



Enquiry

How to make a visa/ETA enquiry

To check the current visa/ETA status of any person, for any kind of visa or ETA:

(Type) <TIETAQ> [ENTER]

Complete the screen with the person's details taken from the passport.

When completed, your screen will look like this:

```

>>TIETAQ          VISA ENQUIRY
PASSPORT NUMBER 98BT54321.... FROM PASSPORT TITLE PAGE
NATIONALITY     FRA          1-3 CHARACTER CODE
DATE OF BIRTH  02AUG1965  DDMONYYYY/-- MONYYYY/----YYYY
SEX            M           M/F
FAMILY NAME    MENARD.....
GIVEN NAMES    HENRI.....
ARRIVAL DATE   22MAR2009  OPTIONAL - DDMON/DDMONYYYY

```

1 Although optional, if this field is completed the resulting status screen will show you whether the passenger has a valid visa/ETA at the time of intended arrival in Australia.

If the passenger holds a visa/ETA valid on the expected arrival date, the following visa status screen will appear:

```
>>TIETAV                VISA STATUS 18JUL08/1121
FAMILY NAME  MENARD..... AUSTRALIAN GOVT
GIVEN NAMES  HENRI.....
PASSPORT     98BT54321..... FRA
DATE OF BIRTH 02AUG1965 SEX M ARRIVAL DATE 22MAR2006
ENTRY STATUS UD/977 ETA BUS SHORT VALIDITY.....
              AUTHORITY TO ENTER AUSTRALIA VALID TO.....
              18JUL2009.....
              PERIOD OF STAY 03 MTHS.....
              MULTIPLE ENTRY.....EMPLOYMENT PROHIBITED
              1VALID FOR ENTRY ON EXPECTED ARRIVAL DATE
OVERRIDE VISA/ETA ON DISPLAY? . Y
```

1 Will only appear if the arrival date has been entered on the enquiry screen.

This example is stating that the passenger already holds a Business Short validity visa and it is valid until 18 JUL 2008.

If the 'OVERRIDE VISA/ETA ON DISPLAY' message appears at the bottom of the screen another ETA can be requested.

(If the existing visa **cannot** be overridden by any ETA, this option will **not** appear. Refer to Passenger already has a current visa/ETA in the Help section in this manual for more details).

If the passenger seeks a new ETA:

(Type) <Y>. at the bottom of the screen [ENTER]

If you enter <Y>, the ETA application screen appears, with most of the passenger's details transferred to this screen. An example follows on the next page.

If you do not wish to proceed with the issue of an ETA [ESC].

A partially completed application screen will appear:

```
>>TIETAA                               ETA APPLICATION
PASSPORT NUMBER 98BT54321... FROM PASSPORT TITLE PAGE
NATIONALITY     FRA                     1-3 CHARACTER CODE
DATE OF BIRTH   02AUG1965 DDMONYYYY/--MONYYYY/-----YYYY
SEX             M                     M/F
COUNTRY OF BIRTH... 1-3 CHARACTER CODE
EXPIRY DATE     ..... DDMONYYYY
FAMILY NAME     MENARD..... FULL NAMES-NO TITLES
GIVEN NAMES     HENRI..... SPACE BETWEEN NAMES
TYPE OF TRAVEL ..          V/BL/BS
```

[ENTER]

```
>TIETAG                               ETA APPLICATION
PASSPORT ISSUE DETAILS
ISSUING STATE   ...
DATE OF ISSUE   ..... DDMONYYYY
ISSUING AUTHORITY
.....
```

Complete the blank fields, including the type of ETA the applicant requests.

ETA's are valid **only** for the passport in which they are issued and are not transferable to a new passport. Passengers who present a new passport claiming to have an ETA in their expired passport, must be issued with a new ETA.

There are 2 ways to establish whether a person has a valid visa or ETA:

Commands may vary for each airline

(Type) **<TIETAC/passport number/nationality code/family name>**
(first four characters).

```
>> TIETAC/AA1234567/JPN/SUZU
```

[ENTER]

OR

(Type) **<TIETAC>** [ENTER]

The following screen will appear:

```
>>TIETAC                CHECK-IN STATUS
PASSPORT NUMBER ..... FROM PASSPORT TITLE PAGE
NATIONALITY    ...      1-3 CHARACTER CODE
FAMILY NAME    .....4 OR MORE CHARACTERS
```

[ENTER]

