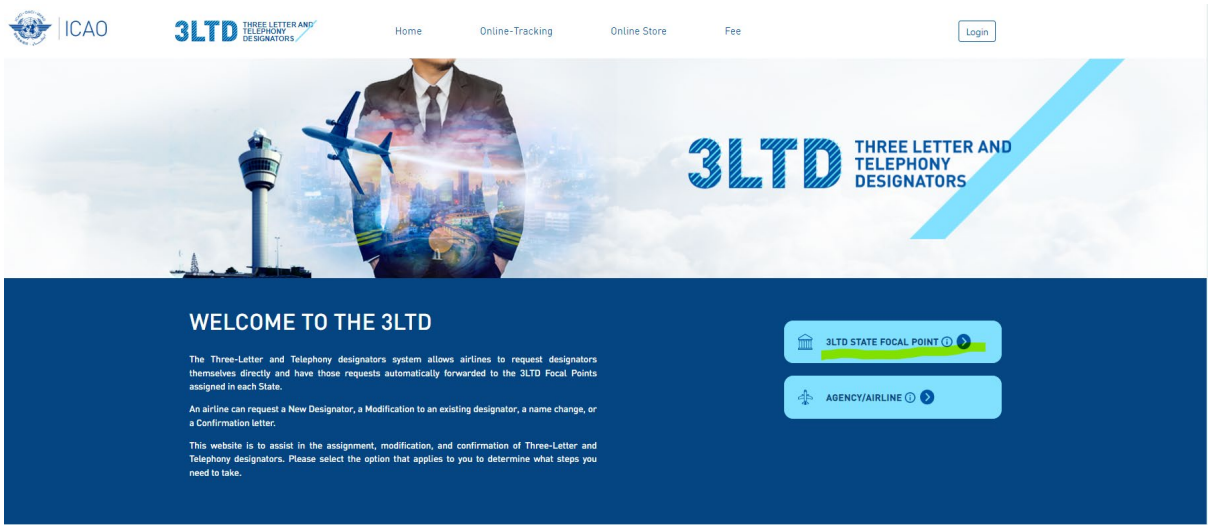
Step 4: Please fill out the following information to complete setting up your account. First name, last name, organization name and position (optional).

