

From: ACMA Customer Service Centre
Sent: Monday, 16 January 2023 3:33 PM
To: Field Operations Mail
Subject: [SEC=OFFICIAL] RE: FW: CSC2022-25889 [REDACTED] - TV Interference CRM:000068016217 [SEC=OFFICIAL]

Hi Leighton,

As this has now become an escalated issue with the line area please reply to the customer's enquiry directly and carbon copy (cc) the CSC into your response and the CSC will finalise the end-to-end process.

Kind regards

Phillip
Customer Service Officer
Customer Service Centre
Telephone: 1300 850 115
Email: info@acma.gov.au

----- Original Message -----

From: Australian Communications and Media Authority
Received: Fri Jan 13 2023 17:16:42 GMT+1100 (Australian Eastern Daylight Time)
To: ACMA Customer Service Centre; ACMA Interference; Australian Communications and Media Authority; CSC CSC; CSC CSC; Mail Delivery System; svc_crm c2c_prod; System Contact
Subject: FW: CSC2022-25889 [REDACTED] - TV Interference CRM:000068016217 [SEC=OFFICIAL]

Hi Phillip,

The information provided is missing detail to assess that there is a reliable signal to enable interference investigation. Based on the details provided, there may be inadequate signal to noise or an immunity issue with the TV reception system. These problems would not be investigated as interference issues.

If you believe that there is enough information for an interference investigation based on your interactions with the complainant, can you please put this information into a task.

Let me know if you need further information.

Regards,
Leighton

From: ACMA Customer Service Centre <info@acma.gov.au>
Sent: Wednesday, 11 January 2023 14:35
To: Field Operations Mail <FieldOperations.Mail@acma.gov.au>
Subject: [SEC=OFFICIAL] FW: CSC2022-25889 [REDACTED] - TV Interference CRM:000068016217

Hello,

The Customer Service Centre (CSC) has received an enquiry that requires an expert response to the customer from your section.

The CSC has informed the customer that their enquiry is complex and that your section will be responding to their enquiry.

Please reply to the customer's enquiry and carbon copy (cc) the CSC into your response and the CSC will finalise the end-to-end process.

Otherwise click on the hyperlink link below to enter the date and time the enquiry was resolved by your section to finalise the end-to-end process. If the hyperlink does not work, please reply back to the CSC and we will finalise the end-to-end process for you.

- **Required Action:** Client has had antenna installer take measurements as requested by CFOS. Installer was unable to lodge the form for some reason. This is an ongoing task with Leighton and for CFOS to respond directly to customer and advise if they wish to raise a task.
- **Client number (if applicable):**
- **Email address:** [REDACTED]
- **Interaction hyperlink:** CSC2022-25889
<http://crm.internal.govt/ACMA/main.aspx?etc=10075&extraqs=formid%3d16e0f738-d41e-4e58-84d5-8aff5fe3b632&id=%7bEDFF85D6-E45B-ED11-80FC-D9BAC8A0A396%7d&pagetype=entityrecord>

If your area is not responsible for this line of enquiry, please notify the CSC immediately by reply email and suggest an appropriate line area.

Kind regards

Phillip
Customer Service Officer
Customer Service Centre
Telephone: 1300 850 115
Email: info@acma.gov.au

----- Original Message -----

From: [REDACTED]
Received: Wed Jan 11 2023 13:00:02 GMT+1100 (Australian Eastern Daylight Time)
To: ACMA Customer Service Centre; CSC CSC; CSC CSC; Mail Delivery System; svc_crm c2c_prod; System Contact
Subject: CSC2022-25889 [REDACTED] - TV Interference

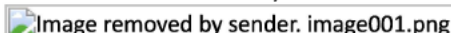
ACMA Customer Service Centre

Please find attached information re ABC and SBS 'Free to air' and 'Foxtel' TV interference (which I believe to be caused by local CB radio operators) .

1. Three separate pages of the ACMA interference form as provided by AVE Services – Murwillumbah.

The 2nd page contains some handwritten figures because the Installer could not copy them to send to me.

See text of his email below;



2. Also provided is a printed copy of that installer's report – faithfully reproduced in print text except for;

a. the field "Time of interference" where I have added "+ Weekdays".

3. It should be noted that this issue has been before ACMA since before May 2022. ACMA should note that the procedures imposed on complaints sometimes cannot be met. It is not always possible for some in some locations to get a Antenna Installer to travel considerable distances to detect interference out of normal business hours. If the interference occurs at 7:00am and the drive time is more than an hour to get to the service location, it is virtually impossible to get an installer to attend. The same applies to after hours or at week-ends. The ACMA should have reasonable procedures available for those who cannot meet the inspection conditions imposed by ACMA. Any advice or suggestions in this regard would be appreciated.

4. The ACMA form does not provide adequate or sufficient fields or lead questions to help those affected explain precisely the form of interference, time of day or frequency/periods. The interference suffered is almost invariably between the hours quoted in the 'Time of Interference' field – but not every day and not always precisely in that time range. The duration of each burst of interference sounds like one side of a conversation. It lasts for 10 -30 seconds – there is a break for 10- 30 seconds and then is repeated for any period from 30 minutes to 2 hours or more .

However it has never been detected on ABC (we don't watch SBS in the morning) before 7:00am any week day. Likewise it is very seldom that interference occurs after 9:00pm on week days. However at weekends the times are very variable and can start at any time for any duration but seldom after 9:00pm. On one day during the Xmas holiday break, the ABC was off air almost all day.

5. I have available videoed (mobile phone and camera) copies of the interference including recordings of shifting between 'free to air' and Foxtel channels to avoid pixelation.

6. I think there has been some interference on other channels but I have not properly noted those instances.

a. In the absence of proof of those instances they are not part of this complaint.

b. However I will now attempt to keep a mobile phone copy of future pixelation on channels other than ABC and SBS.

Having now followed ACMA's procedural requirements I would appreciate an acknowledgment of this communication and advice on future action by ACMA.

Regards

[REDACTED]
[REDACTED]
[REDACTED]