If there is only one person with that passport number and nationality code, and that person holds a valid visa/ETA, the following screen will appear:

```
1. AA1234567/JPN/SUZUKI/AKIRA/10SEP1959/M.  
   AUTHORITY TO TRAVEL VALID TO 02JUL2009.
```

If there are 2 persons sharing a passport and each holds a valid visa/ETA, the following screen will appear:

```
1. AA1234567/JPN/SUZUKI/AKIRA/10SEP1959/M  
   Authority to Travel Valid to 02JUL2009.  
2. AA1234567/JPN/SUZUKI/SUMIO/21AUG1989/M  
   Authority to Travel Valid to 02JUL2009.
```

- check to make sure screen details match the passenger details. If so, the passenger has a current visa/ETA for travel to Australia. If passenger details don't appear or match, the passenger **must** apply for a new visa/ETA.

If no record is found, the following screen will appear:

```
1. AA1234567/JPN/SUZU  
   NO CURRENT VISA/ETA FOUND. DO NOT BOARD UNLESS ISSUED  
   OR FOUND
```

- no match is found. Check to confirm passenger details have been entered correctly
- if passenger's details match, the passenger **must** apply for a new visa/ETA.

If an expired visa/ETA is found, the following screen will appear:

```
1. AA1234567/JPN/SUZUKI/AKIRA/10SEP1959/M  
   NO CURRENT VISA/ETA FOUND. DO NOT BOARD UNLESS ISSUED  
   OR FOUND
```

- the passenger **must** apply for a new visa/ETA.

Multiple results

If the response screen displays more than one person and different responses, eg. it says both 'AUTHORITY TO TRAVEL' and 'NO CURRENT VISA/ETA FOUND ...', it means there are multiple persons included in that passport who hold or have held a visa/ETA.

You must make sure the persons seeking to travel have the 'AUTHORITY TO TRAVEL' message.

History

History: – the last 7 days for V or BS ETAs, and
– the last 30 days for BL ETAs

The History option provides a record of all applications and reversals by your agency in the past 7 or 30 days.

The most important function available under History is the ability to reverse an ETA issued by your agency during that period.

(Type) <TIETAH> [ENTER]

You will get the last four transactions displayed showing the type of transaction, transaction time and personal details. The last transaction is shown first.

```
1 18NOV/1111 APPLICATION
PAX: Jones/SAMANTHA ANNE/01JUN1956/F
PPT: 987654321/USA/31DEC2009
2 18NOV/1042 APPLICATION
PAX: HOBBS/CHRISTOPHER JOHN/11JAN1967/M
PPT: 667172B/GBR/04AUG2009
3 18NOV/0920 APPLICATION
PAX: TAN/BENG HIN/25FEB1960/M
PPT: 1372462C/SGP/12DEC2009
4 17NOV/2010 APPLICATION
PAX: SUZUKI/AKIRA/10SEP1959/M
PPT: AA1234567/JPN/02JUL2009
>>TIETAH ACTION: . . . . . MUNNN/MDNNN/DN
```



Scrolling

- Move up <MU> (4 transactions at a time) or <MUⁿⁿⁿ> (transactions nnn hours ago) [ENTER]
- Move down <MD> (4 transactions at a time), or <MDⁿⁿⁿ> (transactions nnn hours ago) [ENTER]

Display

<Dn> (display transaction number) [ENTER]

You can display details of any transaction on the screen.

For example, to display details of visa status

(Type) <D4> [ENTER]

A displayed transaction will look like this:

```
>>TIETAV          VISA STATUS          17JUL08/1127
FAMILY NAME      SUZUKI..... AUSTRALIAN GOVT
GIVEN NAMES     AKIRA.....
PASSPORT        AA1234567..... JPN
DATE OF BIRTH   10SEP1959  SEX M  ARRIVAL DATE.....
ENTRY STATUS    UD/956 ETA BUS LONG VALIDITY.....
                AUTHORITY TO ENTER AUSTRALIA VALID TO.....
                02JUL2009.....
                PERIOD OF STAY 03 MTHS.....
                MULTIPLE ENTRY.....
REVERSE ERROR? . Y
```

One choice is offered at the bottom of the screen:

- **Reverse error**

If you have detected an error in the application, you can reverse the error (Type) <Y> [ENTER]

If you do not wish to reverse an error, press [ESC] or quit to clear the screen and start again.

Note: To refund the fee for a BL ETA, you must reverse the transaction. This will withdraw the ETA and automatically refund the Australian Government charge to the credit card holder.