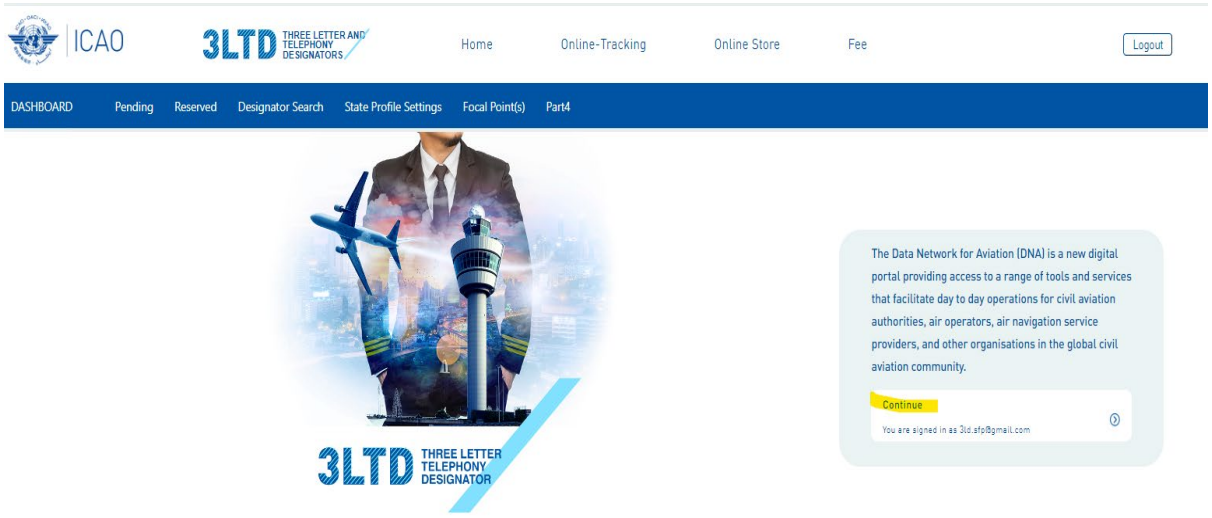


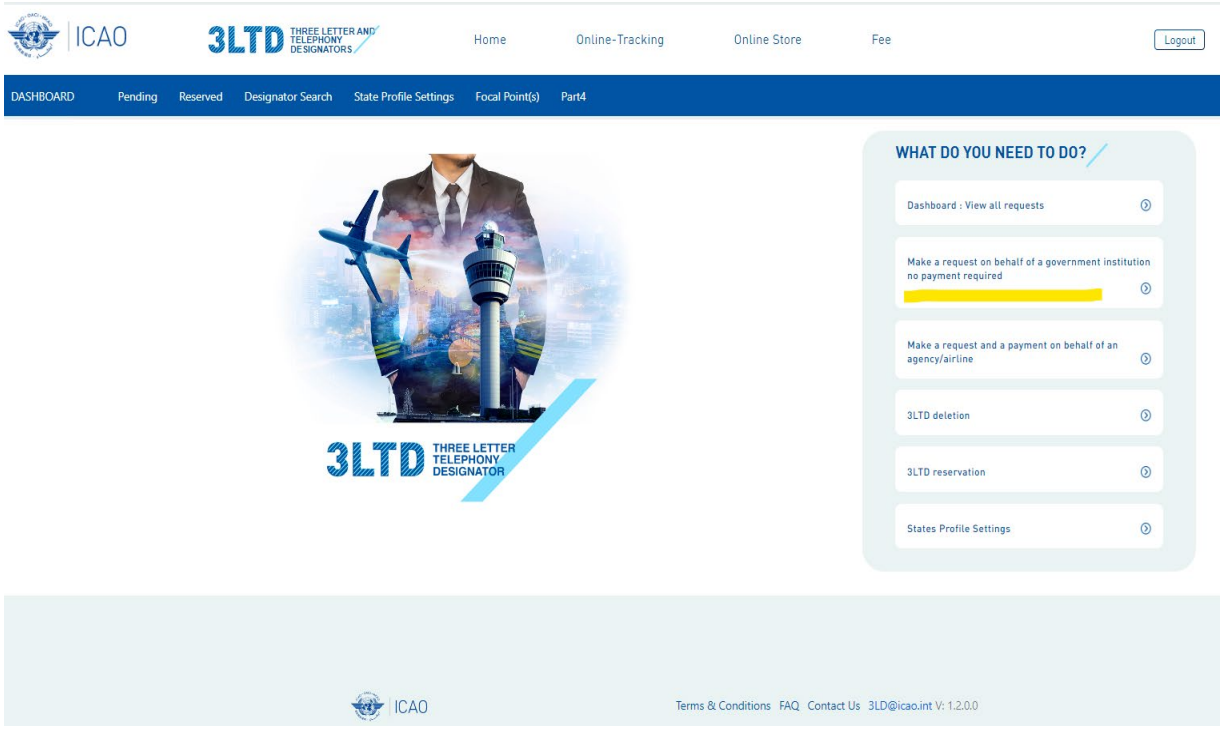
2. What are the functionalities for the State focal point?

2.1 Make requests for government institutions

Making new or modification designator requests for government institutions is free of charge. The State focal point is responsible for making such a request on behalf of government institutions by clicking the government institution button.




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
3LTD THREE LETTER TELEPHONY DESIGNATOR
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.
Continue
You are signed in as 3ld.sfp@gmail.com


