

Annex A:
**Information Sought in Proposed Public Safety/Commercial Interference Complaint Intake Portal,
FCC-5624**

N.B.:

- All questions enumerated by number, letter, small roman numerals, etc. will be answered in a text box. Bullets denote selections available in a drop-down list.
- Mandatory responses are denoted by asterisks.

1. **Public Safety Complaint.*** Do you represent federal agency or a governmental or non-governmental entity with a Public Safety mission?

Note: For purposes of this form, the term "Public Safety" includes both emergency services (e.g., first responders) as well as safety-of-life services (e.g., Coast Guard, FAA, airport authorities, aircraft pilots and operators of maritime vessels.)

- YES
- NO

Pop-up Help:

Public Safety entities should **not** use this form to submit complaints about interference to services that are ancillary to their public safety or safety-of-life missions (e.g., Part 15 devices, including Bluetooth devices, WiFi equipment, etc.)

If you answer YES to this question, please skip question 2 and proceed directly to question 3.

2. **Commercial Complaint.*** Are you, or do you represent, a commercial entity that is experiencing interference on a wireless device?

- YES
- NO

Pop-up Help:

Commercial entities should **not** use this form to submit complaints about interference to unlicensed Part 15 devices, such as Bluetooth devices, WiFi equipment, etc.

- a. If YES, please provide the commercial licensee's FCC Registration Number:

3. **Complainant Information.** Please provide the following information about the party experiencing interference:

- a. First Name*
- b. Last Name*
- c. Company/Agency/Entity*
- d. Address 1*
- e. Address 2
- f. City*
- g. State*
- h. Zip Code*
- i. Primary Phone*
 - i. Ext
- j. Secondary Phone
 - i. Ext
- k. Fax
- l. Email address*
- m. Additional email address to receive an email acknowledging receipt of this complaint.

Pop-up Help:

Upon submission of this complaint, an automated email will be sent to the email address and alternate email address. This automated message will (a) identify provide contact information for the field agent assigned to your complaint, (b) provide contact information for the agent's manager, and (c) indicate when it would be appropriate to contact management if you have not been contacted by the assigned agent.

Note that any email address supplied in response to Question 3.m will **only** receive a copy of the automated message described above; subsequent email correspondence from the FCC will only be sent to the address supplied in response to question 3.l.

4. **Service Receiving Interference:**

- a. **Public Safety Services.*** If you answered "YES" to question 1, please select your service type from the following:
 - Federal Agency Service
 - State Agency Service
 - Municipality/County/Local Service
 - FirstNet
 - Aviation Service
 - Maritime Service
 - Service Not Listed

Pop-up Help:

The following are examples of entities that might fall within each service type:

Federal Agency Service: Federal agencies with a public safety or safety-of-life mission (e.g., FBI, DHS, DEA, but *excluding* FAA and US Coast Guard)

State Agency Service: State agency with a public safety or a safety-of-life mission (e.g., state police, state mental health facilities, state emergency management agencies, etc.)

Municipal/County/Local Service: Local government or non-governmental entities with public safety or safety-of-life missions (e.g., police departments, fire departments, volunteer fire departments, hospitals, etc.)

FirstNet: Entities holding FCC licenses authorizing the use of spectrum allocated for FirstNet.

Aviation Services: FAA, airport authorities, and aircraft pilots

Maritime Services: US Coast Guard, operators of marine vessels, and port authorities.

Services Not Listed: If your spectrum use does not fit in one of these categories, please answer "NO" to this question and indicate that you are experiencing interference on a commercial service.

b. **Commercial Services.*** If you answered "YES" to question 2, please select your service type from the following:

i. Do you know the formal classification of the service on which you are experiencing interference?

- If NO, please proceed to question 4.c
- If YES, please select one of the following:
 - Cellular/SMR (800 MHz band)
 - PCS (1850 – 1995 MHz)
 - Advanced Wireless Systems (AWS) (1710 – 2200 MHz)
 - 700 / 600 MHz Wireless Broadband
 - Wireless Communications Service (WCS) (2305 – 2360 MHz)
 - BRS/ERS (2.5 GHz)
 - Part 90 (Land Mobile – Business/Industrial)
 - Point-to-Point Microwave
 - Broadcast (AM/FM/TV/LPFM)
 - Broadcast (Radio and TV Translators/LPTV)
 - Broadcast Auxiliary (STL, RPU)
 - Broadcast Weather Radar
 - Satellite
 - Other

Pop-up Help:

To assist users in selecting the correct service type, the following list provides examples of applications for the service types referenced in question 4.b.i. The following list is meant to provide guidance and is not intended to be an exhaustive of service types eligible to use this form. **You may still use this form to submit a *commercial* interference complaint even if you are not included in the example applications described below.**

Cellular/SMR (800 MHz band), **PCS** (1850-1995 MHz), **Advance Wireless Systems (AWS)** (1710 – 2200 MHz), **700 / 600 MHz Wireless Broadband**, and **Wireless Communications Services (WCS)** (2305 – 2360 MHz) are the license types most commonly used by wireless carriers for providing mobile telephony and broadband service to end users.