The message on screen will read:

```
>>                APPLICATION REVERSED
                ANY FEES PAID BY PASSENGERS HAVE BEEN CREDITED.
PPT:  AA1234567/JPN
PAX:  SUZUKI/AKIRA/10SEP1959/M
```

Complete a new ETA if required.



New System Responses

If the applicant is immediately approved, an 'ETA Approved' response will be returned. In limited cases the ETA system will be unable to process the application immediately. In these cases a new system process has been added to reduce inconvenience to applicants by reducing the number of 'Refer applicant to Australian Embassy' responses. In these cases the system will respond with:

```
>>TIETAA ETA APPLICATION
PASSPORT NUMBER 3218976C... FROM PASSPORT TITLE PAGE
NATIONALITY SGP 1-3 CHARACTER CODE
DATE OF BIRTH 25FEB1960 DDMONYYYY/-MONYYYY/—YYYY
SEX M M/F
COUNTRY OF BIRTH SGP 1-3 CHARACTER CODE
EXPIRY DATE 12DEC2009 DDMONYYYY
FAMILY NAME LEE.....FULL NAMES-NO TITLES
GIVEN NAMES KET YOU....SPACE BETWEEN NAMES
TYPE OF TRAVEL V. V/BL/BS
In progress. Enquire in 12 HOURS
```

In some circumstances a result may be available within 30 minutes. In these cases the system will respond with:

```
>>TIETAA ETA APPLICATION
PASSPORT NUMBER 3218976C... FROM PASSPORT TITLE PAGE
NATIONALITY SGP 1-3 CHARACTER CODE
DATE OF BIRTH 25FEB1960 DDMONYYYY/-MONYYYY/—YYYY
SEX M M/F
COUNTRY OF BIRTH SGP 1-3 CHARACTER CODE
EXPIRY DATE 12DEC2009 DDMONYYYY
FAMILY NAME LEE.....FULL NAMES-NO TITLES
GIVEN NAMES KET YOU....SPACE BETWEEN NAMES
TYPE OF TRAVEL V. V/BL/BS
In progress. Enquire in 30 MINUTES
```

Applicants may be required to wait up to 12 hours for the result of an ETA application. This delay will ensure that only a limited number of applicants receive a 'Refer applicant to Australian Embassy' response and will reduce inconvenience to applicants in acquiring an ETA. After 12 hours have elapsed, to check whether an ETA has been granted use the enquiry screen.

Help

If, during a transaction, you are unsure which details to enter, (Type) `<?>` on the line where the answer is needed and **[ENTER]**.

Other useful information can be found with the ETA System TIETAS help command.

Error messages

If an obvious error is made when keying in an applicant's personal details, an error message will appear at the bottom of the screen.

Errors with a code 5000–5999 usually indicate field content error or ETA system unavailability. For example:

- 1 If the date of birth is entered as 220657
(instead of 22JUN1957 or –JUN1957 or – – – –1957)
the system will respond with the following message:

```
ERROR (5006): VALID DATE OF BIRTH REQUIRED
```

Errors with a code 6000–6999 are responses from the Application Processor (AP), usually indicating a problem with an ETA application or inquiry. For example:

- 2 If an incorrect nationality code is entered, such as SIN instead of SGP (for Singapore), the system will respond with the following message:

```
ERROR (6003): NATIONALITY CODE INVALID
```



- 3 If the correct nationality code is used but that passport is not eligible for ETA, the system will respond with the following message:

```
ERROR (6970): PASSPORT INELIGIBLE FOR ETA
```

- 4 The person to whom the ETA is being issued must be outside Australia at the time of application, otherwise the following message will appear:

```
ERROR (6043): CURRENTLY IN AUSTRALIA.  
REFER TO EOC. DO NOT BOARD
```

If the ETA cannot be processed, one of the following messages will appear on the application screen:

```
UNABLE TO ESTABLISH VISA STATUS.  
REFER APPLICANT TO AUSTRALIAN EMBASSY
```

```
REFER APPLICANT TO AUSTRALIAN EMBASSY
```

Neither of these responses necessarily mean that the applicant will not get an ETA. However, these messages indicate that the applicant's eligibility for an ETA can only be established by an Australian visa office. Applicants must be directed to the nearest Australian visa office.

Do not make multiple attempts to issue an ETA to this person as you will receive the same message. Repeated attempts are monitored and may result in an agent's access to the ETA System being terminated.

Corrections

To correct any errors on the screen, over type the existing data. Do not use the delete key.