ICAO
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Home
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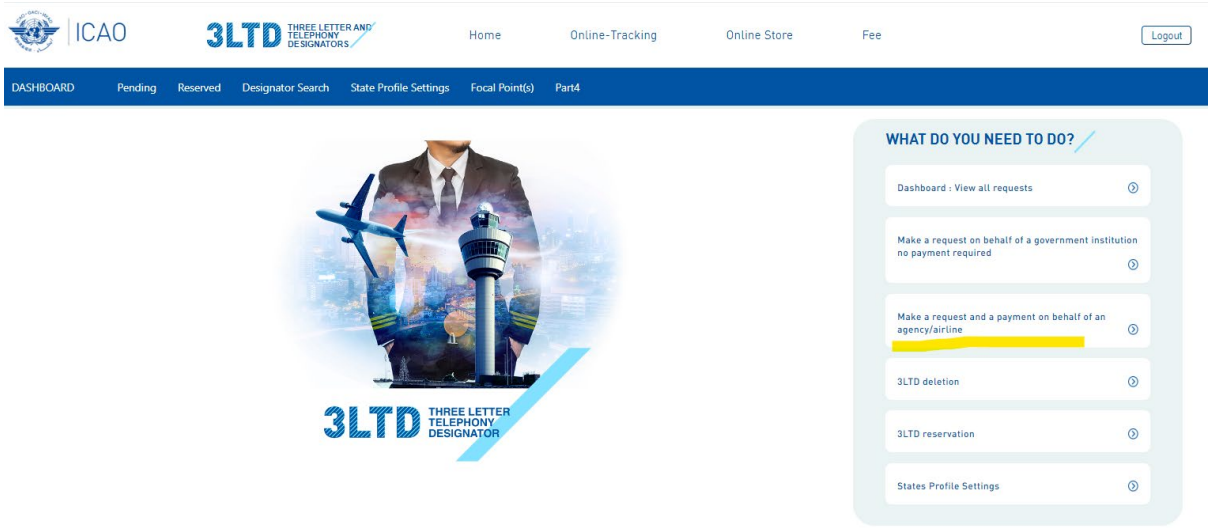
Designator Search
State Profile Settings
Focal Point(s)
Part4
3LTD THREE LETTER TELEPHONY DESIGNATOR
WHAT DO YOU NEED TO DO?
Dashboard : View all requests
Make a request on behalf of a government institution no payment required
Make a request and a payment on behalf of an agency/airline
3LTD deletion
3LTD reservation
States Profile Settings
ICAO
Terms & Conditions
FAQ
Contact Us
3LD@icao.int
V: 1.2.0.0

2.2 Make requests for airlines

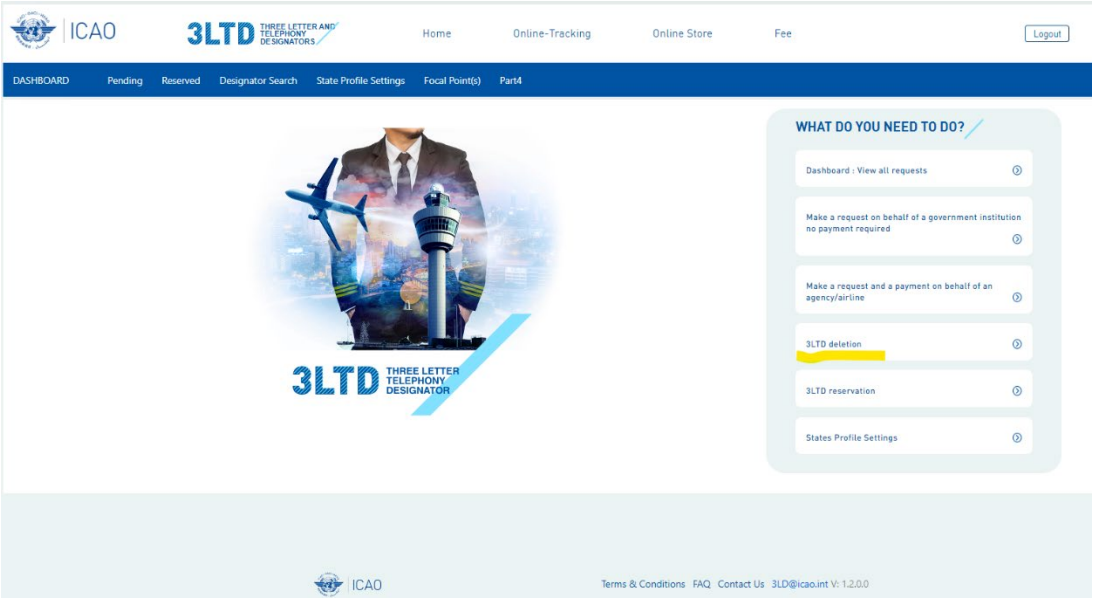
When the airline is not able to make a request due to any issues, the State focal point can make the request on behalf of the airline by clicking the “Make a request and a payment on behalf of an agency/airline” button once you log in to the system. The price is subject to the type of request.