BRS/ERS (2.5 GHz) are services used to provide high-speed, high-capacity broadband service, including two-way Internet service via cellularized communication systems. Such services provide consumers integrated access to voice, high-speed data, video-on-demand, and interactive delivery services from a wireless device.

Part 90 (Land Mobile – Business/Industrial) services are private land mobile radio systems that often share frequencies with other users, including public safety agencies, utilities, railroads, manufacturers, delivery companies, landscapers, building maintenance firms, and others. The services included in Land Mobile are Public Safety, Business/Industrial, Private Land Mobile Paging, and Radiolocation.

Point-to-Point Microwave stations are authorized under Part 101 of the Commission’s rules and authorize communications along a specific path.

Both full-power **Broadcast (AM/FM/TV/LPFM)** stations and low power **Broadcast (Radio and TV Translators/LPTV)** stations operate on discrete bands and provide free, over-the-air service to audiences in the communities they are licensed to serve.

Broadcast Auxiliary (STL, RPU) stations are used to transport audio and video content to and from a station’s studio, either for production purposes or broadcast using the station’s transmitter.

Broadcast Weather Radar stations enable radio and television broadcasters to collect and disseminate real-time weather data.

Stations in the **Satellite** service are classified as either terrestrial (“Earth Stations”) or orbital (“Space Stations”), and devices in this service that may experience interference include satellites in orbit, fixed Earth Stations with large antenna dishes, and handheld satellite telephones.

c. Alternate Interference Resolution Processes.*

- i. If you selected State Agency Service or Municipality/County/Local Service in question 4.a and if you operate in the 800 MHz band, have you attempted to submit your

interference complaint through CTIA's 800 MHz interference resolution mechanism at <http://www.publicsafety800mhzinterference.com>?

- If YES, proceed to question 4.d.
- If NO, display the following pop-up window.

Pop-up Window:

The Enforcement Bureau encourages parties to file interference complaints in the 800 MHz band through an industry-run interference resolution process before submitting a complaint to the FCC. See [In the Matter of Improving Pub. Safety Commc'ns in the 800 MHz Band, Report and Order, Fifth Report and Order, Fourth Memorandum Opinion and Order, and Order, 19 FCC Rcd 14969, 15041-42, paras. 132 - 134 \(2004\)](#).

[Cancel FCC Complaint and proceed to industry-run interference resolution process.](#)

Continue with FCC Complaint.

- ii. For Public Safety Licensees operating on frequencies in the 700 MHz band or on frequencies below 512 MHz, have you attempted to resolve your complaint through APCO's interference resolution mechanism at <https://www.apcointl.org/spectrum-management/resources/interference/compliance-request-report.html>?

- If YES, proceed to question 4.d.
- If NO, display the following pop-up window:

Pop-up Window:

Pursuant to its [Memorandum of Understanding](#) with APCO, the Enforcement Bureau encourages Public Safety licensees wishing to file interference complaints regarding frequencies below 512 MHz and in the 700 MHz band to submit such complaints directly to APCO. Accordingly, please select one of the following:

[Cancel FCC Complaint and file with APCO.](#)

Continue with FCC Complaint.

- iii. If you selected Part 90 (Land Mobile - Business/Industrial) in question 4.b, have you attempted to resolve your interference complaint through EWA's interference resolution mechanism at <https://www.enterprisewireless.org/services/interference-resolution>?

- If YES, proceed to question 4.d.
- If NO, display the following pop-up window:

Pop-up Window:

Pursuant to its [Memorandum of Understanding](#) with APCO, the Enforcement Bureau encourages Public Safety licensees wishing to file interference complaints regarding frequencies below 512 MHz and in the 700 MHz band to submit such complaints directly to APCO. Accordingly, please select one of the following:

[Cancel FCC Complaint and file with EWA.](#)

Continue with FCC Complaint.