After the correction is made, move the cursor to the end of the last input field on the screen. Unless you move the cursor to this position, the following error message will be displayed:

```
ERROR (5051): MORE INPUT LINES EXPECTED
```

If the ETA has already been issued and you are required to correct the data, you need to open the history screen, locate and reverse the transaction. If the request was made more than 7 days ago for a V or BS ETA, or 30 days for a BL ETA, the transaction cannot be retrieved and cannot be reversed. A new ETA can be requested. If this is not approved, contact the nearest Australian visa office or ETA help line.

If you want to reverse a transaction, see the History section in this manual for details.

Passenger already has a current visa/ETA

VISA/ETA ON DISPLAY CANNOT BE REPLACED BY ETA REQUESTED

If a passenger applies for a new ETA, and the ETA System finds the passenger already has a current visa or an ETA which is of a greater benefit (eg. a longer period of stay or work rights), then a new ETA cannot be issued or overridden. Details of the current visa/ETA will appear on the screen and the message above will appear.

If a passenger holds an expired resident or resident return visa label in their passport, details should be sent to the nearest Australian visa office, see www.immi.gov.au

Attachment A

ICAO codes for countries, locations and regions

	ICAO Code		ICAO Code
Afghanistan	AFG	Benin	BEN
Albania	ALB	Bermuda	BMU
Algeria	DZA	Bhutan	BTN
American Samoa	ASM	Bolivia	BOL
Andorra	AND	Bosnia and Herzegovina	BIH
Angola	AGO	Botswana	BWA
Anguilla	AIA	Bouvet Island	BVT
Antarctica	ATA	Brazil	BRA
Antigua and Barbuda	ATG	British – Citizen	GBR
Argentina	ARG	British – National Overseas	GBN
Armenia	ARM	British – Overseas Citizen	GBO
Aruba	ABW	British – Subject	GBS
Australia	AUS	Brunei Darussalam	BRN
Austria	AUT	Bulgaria	BGR
Azerbaijan	AZE	Burkina Faso	BFA
Bahamas	BHS	Burundi	BDI
Bahrain	BHR	Cambodia	KHM
Bangladesh	BGD	Cameroon	CMR
Barbados	BRD	Canada	CAN
Belarus	BLR		
Belgium	BEL		
Belize	BLZ		



	ICAO Code		ICAO Code
Cape Verde	CPV	Ecuador	ECU
Cayman Islands	CYM	Egypt	EGY
Chad	TCD	El Salvador	SLV
Central African Republic	CAF	Equatorial Guinea	GNQ
Chile	CHL	Eritrea	ERI
China	CHN	Estonia	EST
Christmas Island	CXR	Ethiopia	ETH
Colombia	COL	Falkland Islands	FLK
Comoros	COM	Faroe Islands	FRO
Congo	COG	Fiji	FJI
Dem Rep of the Congo	COD	Finland	FIN
Cook Islands	COK	France	FRA
Costa Rica	CRI	French Guiana	GUF
Cote D'ivoire	CIV	French Polynesia	PYF
Croatia	HRV	Gabon	GAB
Cuba	CUB	Gambia	GMB
Cyprus	CYP	Georgia	GEO
Czech Republic	CZE	Germany	D
Czechoslovakia	CSK	Ghana	GHA
Denmark	DNK	Gibraltar	GIB
Djibouti	DJI	Great Britain – Citizen	GBR
Dominica	DMA	Great Britain – National Overseas	GBN
Dominican Republic	DOM	Greece	GRC
East Timor	TMP	Greenland	GRL
		Grenada	GRD

	ICAO Code		ICAO Code
Guadeloupe	GLP	Korea, Dem Peoples (Nth)	PRK
Guam	GUM	Kuwait	KWT
Guatemala	GTM	Kyrgyzstan	KGZ
Guinea	GIN	Lao Peoples Dem Rep	LAO
Guinea-Bissau	GNB	Latvia	LVA
Guyana	GUY	Lebanon	LBN
Haiti	HTI	Lesotho	LSO
Honduras	HND	Liberia	LBR
Hong Kong (SAR)	HKG	Libyan Arab Jamahiri	LBY
Hungary	HUN	Liechtenstein	LIE
Iceland	ISL	Lithuania	LTU
India	IND	Luxembourg	LUX
Indonesia	IDN	Macau	MAC
Iran	IRN	FYRM – Former Yugoslav Republic of Macedonia	MKD
Iraq	IRQ	Madagascar	MDG
Ireland	IRL	Malawi	MWI
Israel	ISR	Malaysia	MYS
Italy	ITA	Maldives	MDV
Jamaica	JAM	Mali	MLI
Japan	JPN	Malta	MLT
Jordan	JOR	Marshall Islands	MHL
Kazakhstan	KAZ	Martinique	MTQ
Kenya	KEN	Mauritania	MRT
Kiribati	KIR		
Korea, Republic of (Sth)	KOR		

	ICAO Code		ICAO Code
Mauritius	MUS	Norway	NOR
Mayotte	MYT	Oman	OMN
Mexico	MEX	Pakistan	PAK
Micronesia – Federated States of	FSM	Palau	PLW
Moldova, Republic of	MDA	Palestinian Authority	PSE
Monaco	MCO	Panama	PAN
Mongolia	MNG	Papua New Guinea	PNG
Montenegro	MNE	Paraguay	PRY
Montserrat	MSR	Peru	PER
Morocco	MAR	Philippines	PHL
Mozambique	MOZ	Poland	POL
Myanmar	MMR	Portugal	PRT
Namibia	NAM	Puerto Rico	PRI
Nauru	NRU	Qatar	QAT
Nepal	NPL	Reunion	REU
Netherlands – Kingdom	NLD	Romania	ROM
Netherlands Antilles	ANT	Russian Federation	RUS
New Caledonia	NCL	Rwanda	RWA
New Zealand	NZL	Sahara, Western	ESH
Nicaragua	NIC	Saint Lucia	LCA
Niger	NER	Samoa	WSM
Nigeria	NGA	San Marino, Republic of	SMR
Niue	NIU	Sao Tome and Principe	STP
Northern Mariana Isl	MNP	Saudi Arabia	SAU
		Senegal	SEN

	ICAO Code		ICAO Code
Serbia	SRB	Thailand	THA
Serbia & Montenegro	SCG	Timor – East	TMP
Seychelles	SYC	Timor – Leste	TLS
Sierra Leone	SLE	Togo	TGO
Singapore	SGP	Tokelau	TKL
Slovak Republic	SVK	Tonga	TON
Slovenia	SVN	Trinidad and Tobago	TTO
Solomon Islands	SLB	Tunisia	TUN
Somalia	SOM	Turkey	TUR
South Africa	ZAF	Turkmenistan	TKM
Spain	ESP	Turks and Caicos Islands	TCA
Sri Lanka	LKA	Tuvalu	TUV
St Helena	SHN	Uganda	UGA
St Kitts & Nevis	KNA	Ukraine	UKR
St Pierre and Miquelon	SPM	United Arab Emirates	ARE
St Vincent & the Grenadines	VCT	United Kingdom – Citizen	GBR
Sudan	SDN	United Kingdom – National Overseas	GBN
Suriname	SUR	United States	USA
Sweden	SWE	Uruguay	URY
Swaziland	SWZ	Uzbekistan	UZB
Switzerland	CHE	Vanuatu	VUT
Syrian Arab Republic	SYR	Vatican City State	VAT
Taiwan	TWN	Venezuela	VEN
Tajikistan	TJK		
Tanzania	TZA		

	ICAO Code		ICAO Code
Vietnam	VNM	Yemen	YMD
Virgin Islands (Brit)	VGB	Yugoslavia	YUG
Virgin Islands (Us)	VIR	Zaire	ZAR
Wallis and Futuna Islands	WLF	Zambia	ZMB
Yemen, Republic of	YEM	Zimbabwe	ZWE

* This is not a complete list of codes.



Date of Issue/Date of Expiry/Date of Birth

These dates must be entered as shown in the passport. This information is generally located on the passport page with the owner's photo.

Note: The date of issue should be entered exactly as shown in the passport and the date of expiry should be the last date shown, including any extensions.

Issuing Authority/Place of Issue

This field is the authority that issued the passport, or the place where the passport was issued. The name of the field is dependent on the country issuing the passport. The information will be located in the passport somewhere near the applicant's name. The field may be called Issuing Authority or Authority or Place of Issue or something similar. These details could be a series of numbers, a place, the name of a government department or a stamp. If it is a stamp, please ensure that all information contained in the stamp is included – for example, British High Commission; Wellington; 861; Sydney; Ministry of Foreign Affairs – Mumbai, etc.

Note: Data should be entered exactly as shown in the passport.

Passport Number

The passport number is found in two locations on all ICAO standard passports. The data entered for this field must be the passport number as written in the first nine characters of the second line of the machine readable zone (MRZ).

Note: The number in the visual zone may be different for some passports (eg Lebanese passports may show an alpha character in the visual zone but only a number in the MRZ.)