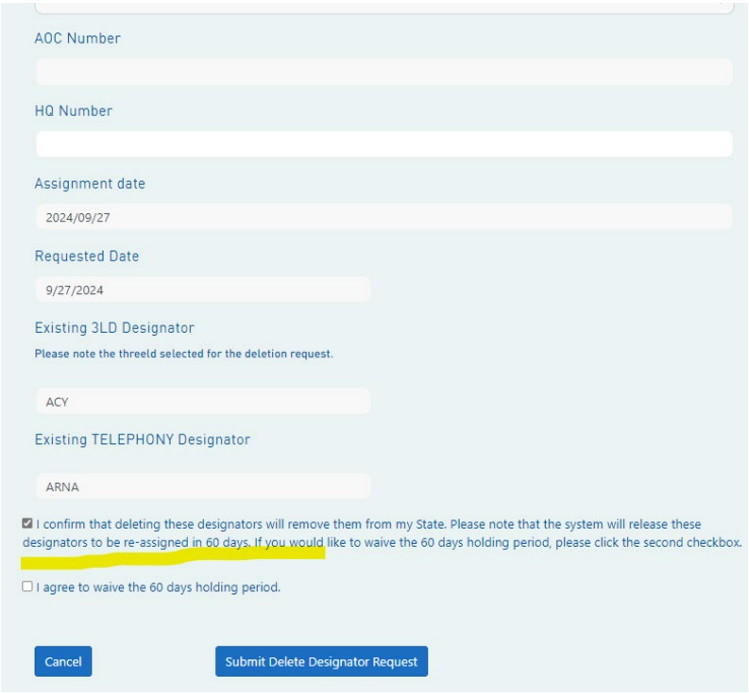
If there are safety concerns in the existing designators, the State focal point can make safety concern modifications to any designator request, which is free of charge. Please make sure to click the safety concern and fill out the justification.

2.3 Deletion request

3LD State focal point is responsible for deleting those no longer used designators. Please choose deletion requests, as shown in the picture below.

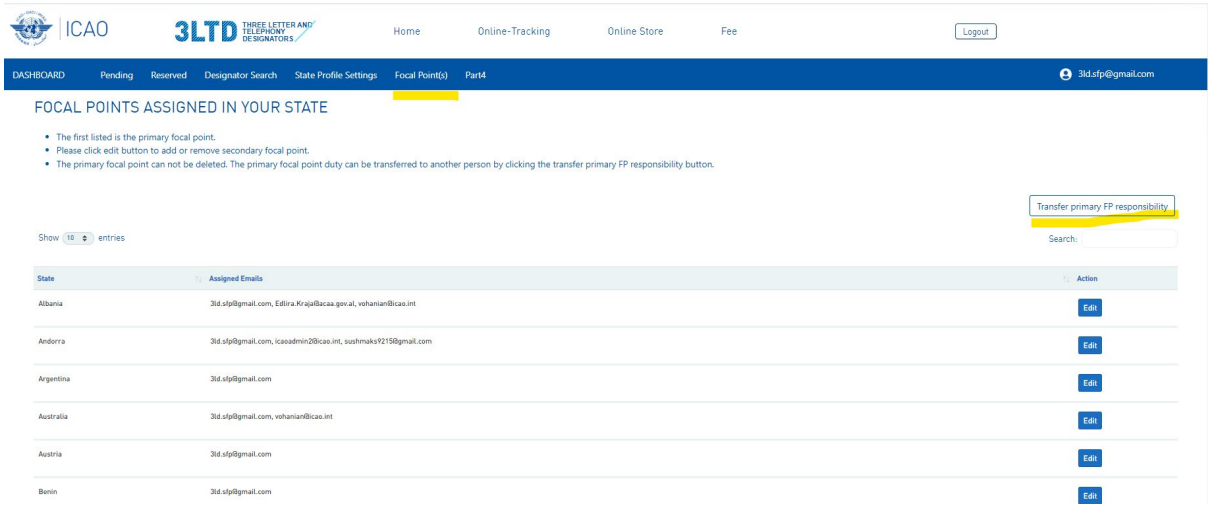


Please be advised that the system will release these designators to be re-assigned in 60 days. If you would like to waive the 60-day waiting period, please click the second check box.



