



Instructions for completion

Before Seeking Advice

- You should have a suitable external television antenna that is in good condition and connected to your television receiver.
- You should check with your neighbours if they have experiencing the same interference problem.

Power line Interference

- If the interference is seen to be speckled bands moving up and down the screen and sometimes accompanied by audible buzz, then you need to contact EPC and ask for their assistance.

Where to send this form

- Fax: (685) 30281
- Email: spectech@regulator.gov.ws

This form is available at www.regulator.gov.ws

Fees

A non-refundable fee may be charged to investigate interference to domestic systems.

After your complaint is received, you will be contacted by phone to discuss the problem. If necessary, an investigation will be arranged. Inclusion of a video or audio recording of the interference will help.

Details

Name

Contact Details

[Surname]	[Work]
[Given Names]	[Home]
[Village]	[Mobile]
	[Facsimile]

Address where the interference problem occurs

Signature & Date

	Signature	Date
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Neighbours Details

I believe the interference is outside my control and a community problem. To support this, I have provided names and phone numbers of neighbours who are also experiencing this same interference.

Neighbour 1

Neighbour2

[Name]	[Name]
[Phone Number]	[Phone Number]
[Address]	[Address]

Television Interference Details

Please Note : If the interference only occurs to the reception of pay TV services, contact your pay TV service provider to resolve the problem.

Is an amplifier fitted to your antenna system?

Is the problem still present when you disconnect the VCR or DVD?

Yes

No

Does the problem affect another TV in your home?

Yes

No

If "No" then the VCR/DVD is faulty, try connect antenna cable directly to TV.

Yes

No

If you have had the problem checked by a service company

Please describe the Interference

please provide the details below.

[Name of Company]
[Contact Person]
[Phone Number]

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On which station(s) do you see the interference?

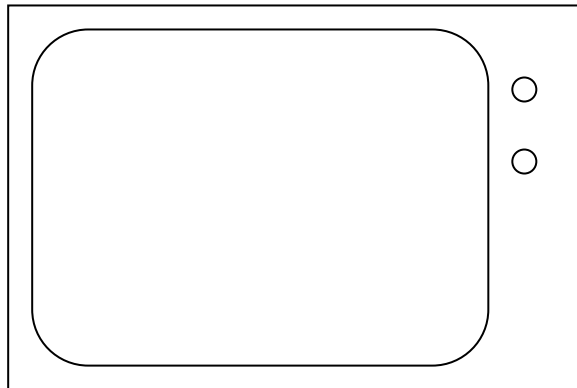
Please indicate time of Interference eg : (between 1am and 2pm)

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What is the amount of time between instances/bursts or interference?

Please sketch as best as you can the interference you have on your TV Screen in the space provided.



Television Interference Details

Please indicate which band the interference occurs on:

On which station do you hear the interference (eg FM 89.1)

. [AM]

[FM]

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Please describe how the interference sounds:
