



FEDERAL COMMUNICATIONS COMMISSION

COMPLIANCE & INFORMATION BUREAU

Telephone Interference Bulletin CIB-10 August 1995

WHAT TO DO IF YOU HEAR RADIO COMMUNICATIONS ON YOUR TELEPHONE

Interference occurs when your telephone instrument fails to "block out" a nearby radio communication. Potential interference problems begin when the telephone is built at the factory. All telephones contain electronic components that are sensitive to radio. If the manufacturer does not build in interference protection, these components may react to nearby radio communications. Telephones with more features contain more electronic components and need greater interference protection. If you own an unprotected telephone, as the radio environment around you changes, you may sometimes hear unwanted radio communications. Presently, only a few telephones sold in the United States have built-in interference protection. Thus, hearing radio through your telephone is a sign that your phone lacks adequate interference protection. This is a technical problem, not a law enforcement problem. It is not a sign that the radio communication is not authorized, or that the radio transmitter is illegal.



Unprotected Telephone

Because interference problems begin at the factory, you should send your complaint to the manufacturer who built your telephone. A sample complaint letter is provided [here](#).

You can also stop interference by using a specially designed "radio-proof" telephone, available by mail order. A recent FCC study found that these telephones, which have built-in interference protection, are a very effective remedy. A list of Radio-Proof telephones is provided [here](#).



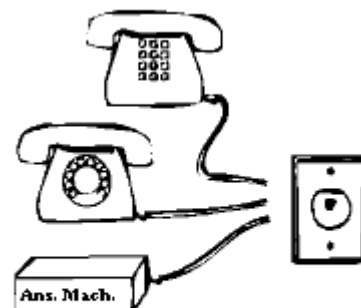
Radio-Proof Telephone

Interference problems in telephones can sometimes be stopped or greatly reduced with a radio filter. Install this filter at the back of the telephone, on the line cord, and/or at the telephone



wall jack. Radio filters are available at local phone product stores and by mail order. (See attached list, Radio Interference Filters.) A list of Radio Interference filters is provided [here](#).

To get started, follow these steps: If you have several telephones, or accessories such as answering machines, un-plug all of them. Then plug each unit back in, one at a time, at one of your wall jacks. Listen for the radio communication. If you hear interference through only one telephone (or only when the answering machine is plugged in), then the problem is in that unit. Contact the manufacturer of that unit for help. Alternatively, simply stop using that unit, replace it with a radio-proof model, or install a radio filter. (NOTE: Only a very small percentage of interference problems occur in the outside telephone lines. Your local telephone company can check for this type of problem.)



Test Each Piece of Equipment Separately, One at a Time.

Next, it's important to follow through and contact the manufacturer. Telephone manufacturers need to know if consumers are unhappy about a product's failure to block out radio communications. Also, the manufacturer knows the design of the telephone and may recommend remedies for that particular phone.

To file a complaint, write a letter to the manufacturer, using the [sample letter](#) at the end of this document. To help the manufacturer select the right remedy, be sure to provide all the information in the sample, including the type of radio communication that the telephone equipment is receiving. You can identify the type of radio communication by listening to it. There are three common types:



(1) AM/FM broadcast radio stations - Music or continuous talk distinguishes this type of radio communication. The station identifies itself by its call letters at or near the top of each hour.

(2) Citizen's Band (CB) radio operators - These radio operators use nicknames or "handles" to identify themselves on the radio. Usually, the CB operator's voice is clearly heard. You may also hear sound effects or other noises.

(3) Amateur ("ham") radio operators - Amateur radio operators are licensed by the FCC. They use call letters to identify their communications. The amateur's voice can be heard but may be garbled or distorted.

Cordless telephones are low-power radio transmitters/receivers. They are highly sensitive to electrical noise, radio interference, and the communications of other nearby cordless phones. Contact the manufacturer for help in stopping interference to your cordless telephone.

Final note: Current FCC regulations do not address how well a telephone blocks out radio communications. At present, FCC service consists of the self-help information contained in this bulletin. A partial list of radio-proof telephones and radio filters is also attached.

The FCC strongly encourages manufacturers to include interference protection in their telephones as a benefit to consumers. The telephone manufacturing industry has begun to develop voluntary standards for interference protection. The FCC will continue regular meetings with manufacturers and will closely track the effectiveness of their voluntary efforts.