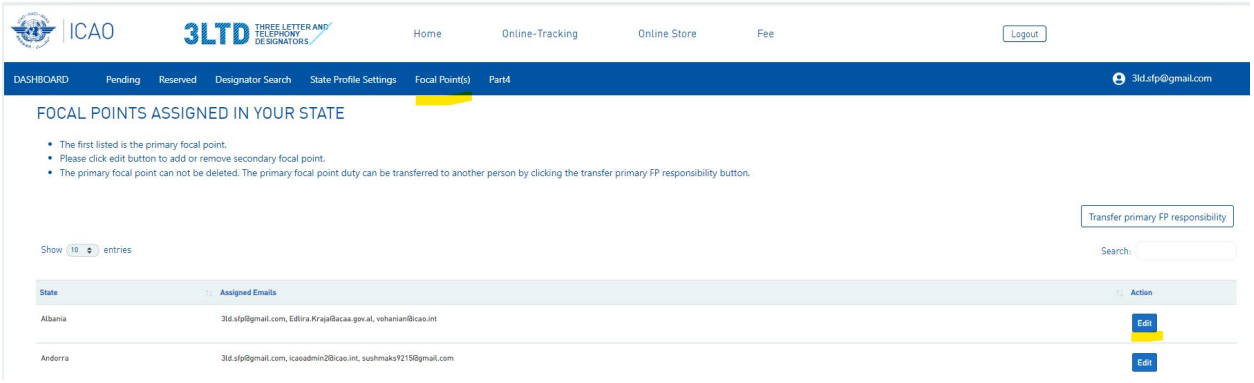
2.4 Set up the State's primary and secondary focal points

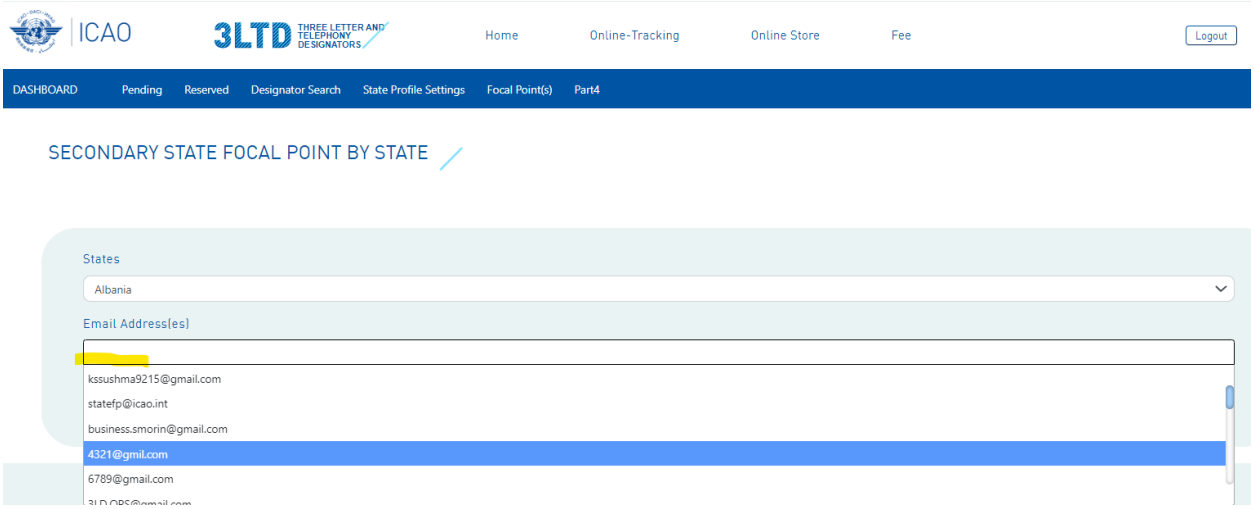
It is mandatory to have one primary State focal point and no more than three secondary focal points under each state. The primary state focal shall transfer the primary role to the new focal point once he/she is no longer the primary focal point.



The primary state focal point can add no more than three secondary focal points to the system. Please note that the secondary focal points will have the same dashboard and roles to process requests as the primary focal points. The difference between the primary and secondary focal points is that only the primary focal point is able to add or delete focal points.

The primary focal point can add secondary focal points by clicking the “Edit” button and adding their emails accordingly.

