|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Date received** | **Date closed** | **Issue** | **Type** | **Method** | **Detail** | **Response** | **Status** |
| **28/11/2021** | **30/11/2021** | **TV/Radio interference**  | **Complaint**  | **Phone** | **No ABC reception reported**  | **Technical issue with ABC unable to provide feed to re-transmitter.** | **Closed**  |
| **30/11/2021** | **20/12/2021** | **TV/Radio interference** | **Complaint** | **Email**  | **No ABC reception reported** | **Temporary satellite installed. ABC restored.** | **Closed** |
| **30/11/2021** | **20/12/2021** | **TV/Radio interference** | **Complaint**  | **Phone** | **No ABC reception reported** | **Temporary satellite installed. ABC restored.** | **Closed** |
| **30/11/2021** | **21/12/2021** | **TV/Radio interference** | **Complaint**  | **Phone**  | **No ABC reception reported** | **Temporary satellite installed. ABC restored.** | **Closed** |
| **30/11/2021** | **10/01/2022** | **TV/Radio interference** | **Complaint**  | **Phone**  | **No ABC reception reported** | **Temporary satellite installed. ABC restored.** | **Closed** |
| **01/12/2021** | **10/01/2022** | **TV/Radio interference** | **Complaint**  | **Phone**  | **No ABC reception reported** | **Temporary satellite installed. ABC restored.**  | **Closed** |
| **01/12/2021** | **10/01/2022** | **TV/Radio interference** | **Complaint**  | **Phone**  | **No ABC reception reported** | **Temporary satellite installed. ABC restored.** | **Closed** |
| **01/12/2021** | **01/12/2021** | **TV/Radio interference** | **Complaint**  | **Phone**  | **No ABC reception reported** | **Checked re-transmitter to ensure it was functioning correctly. Advised complainant to contact ACMA as re-transmitter was functioning correctly.** | **Closed** |
| **02/12/2021** | **20/12/2021** | **TV/Radio interference** | **Complaint**  | **Phone**  | **No ABC reception reported** | **Temporary satellite installed. ABC restored.** | **Closed**  |
| **02/12/2021** | **10/01/2022** | **TV/Radio interference** | **Complaint**  | **Phone**  | **No ABC reception reported** | **Temporary satellite installed. ABC restored.** | **Closed** |
| **03/12/2021** | **21/12/2021** | **TV/Radio interference** | **Complaint**  | **Phone**  | **No ABC reception reported** | **Temporary satellite installed. ABC restored.** | **Closed** |
| **31/12/2021** | **10/01/2022** | **TV/Radio interference** | **Complaint**  | **Phone**  | **Incorrect LCN (Logical Channel Numbers) for ABC** | **Advised temporary satellite had been installed and to reset the TV and rescan for the ABC channels.**  | **Closed** |
| **18/01/2022** | **19/01/2022** | **TV/Radio interference** | **Complaint**  | **Phone**  | **No SBS reception reported** | **Faulty piece of equipment replaced. SBS restored.**  | **Closed** |
| **18/01/2022** | **19/01/2022** | **TV/Radio interference** | **Complaint**  | **Phone**  | **No SBS reception reported** | **Faulty piece of equipment replaced. SBS restored.**  | **Closed** |
| **01/04/2022** | **29/07/2022** | **TV/Radio interference** | **Complaint**  | **Phone**  | **No ABC reception reported** | **Technician sent to investigate. TV incompatible with MPEG4 signal.**  | **Closed** |
| **04/04/2022** | **18/11/2022** | **TV/Radio interference** | **Complaint**  | **Email** | **Re-transmitter problem** | **Offered technician attend to investigate. Matter resolved without intervention.**  | **Closed**  |
| **19/04/2022** | **21/04/2022** | **TV/Radio interference** | **Complaint**  | **Phone**  | **No Channel 7 reception reported** | **System reset. Channel 7 restored.**  | **Closed** |
| **19/04/2022** | **19/04/2022** | **TV/Radio interference** | **Complaint**  | **Phone**  | **No Channel 7 reception reported** | **System reset. Channel 7 restored.**  | **Closed** |
| **19/04/2022** | **21/04/2022** | **TV/Radio interference** | **Complaint**  | **Phone**  | **No Channel 7 reception reported** | **System reset. Channel 7 restored.**  | **Closed** |
| **19/04/2022** | **19/04/2022** | **TV/Radio interference** | **Complaint**  | **Phone**  | **No Channel 7 reception reported** | **System reset. Channel 7 restored.**  | **Closed** |
| **20/04/2022** | **06/05/2022** | **TV/Radio interference** | **Complaint**  | **Email**  | **No Channel 7 or ABC reception reported** | **System reset. Channel 7 restored. Offered a technician attend to investigate ABC matter as re-transmitter was functioning correctly. Matter resolved without intervention.**  | **Closed** |
| **16/05/2022** | **17/05/2022** | **TV/Radio interference** | **Complaint**  | **Phone**  | **No ABC reception reported** | **ABC outage investigated and restored.**  | **Closed** |
| **16/05/2022** | **16/05/2022** | **TV/Radio interference** | **Complaint**  | **Phone**  | **No ABC reception reported** | **ABC outage investigated and restored.**  | **Closed** |
| **30/05/2022** | **30/05/2022** | **TV/Radio interference** | **Complaint**  | **Phone**  | **No Channel 10, SBS or Sky reported** | **TV reception investigated and restored.**  | **Closed** |
| **31/05/2022** | **31/05/2022** | **TV/Radio interference** | **Complaint**  | **Phone**  | **No TV reception reported**  | **Matter investigated and identified power outage. TV reception restored.**  | **Closed**  |
| **16/09/2022** | **18/11/2022** | **TV/Radio interference** | **Complaint**  | **Email**  | **No TV reception reported** | **Offered a technician attend to investigate as re-transmitter was functioning correctly. Matter resolved without intervention.**  | **Closed** |