

SEYCHELLES COMMUNICATIONS REGULATORY AUTHORITY

RADIO COMMUNICATION INTERFERENCE COMPLAINT FORM

Produced by: Chief Executive Officer
Seychelles Communications Regulatory Authority
3rd Floor, Caravelle House
Manglier Street
P.O. Box 737
VICTORIA

Date: 16th December 2024

Notes and Instructions:

1. (a) In accordance with **Section 106(1)** of the **Communications Act, 2023**, a radio frequency spectrum licence is required to:
 - i. use the radio frequency spectrum to operate an electronic communications network;
 - ii. install or operate a radio communication equipment or station at one or more specified radio frequencies or radio frequency bands, including on board any ship or aircraft registered in Seychelles; or
 - iii. possess or have under the person's control, a radio communication equipment or station.

Note that any person/entity who contravenes **Section 106(1)** is committing an offence under the **Communications Act, 2023** and shall be liable to the punishment provided for such contravention under that Act.

(b) In accordance with **Section 110(1)** of the **Communications Act, 2023**, no person shall use any customer premises equipment, electronic communications network or radio communication equipment to willfully and unlawfully cause harmful interference to radio communication service. Any person/entity who contravenes **Section 110(1)** is committing an offence under the **Communications Act, 2023** and shall be liable to the punishment provided for such contravention under that Act.

2. This radio communication interference complaint form (form) should be completed by person/entities¹ who has been issued with a radio frequency spectrum licence or other licence under the Communications Act, 2023 (referred as licensee) or who has been assigned radio-frequency spectrum.
3. The complainant must ensure that the licence under which the equipment is being operated is valid.
4. Before completing and submitting this form, licensees should **firstly**:
 - a. Ensure that their system is operating in accordance with their licence conditions.
 - b. Check that the radio communication equipment being used is not faulty.
 - c. Check that the interference is external to their radio communication equipment set-up. It is advisable to contact the equipment supplier to verify this.
5. Licensees that are confident that the interference caused is external to their radio communication equipment, the licensees should complete this form and submit it to SCRA² for investigation. The form can be obtained from SCRA's office or can be downloaded on SCRA's website at the following link: <http://www.scra.sc>.
6. Provision of interference monitoring data such as spectrum analyser screen plot or audio file of interference will assist the investigation.
7. Licensees may be requested to submit additional information once SCRA has analysed the information submitted through the form.
8. All submitted forms must be signed and dated in order for the interference complaint to be processed.

Completed forms should be submitted to:

Chief Executive Officer
Seychelles Communications Regulatory Authority
3rd Floor, Caravelle House
Manglier Street
P.O. Box 737
VICTORIA
E-mail: communications@scra.sc
Telephone: (+248) 4286600

¹ Customers of broadcasting or electronic communications services providers that experience signal reception problems, must lodge their complaints directly with their service provider so that they can carry out an investigation. The service provider must first establish whether the signal reception problem is not a case of poor coverage resulting in weak signal reception, faulty receiving equipment, other technical problems or interference originating from an external source. In the event that the signal reception problem is as a result of interference originating from an external source, then the service provider should complete this form and submit it to SCRA for investigation.

² Seychelles Communications Regulatory Authority

RADIO COMMUNICATION INTERFERENCE COMPLAINT FORM

- Before completing this form please ensure that you read the notes and instructions above carefully.
- As SCRA assesses your radio communication interference complaint based on information submitted on this form, please make every effort to complete all appropriate fields.

SECTION 1: COMPLAINANT CONTACT DETAILS

Full Name of the Company/Person who is the licensee:	
Licensee No:	
Licence No:	
Licence Category:	
Date of Expiry of the Licence:	
Contact person for this Complaint:	
Address:	
Telephone No:	
Mobile No:	
Telefax:	
E-Mail:	

SECTION 2 : DETAILS OF RADIO COMMUNICATION INTERFERENCE

Type of radio communication service of which the interference is being experienced (tick appropriate)

- | | | | |
|--------------------------------------|--------------------------|--------------------|--------------------------|
| a) AM Radio | <input type="checkbox"/> | b) FM radio | <input type="checkbox"/> |
| c) Cellular Mobile | <input type="checkbox"/> | d) Land Mobile | <input type="checkbox"/> |
| e) Television Broadcasting | <input type="checkbox"/> | f) Aeronautical | <input type="checkbox"/> |
| g) Fixed | <input type="checkbox"/> | h) Satellite Fixed | <input type="checkbox"/> |
| i) Broadband Wireless Access Service | <input type="checkbox"/> | j) Maritime Mobile | <input type="checkbox"/> |
| k) Others | <input type="checkbox"/> | | |

If you select 'Others' above, please provide details.....

1	Please provide all frequencies and bandwidths on which interference is being experienced:	
2	Frequency of interference signal if known or suspected:	
3	Station/Site Name (s):	
4	Location (s) of station (s) that is/are experiencing the interference. If available, please provide the geographical coordinates of the location (s) of station (s) in WGS84 format, in terms of degrees, minutes and seconds.	
5	Symptoms of interference and nature of degradation of signal (If necessary you may attach further details of you interference complaint on a separate sheet of paper):	
6	When did the interference start? Approximate time and Date:	
7	Is the interference continuous or intermittent (irregular)?	
8	If intermittent please specify when it occurs, how often and for how long does it last?	
9	Can the interference be heard on both the transmit (e.g base) and/or receive units? (e.g. mobiles)	
10	What sound does the interference signal make on your equipment? (i.e. voices, buzzing, tones etc)	
11	If conversations can be overheard, please provide any information on the company, i.e. name or the nature of business in which they are involved?	
12	If conversations can be heard - can both sides i.e. the base and the mobile be heard?	
13	Has your equipment been checked by your equipment supplier? If Yes - What is the name of the company and when was this done?	

14	Is a repeater or fixed base in use? If so provide location of each:	
15	Direction of interference if known:	
16	Suspected source of interference:	
17	Any additional information:	

Please attach copies of any interference monitoring data if available (*e.g. spectrum analyser plots and audio file of interference*).

Signature: _____

Date: _____