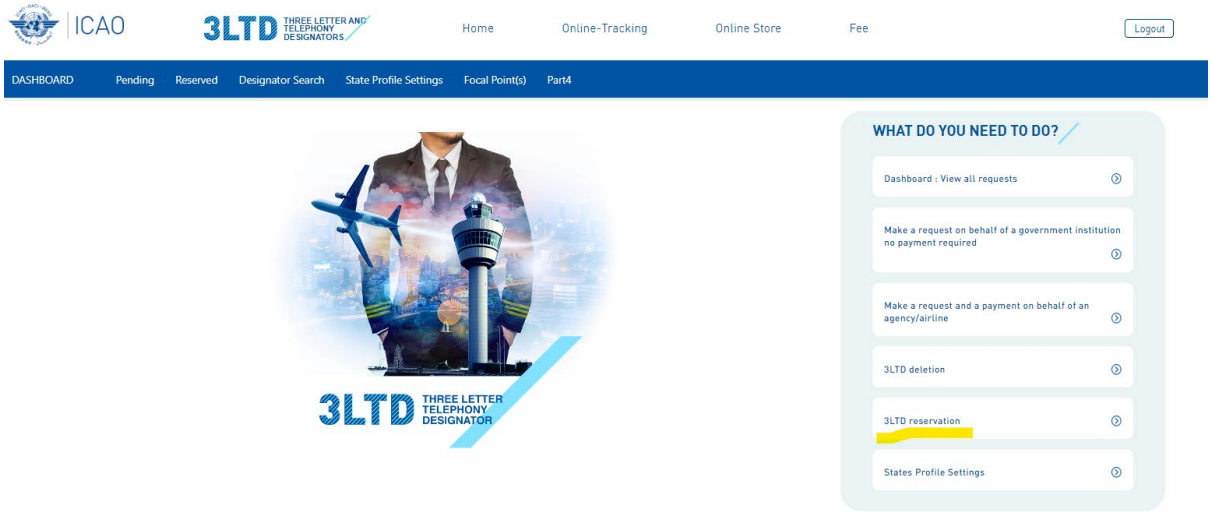


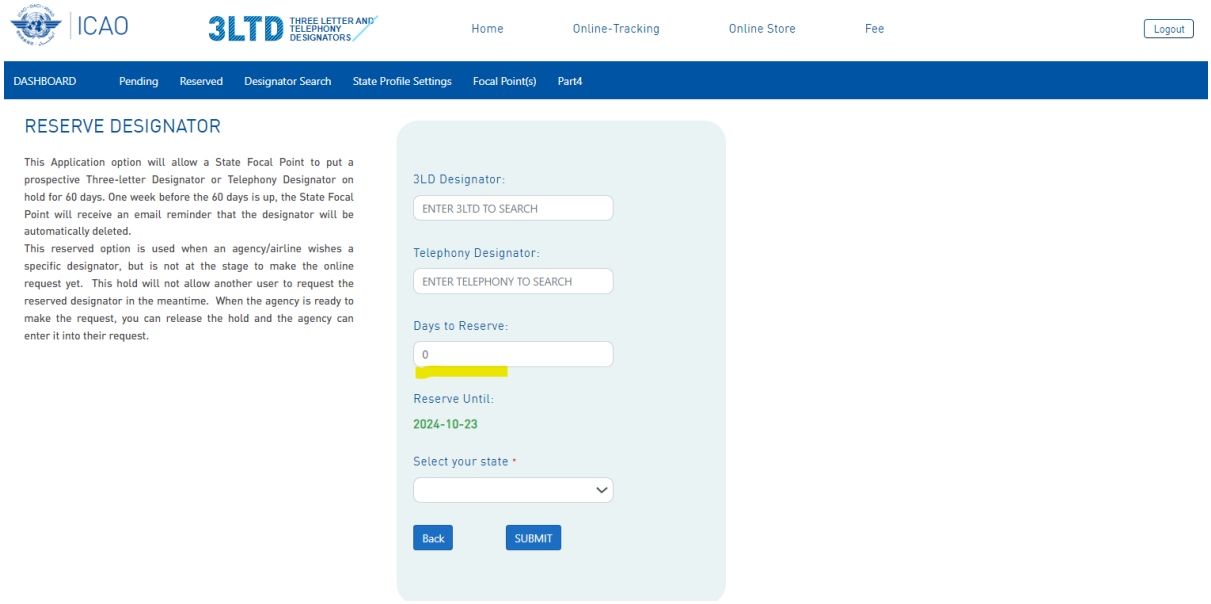


2.5 Reservation designators

This Application option will allow a State Focal Point to put a prospective Three-letter Designator or Telephony Designator on hold for 60 days. One week before the 60 days is up, the State Focal Point will receive an email reminder that the designator will be automatically deleted.