Attachment C

System down

Travel agents/Airlines

If ETAS is not working or not responding contact one of the local representatives from:

- Your CRS
- SITA and/or
- ETA System Support or the Entry Operations Centre (See the Contact Information Section)



Attachment D

Contact information

Additional ETA local arrangements may exist in your country, location or region.

The best way to check is by visiting the visa office listings in the department's World Index.

Specific ETA queries can be directed to the following addresses:

Athens, covering Greece:

Phone: 30-210-870 4127

Fax: 30-210-870 4125

Email: immigration.athens@dfat.gov.au

Berlin, covering Germany, Switzerland, The Netherlands, Finland, Iceland, Liechtenstein, Denmark, Norway, Sweden, Portugal and Malta:

Phone: 49-30-88 00 88 101

Fax: 49-30-22 48 92 94

Email: etas-beln@dfat.gov.au

Website: www.germany.embassy.gov.au/belngerman/eta

Hong Kong, covering Hong Kong SAR and Macau SAR:

Phone: 852-2585 4139

Fax: 852-2585 4459

Email: immigration.hongkong@dfat.gov.au

Kuala Lumpur, covering Malaysia and Brunei Darussalam:

Phone: 60-3-21465 781

Fax: 60-3-21465 689

Email: immigration.kuala-lumpur-visaenquiries@dfat.gov.au

Website: <http://www.malaysia.highcommission.gov.au/klpr/VisaETA.html>

London covering the UK and Ireland:

Phone: 44-20-7887 5863 (between 10am and 12pm GMT - 2 hours only)

Fax: 44-20-7887 5775

Email: etareferrals.lh@dfat.gov.au

Website: <http://www.uk.embassy.gov.au/lh/etaref.html>

Madrid covering Spain:

Phone: 34-91-353 6614

Fax: 34-91-353 6692

Email: immigration.madrid@dfat.gov.au

Website: www.spain.embassy.gov.au

Ottawa, covering North America and the Caribbean:

Phone: 1888 990 8888 (toll free in Nth. America and most of the Caribbean)

Phone: 1-905-280-1437 for service in French, Portuguese or Spanish. Please note this is not a toll free number.

Fax: 1-613-236 0026

Email: eta.referrals.otwa@dfat.gov.au

Website: www.canada.embassy.gov.au

Paris, covering Metropolitan France, Andorra, Belgium, Luxembourg and Monaco:

Phone: 33-1-4059 3490 (2:00 - 4:00pm Monday – Friday)

Fax: 33-1-40 59 3538

Email: visa.paris@dfat.gov.au

Website: www.france.embassy.gov.au

Rome, covering Italy, Vatican City and San Marino:

Phone: 3906 8527 21

Fax: 3906 8527 2400

Email: immigration.rome@dfat.gov.au

Website: www.italy.embassy.gov.au

Seoul, covering Republic of Korea (Sth):

Phone: 82-2-2003 0111 (9:00-12:00 and 13:30-16:30 Monday–Friday)

Fax: 82-2-720 9932

Email: seoul-visa@dfat.gov.au

Website: www.southkorea.embassy.gov.au



Singapore, covering Singapore:
Phone: 65-6836 4162
Fax: 65-6735 1242
Email: immigration.singapore@dfat.gov.au
Website: www.singapore.embassy.gov.au

Taipei, covering Taiwan:
Phone: 886-28725 4250
Fax: 886 28789 9560
Email: immigration.taipei@dfat.gov.au
Website: www.australia.org.tw

Tokyo, covering Japan:
Phone: 81-3-5232 4111
Fax: 81-3-5232 4173
Email: immigration.tokyo@dfat.gov.au
Website: www.australia.or.jp

Vienna, covering Austria:
Phone: 43-1-5067 4182
Fax: 43-1-5132 908
Email: immigration.vienna@dfat.gov.au
Website: www.austria.embassy.gov.au

Entry Operations Centre (EOC)
Department of Immigration and Citizenship
Canberra Australia (24 hours, seven days operation)
Phone: +61 1300 368 126 - Airline and other enquiries
+61 1300 368 970 - Seaport enquiries
Fax: +61 1300 368 422
Sitatex: CBRIXCR
Email: eoc@immi.gov.au

For technical ETA system support only:

ETA System Support
Department of Immigration and Citizenship
Canberra Australia (Australian business hours operation)
Email: eta.system@immi.gov.au

For the most up to date information go to DIAC's website
www.immi.gov.au.