

Reception Problems

What is interference?

Interference is caused by unwanted radio signals that degrade or interrupt radiocommunication and broadcasting services. Poor reception that is due to faulty or inefficient receiving installations (including antenna systems) is not regarded as interference. The use of the term interference is in accordance with normal industry practice, but does not imply that any particular situation or example is necessarily interference as defined in the Radiocommunications Act.

Interference may:

- affect the quality of your reception or communication
- cause only a temporary loss of signal, or
- prevent reception.

How we can help?

Radio Spectrum Management investigates interference to safety services, radiocommunications systems and broadcast services such as radio and television reception.

Protection is not given to weak or distant signals that have previously been receivable by good fortune, from changes that may occur in the radio environment.

TIP: It is important that all information is recorded and passed on to [RSM](#) in order to achieve an early resolution.

RSM does not investigate interference to private [Management Rights](#) i.e. bands of radio spectrum under a self-management agreement, but will assist on a case by case basis when safety to life or property is involved.

When an interference source is traced, the party responsible for the interference will be required to correct the matter. If the interference is determined as resulting from non-compliance with [Electromagnetic Compliance legislation](#) or illegal transmission, RSM may issue infringement notices or take other legal action.

What services can be affected by interference?

Interference to frequencies internationally allocated for safety communications.

Efficient and reliable communications systems are critical to safety services. Organisations that may be affected are the Rescue Co-ordination Centre, Maritime Operations Centre, Police, Ministry of Civil Defence, NZ Coastguard Federation.

Interference to commercial radio services

Interference to commercial radio services often involves economic impact on business with all parties seeking an early and cost effective solution. These often involve complex problems and should be referred to RSM after maintenance checks have been conducted to eliminate equipment faults.

Interference in your household - Radio and television interference

Interference problems at home usually affect radio or television reception. Note that disturbances to CD, DVD players and other audio equipment caused by nearby radio transmitters are not regarded as interference as they result from design or component problems in the audio equipment.

Radio microphones and building television reticulation systems

The use of radio microphones under the General Licence and some building television reticulation systems may be affected by the recent (early 2008) introduction of digital television services in the UHF bands.

Further information

[How can I fix my interference?](#)

This page will provide some guidance to help you fix your interference problems.

[What does my interference look or sound like?](#)

This page will help you identify what your interference problem looks or sounds like.

[How can I avoid interference?](#)

This page provides tips on how to minimise the risks of having interference.

[How can I register an interference complaint?](#)

This page will show you what to do to register an interference complaint.

[Tips for radio technicians](#)

Tips on how to track and solve interference aiming at persons with a moderate to high level of electrical, electronic or telecommunications knowledge, skill, and experience.

[Link to...](#)

[Digital Terrestrial Television \(DTT\)](#)

The commencement of digital terrestrial television may require some frequency adjustments to other systems using the radio frequency spectrum.