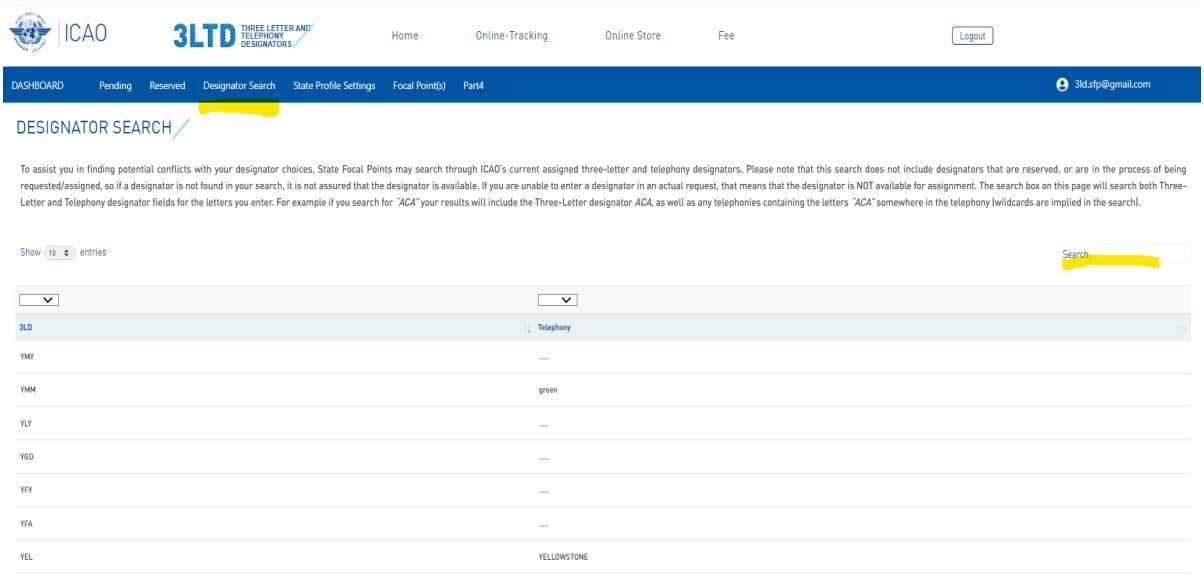
This reserved option is used when an agency/airline wishes a specific designator but is not at the stage to make the online request yet. This hold will not allow another user to request the reserved designator in the meantime. When the agency is ready to make the request, you can release the hold, and the agency can enter it into their request.





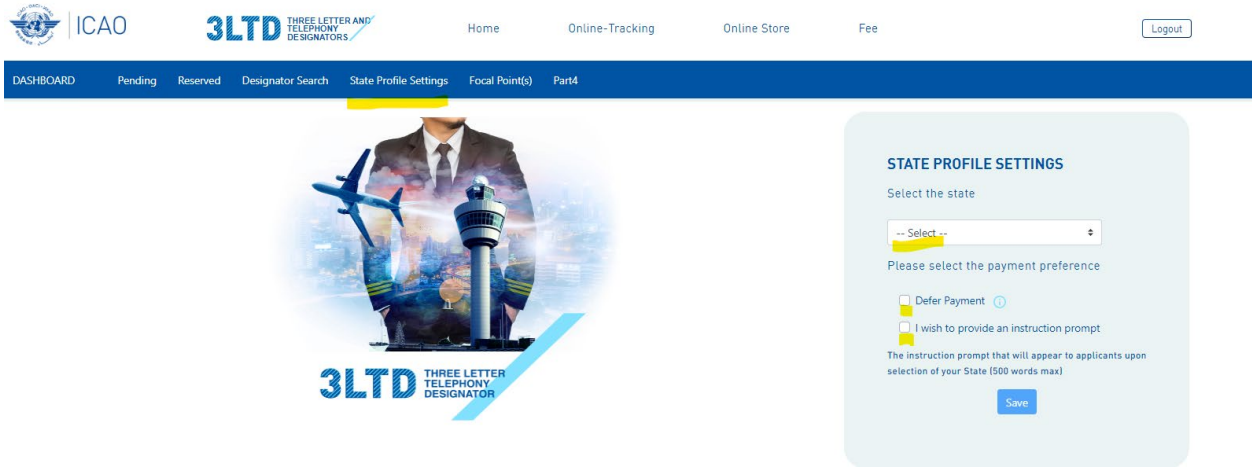
2.6 Search for Doc 8585 dataset (last AIRAC cycle dataset)

