



FORM No. 012

NCA INTERFERENCE COMPLAINT FORM

Note: Please fill the form in upper case and clearly spell out contact details and be sure to include all information necessary to ease handling of your complaint!

1. Complaint filing guidelines

- a. The complaint form helps the complaining party to submit only necessary details without exposing other elements of the service and helps the NCA administration to act effectively.
- b. This complaint submission will initiate a technical investigation that is based on submitted data and data that is known to the NCA. The investigation will find all facts that are related to your reported interference.
- c. The conclusion of technical investigation will indicate if your complaint is justified or not and what kind of action is needed to clear the reported interference and/or restore your service(s) if justified.
- d. NCA will undertake all reasonable measures in order to identify the problem and to provide adequate response. Please be aware that in some cases, it can take more time and effort to identify and resolve certain interference scenarios.
- e. Results of technical investigation may not always publically available, however, you will receive information that is relevant for your future operation. Outcome of the investigation might suggest need for modifications of technical parameters of your equipment as well as other radio spectrum users.
- f. Who and how to submit complaint
You can use attached complaint form if your service is affected by one of the available licenses:
 - a. An assignment based license to utilize radio service on exclusive basis under technical parameters that are defined in the license using a single transmitter or base station. In all cases, location of transmitter is known to the NCA. Example is analogue FM and TV broadcast, private mobile radio, fixed radio link, satellite service, radio amateur service etc.)



- b. An allotment based, license, to utilize service(s) over a defined territory using defined sites. Example for Allotment based license is access network for Mobile Network Operators, Internet Service Providers, DTTV, and Satellite Direct to home service or data acquisition network. In all cases, location of interfered transmitter may sometimes be unknown to the NCA.
- c. Using a general authorisation. Example for this is use of WiFi, cordless phones, remote keys, and other short range devices etc.)

2. Complaint Submission Process

The complaint form can be filled and delivered and hand delivered to NCA, or by email/post.

- a. Complainer needs to be sure the complaint is reasonable after which they can proceed to fill the form according to the given instructions.
- b. Complaint form includes identification of complainant and contact information. Identity of complainant is protected and as the rule, this identity is not exposed unless it is critical for the process of spectrum de-conflicting or interference resolution.
- c. All submitted personal data is protected against sharing with third party. Technical data could be shared with third party if it is necessary to find source of interference.
- d. Please note that false or malicious complains could result in fines, penalties, law suit or other legal measures.
- e. The complainant may be contacted by NCA if additional information is needed and as the complaining party, you have right inquire and to be informed about the process.

For further information contact us on +211-925-258-885, email: info@nca.gov.ss or visit our website: www.nca.gov.ss



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|---|----------------|
| 3. Complainant Detail (All fields are mandatory) | |
| Complainant Name: | |
| Address: | |
| Email: | Website: |
| Tel: | Fax: |
| Name of Representative: | |
| Email: | Email: |
| Telephone: | Mobile: |
| Date of submission: | |
| <p>Declaration: I/we declare that information provided below is accurate. I/we do understand that correct and comprehensive complaint information is vital and aids a well-informed response to my/our submission.</p> | |
| Name:..... | Signature: |
| Date:..... | Official stamp |

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| 4. Interference Information |
| Location of Interference: |
| Date and Time Detected: |
| How was the Interference Detected: |
| Duration of detected interference: |
| Name of Interfering station and any other identification: |



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| Type of station and nature of service (if available): |
| Name of Station Owner (If known): |
| Frequency: |
| Location/Position/Area/Direction: |
| Brief Description of the Interference Scenario: |
| Any Other Useful Information: |

FOR OFFICIAL USE ONLY (FREQUENCY ASSIGNMENT SECTION)

Final decision on the complaint:.....

Authorizing officer/Title:.....

Signature:.....Date:.....