- iv. If you are non-Federal Public Safety complainant who selected “Aviation Service” in response to question 4.a, have you filed an interference report with the FAA using the [Aviation Safety Reporting System](#) (ASRS)?
- If YES, proceed to question 4.d
 - If NO, display the following pop-up window:

Pop-up Window:

The Commission strongly urges individuals or entities reporting radio frequency interference to aviation services to report the incident to the FAA before submitting a complaint to the FCC.

Click here to be re-directed to [ASRS](#).

Continue with FCC Complaint.

- d. **Call Sign Receiving Interference.** Please provide the call sign for your station that is receiving interference.
- e. **Your Frequency Range.** Please provide the frequency or frequency range on which you are experiencing interference.
5. **Description of Interference.** In this section, we will ask you a series of questions to learn more about the interference you are receiving.
- a. **Location of Interference.*** Is the equipment on which you are receiving interference located at the same address that you provided in response to question 3, above?
- i. If YES, proceed to question 5.b.
 - ii. If NO, please provide the following:
 1. Address 1*
 2. Address 2
 3. City*
 4. State*
 5. Zip Code*
 6. Latitude

7. Longitude
8. Antenna Structure Registration Number (ASRN)

b. Interfering Party.* Do you know who is causing interference?

- i. If NO, proceed to question 5.c.
- ii. If YES, please provide as much identifying information as you can about the person or entity causing the interference:
 1. First Name
 2. Last Name
 3. Company Name
 4. Call Sign
 5. Mailing Address 1
 6. Mailing Address 2
 7. City
 8. State
 9. ZIP Code
 10. Phone Number
 11. Email

c. Location of Interference Source.* Do you know where the interference originates?

- i. If NO, please proceed to question 5.d.
- ii. If YES, does the interference come from equipment located in the same building/facility/tower that you use for your equipment (see question 5.b)?
 1. If YES, please proceed to question 5.d.
 2. If NO, please provide the following information, to the extent known:
 - a. Address 1
 - b. Address 2
 - c. City
 - d. State
 - e. Zip Code
 - f. Latitude
 - g. Longitude
 - h. ASRN

d. Narrative Description of Interference. In your own words, please describe the interference you are experiencing. You may also use your response to this question to provide other information that you believe might be useful to the FCC agent who will be assigned to investigate your complaint.

Pop-up Help:

The following information, if available or applicable, is generally helpful for FCC agents:

- The make/model of your equipment and its operating parameters (including PL tones, as applicable) at the time the interference occurred
- A summary of any recent changes to your system
- A description of any actions you have undertaken to confirm that your equipment is operating in a manner that conforms to the terms of your license and any applicable FCC service rules
- Especially if you are not able to provide a sound recording or screenshots, a brief description of what the interference sounds like (or how it appears on your equipment)

e. **Severity of Interference.** * Please select one of the following to describe the severity of the interference you are receiving:

- Complete Blockage
- More than 50% degradation of normal signal
- Less than 50% degradation of normal signal

f. **Number of Users Affected.** * Please select one of the following to indicate the number of users affected by the interference you are receiving:

- 1 - 100
- 101 - 1000
- 1001 - 10,000
- 10,001 - 100,000
- 100,001 or more

g. **Incidence Rate.** * Please select one of the following to describe how often you have experienced or are experiencing the interference described in this complaint:

- One incident
- Intermittent (1 - 3 incidents per day)
- Frequent (4+ incidents per day)

h. **Duration of Typical Interference Incident.** * Please select one of the following to indicate approximately how long each interference incident lasts:

- I'm not sure
- Less than 1 minute
- 1 - 10 minutes
- 10 - 30 minutes

- 30 minutes - 1 hour
- 1 - 2 hours
- 2 - 10 hours
- Continuing without stop
- Duration varies

i. **Duration of Overall Interference Problem.*** Please select one of the following to indicate how long you have experienced the interference described in this complaint:

- Fewer than 7 days
- More than 7 days

j. **Remedial Action Taken.*** Have you previously done anything to address this interference?

- i. If NO, please proceed to question 6.
- ii. If YES, please ensure that your response to question 5.d describes the measures that you have taken.

k. **Document Uploads.** If you have any electronic documents that you believe will be helpful to the Field Agent assigned to your complaint, please upload them [here] [link to upload dialog box].

Pop-up Help:

Please feel free to upload whatever documents you believe might be useful to the agent assigned to investigate your complaint. The maximum file size is 20 MB per upload.

6. **Attestation.*** If you answered YES to question 1, please attest to the following statement by checking the box next to the statement below:

- I attest that my issue involves harmful interference within spectrum that is either (i) assigned to federal agencies, OR (ii) allocated for use by entities with public safety or safety-of-life missions.

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