If you are not satisfied with the manufacturer's response, contact the Electronic Industries Association, 2500

Wilson Blvd., Arlington, Virginia 22201, phone: (703) 907-7500.

Dear Manufacturer: I am writing to register a complaint about telephone equipment I purchased (manufactured by your company). Unfortunately your product is receiving a nearby radio communication, making it difficult for me to complete phone calls. Please contact me within 30 days to discuss what steps your company will take to make my telephone work properly. Thank you for your help. I look forward to your prompt reply.

SOURCES OF RADIO-PROOF TELEPHONES AND RADIO FILTERS FOR TELEPHONES

The lists below show companies that sell radio-proof telephones and radio interference filters. If you would like to try a radio-proof telephone or radio interference filter, make sure that you can return it for a refund, and keep the purchase receipt.

THE FCC DOES NOT ENDORSE OR RECOMMEND THE USE OF ANY PARTICULAR GOODS OR SERVICES LISTED BELOW. SUCH GOODS OR SERVICES ARE LISTED FOR INFORMATION ONLY AND HAVE BEEN FURNISHED BY THE ORGANIZATIONS. FOR FURTHER INFORMATION, CONTACT THE INDIVIDUAL ORGANIZATIONS.

● RADIO-PROOF TELEPHONES:

TCE LABORATORIES, INC.
2365 Waterfront Park Dr.
Canyon Lake, Texas 78133
(830) 899-4575

Notes: Desk and wall models available. Will do custom orders for multiple-line phones, speaker phones, answering machines, etc. Advertises 30-day money-back guarantee.

PRO DISTRIBUTORS
2811 74th Street, Suite B
Lubbock, TX 79423
(800) 658-2027

Notes: Desk and wall models available. Advertises 30-day money-back guarantee.

● RADIO INTERFERENCE FILTERS:

AT&T
(800) 222-3111

Notes: Also available at AT&T and GTE Phone Center stores.

COILCRAFT
1102 Silver Lake Road
Cary, IL 60013

(800) 322-2645

Notes: Filters for computers and printers also available.

ENGINEERING CONSULTING

583 Candlewood Street

Brea, CA 92621

(714) 671-2009

Notes: Also available filters for 2-line telephones.

INDUSTRIAL COMMUNICATIONS ENGINEERS (ICE)

P. O. BOX 18495

Indianapolis, IN 46218-0495

(317) 545-5412

Notes: Also available hard-wired filter for wall-mount telephone.

K-COM

P.O. Box 82

Randolph, OH 44265

(330) 325-2110

Notes: Also available filters for 2-line telephones.

KEPTEL, INC.

56 Park Road

Tinton Falls, NJ 07724

(732) 389-8800

KILO-TEC

P. O. Box 10

Oak View, CA 93022

(805) 646-9645

OPTO-TECH INDUSTRIES

P.O. Box 13330

Fort Pierce, FL 34979

(800) 334- 6786, or (407) 468- 6032

RADIO SHACK (ARCHER)

Available at nearest Radio Shack store.

Catalog #273-104.

SNC MANUFACTURING

101 W. Waukau Avenue

Oshkosh, WI 54901-7299

(800) 558-3325, or (414) 231-7370

SOUTHWESTERN BELL FREEDOM PHONE ACCESSORIES

7486 Shadeland Station Way

Indianapolis, IN 46256

(800) 255-8480, or (317) 841-8642

TCE LABORATORIES
2365 WATERFRONT PARK DRIVE.
CANYON LAKE, TEXAS 78133
(830) 899-4575

Notes: Also available filters for 2-line telephones.

● **SAMPLE COMPLAINT LETTER:**

Name
and address of
telephone manufacturer

Dear Manufacturer:

I am writing to register a complaint about telephone equipment I purchased (manufactured by your company). Unfortunately, your product is receiving a nearby radio communication, making it difficult for me to complete telephone calls. Please contact me within 30 days to discuss what steps your company will take to make my telephone work properly.

Thank you for your help.

I look forward to your prompt reply.

Name: _____ Telephone: _____

Address: _____

City/State/Zipcode: _____

Type of telephone equipment: _____

Model Number: _____

Description of Interference (AM/FM, CB, Amateur, etc):