To assist you in finding potential conflicts with your designator choices. The State focal point may search through ICAO's assigned designators from the last AIRAC cycle.



2.7 Set up State Profile

Each state is able to set up 1) payment defer and 2) Instructions if any



2.7.1 Payment defer. If the State focal point clicks the payment defer, any requester in this State does not need to make a payment. The request will be sent to the State focal point first. Once the payment is deferred, any requester in this State will receive the payment notification through email. Once the payment is made by the requester, this request will be automatically sent to the ICAO 3LTD admin for final approval.

2.7.2 Instructions: The State focal point is able to present any instruction, i.e. the State focal point contact information. The instructions will be presented to the requester as soon as they select the states in the process.

3. Where can you purchase the Doc 8585 electronic publication and data API?

You may go to the ICAO store at https://store.icao.int/en/designators-for-aircraft-operating-agencies-aeronautical-authorities-and-services-doc-8585 to purchase Doc 8585 printed or electronic publication, which is scheduled to be published quarterly, Jan, April, July and November.

If you are interested in Doc 8585 data API, please go here to get detailed information. https://applications.icao.int/dataservices/default.aspx

4. 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

5. 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.

6. 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.

7. 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

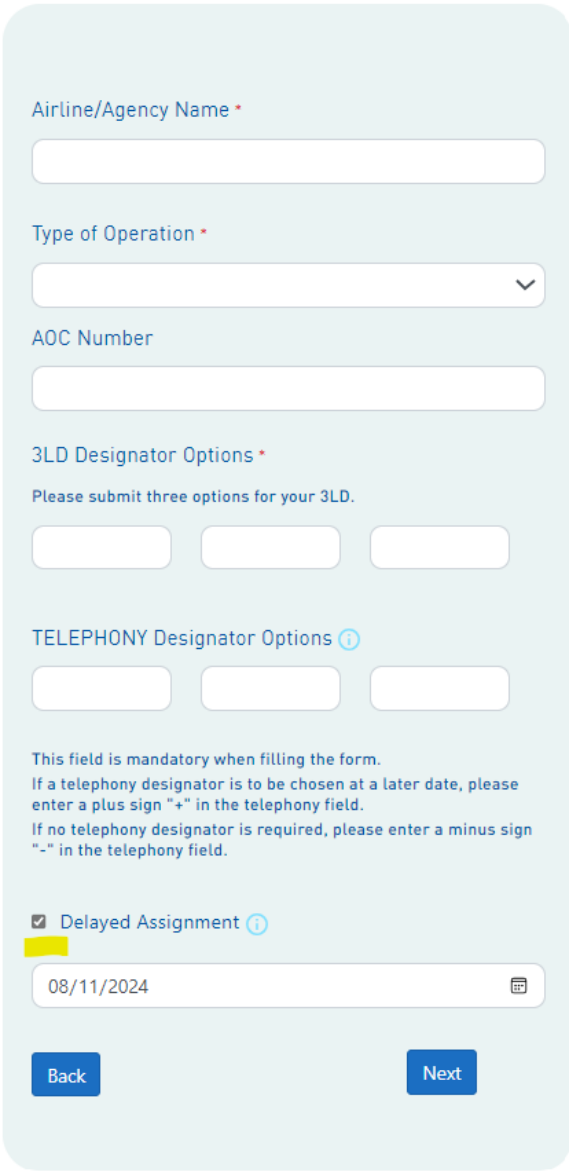
1. The agency/Airline will complete this Request New Designator form and purchase the PIN (https://store.icao.int/en/3ld-modify-designator) in the following step if your State does not defer payment. If your State defers the payment, you can submit this form without payment and purchase the PIN number 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.



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