

Domestic

The process

Experience has shown that very often the cause of interference will be found in the household affected, and may be solved by the householder. Please ensure your reception problems are caused by external interference and not by incorrectly installed equipment or interfering equipment installed in your home.

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

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

If you cannot resolve the problem yourself, we recommend you contact your local service technician in the first instance. If your local service technician is unable to resolve the problem for you, RSM can provide an interference investigation service for radio and television reception problems within the coverage area of the radio or television station affected.

In this case, please complete the questionnaire attached to our publication [PIB 9A Radio Frequency Interference \(RFI\) – Investigation and Resolution Guide](#). Please note that we cannot investigate your reception problem without a completed questionnaire.

Please call us on our freephone 0508 RSM INFO (776 463) if you need more information.

Our commitment

Interference complaints will be responded to, and remedial action commenced within 2 working day of being lodged for 95% of domestic interference complaints.