

## Interference FAQ

### I'm getting interference to my phone, what can be done?

Problems with radio transmissions coming across landline telephones (i.e. other than cordless) are due to deficiencies or faults in the telephone. As these are design or installation problems, you should approach your equipment supplier for assistance in achieving a remedy.

Interference to cordless phones – cordless phones operate under a General User Radio Licence which means that they operate on shared frequencies and are not protected from interference.

Replacing the cordless phone with one operating on another frequency or band may resolve the problem.

### I'm getting interference to my PC, what can be done?

Interference to computers from radio transmissions is unusual and may be the result of a signal pick-up on power leads, speaker leads or other attached cables. Radio frequency filtering may assist with this problem. As this is a design or installation issue, you should contact the equipment supplier for assistance in achieving a remedy.

### What can be done to resolve interference to safety services?

Clients are advised to read the Public Information Brochure ["Land Mobile and Fixed Services guide to better transmission" \(PIB 5\) \[1.1 mB PDF\]](#). This is a first step to preventing and resolving interference issues.

Examples of problems: Jammed microphone, emergency locator beacon detected by satellite. Other emergency services may suffer interference to communications.

Organisations that may be affected are the Rescue Co-ordination Centre, Maritime Operations Centre, Police, Ministry of Civil Defence, NZ Coastguard Federation.

It is important that all information is recorded and passed on to RSM in order to achieve an early resolution. Please phone 0508 776 4636 and provide details of the interference.

### What can be done to resolve interference to commercial services?

Interference to commercial radio services often involves economic impact on business with all parties seeking an early and cost effective solution e.g. loss of communication services, taxi firm cannot communicate with taxis, etc. These often involve complex problems and should be referred to RSM after maintenance checks have been conducted to eliminate equipment faults.

It is important that all information is recorded and passed on to RSM in order to achieve an early resolution. Please phone 0508 776 4636 and provide the details of the interference.

### An electric fence is causing a problem with my phone line or internet connection, what can I do?

[Try the 5 step electric fence check.](#)