

CASE REPORT - EB-09-BS-0023

Run Date: 8/28/2009

| | | | | | | | | | | | |
|--------------------------|--|-------------------------|--|---------------------------|--|-----------------|--|-------------------|--|---------------------------------|--|
| Start Date: 6/15/2009 | | Status: CLOSED | | Region: RC | | Office BS | | SolDate: | | Type: S | |
| ClosedDate: 7/22/2009 | | Suspense Date 8/22/2009 | | Complainant: [REDACTED] | | Sprint / Nextel | | | | | |
| Case Agent: [REDACTED] | | Response Time: | | Subject: Unknown | | | | | | | |
| COMPLAINANT | | | | Geo: | | Geo | | SUBJECT | | | |
| Name/F-L: [REDACTED] | | | | Freq: | | Fre | | Name/F-L: UNKNOWN | | | |
| Company: SPRINT / NEXTEL | | | | Call: | | Call | | Company: | | | |
| Address: | | | | Method: PHONE | | - - 0 | | FRN | | Address: [REDACTED] | |
| City: | | ST: | | Entity: Licensee/Registra | | Consumer | | Ent | | City: [REDACTED] ST: [REDACTED] | |
| Pri Phone: | | Zip: | | To: 015 - Part 15 - Oth | | 999 - Other | | Fro | | Pri Phone: | |
| Fax/Aux: | | | | Safety: Non-Safety | | None | | Spec | | Fax/Aux: | |
| Email: | | | | Complt: YES | | | | Util | | Email: | |
| Phys. Add.: | | | | IX: YES | | | | Loc: | | Phys. Add.: | |
| | | | | Confid: | | | | Mas | | | |
| | | | | Cong.: | | | | | | | |
| | | | | InfoTrs: | | | | ASR | | | |
| | | | | | | | | Lat | | | |
| | | | | | | | | Lng | | | |
| | | | | | | | | XCit | | | |
| | | | | | | | | XState | | | |
| Complainant Notes | | | | | | | | | | Subject Notes | |
| [REDACTED] | | | | | | | | | | [REDACTED] | |

Case Summary:

Residence causing noise at cell site.

CASE REPORT - EB-09-BS-0023 - CASE DETAILS

Run Date: 8/28/2009

WORK EVENTS

| EventDate | Agen | Event Type | WeUtility |
|---|------------|---------------|----------------------|
| 6/15/2009 | [REDACTED] | COMPLAINT_R | |
| Prob.Resolution: Complaint received from [REDACTED] of interference from residence causing noise on one of Sprint/Nextel cell sites. | | | |
| 6/16/2009 | [REDACTED] | INVESTIGATION | invphone ixxongother |
| Prob.Resolution: Spoke with [REDACTED], Sprint / Nextel engineering. He stated IX is coming from [REDACTED] is causing the noise floor to be raised 10dB. [REDACTED] is emailing a spec-an shot to the BO. | | | |
| 6/16/2009 | [REDACTED] | UPDATE | |
| Prob.Resolution: Received email from [REDACTED] with more details: We have a cell-site located at: TriMark United East 505 Collins Street Attleboro, MA 41-53-51 N, 71-21-34 W It is being interfered with by something located in a residential house in the adjacent neighborhood to the south, just across the MA/RI state line. It is affecting our use of frequencies between 815.2 to 819.4 mhz. From what we can tell, the interference (IX) started affecting us in mid-January, but we were able to retune our frequencies around it on a temporary basis. Our field techs began tracking it down in May, and narrowed down to the following address: [REDACTED] [REDACTED] They visited the house several times since mid-may, but no one ever answered the door for them. Our field techs are convinced that the IX source is coming from the garage area of [REDACTED] On Monday (6/15), I drove through the neighborhood and observed the IX from the street. From the street, it was difficult for me to conclude that the source is actually at [REDACTED] without walking around the houses - potentially trespassing. Therefore I didn't want to proceed any further without assistance from either a police officer or an officer from your field office. My best guess is that the source is a defective wireless video camera. While observing it with a service monitor, I thought that I heard a video sync pulse in the noise. In addition, it looks similar to video baby monitor that I recently found a few weeks ago in Chelmsford, MA. (It turned out to be a defective Summer Baby Monitor, which has an integrated night-vision camera). In that case, the owner brought it back to Babies R Us, and got a new unit, problem solved. | | | |

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6/23/2009 [REDACTED] INVESTIGATION Invremom Invos Invmddf Invinv

Prob.Resolution: 11:50AM [REDACTED] on scene [REDACTED] DF'd along [REDACTED] and picked up a weak signal on MDFX in front of residence at [REDACTED] Street and nowhere else in the vicinity. Drove to cell tower location and could not pick up anything at ground level. Returned to [REDACTED] and using the cavity backed antenna, DF'd the signal to the residence at [REDACTED] street. Got permission to go to the back of the house and verified signal was coming from the Residence at [REDACTED]. Got permission to enter the house from the occupant and found the signal emanating from a baby monitor. Summer Infant SL 020069 # 02720 FCC ID: PZK222T Informed the occupant that the device was defective and causing interference to cellular telephone services and recommended the device be returned for replacement. Occupant agreed to take the device out of service. Verified IX on 817MHZ was no longer present before leaving.

7/22/2009 [REDACTED] CLOSED CloseResolveByFCC

Prob.Resolution: No further complaints from Sprint / Nextel.

RULES VIOLATED

[REDACTED]
From: [REDACTED]
Sent: Tuesday, June 16, 2009 5:19 PM
To: [REDACTED]
Subject: Interference problem in [REDACTED]
Hello [REDACTED]

Thank you for getting back to us on the interference issue we're having in [REDACTED]. Below is rundown of the problem we're having, and what we've done to resolve it so far.

We have a cell-site located at:

TriMark United East
505 Collins Street
Attleboro, MA
41-53-51 N, 71-21-34 W

It is being interfered with by something located in a residential house in the adjacent neighborhood to the south, just across the MA/RI state line. It is affecting our use of frequencies between 815.2 to 819.4 mhz.

From what we can tell, the interference (IX) started affecting us in mid-January, but we were able to retune our frequencies around it on a temporary basis. Our field techs began tracking it down in May, and narrowed down to the following address:

[REDACTED]
[REDACTED]

They visited the house several times since mid-may, but no one ever answered the door for them. Our field techs are convinced that the IX source is coming from the garage area of [REDACTED].

On Monday (6/15), I drove through the neighborhood and observed the IX from the street. From the street, it was difficult for me to conclude that the source is actually at [REDACTED] without walking around the houses -- potentially trespassing. Therefore I didn't want to proceed any further without assistance from either a police officer or an officer from your field office.

My best guess is that the source is a defective wireless video camera. While observing it with a service monitor, I thought that I heard a video sync pulse in the noise. In addition, it looks similar to video baby monitor that I recently found a few weeks ago in Chelmsford, MA. (It turned out to be a defective Summer Babies R Us, and got a new unit -- problem solved.

In the attached zip-file, you will find the spec-an screen shots that I took on Monday, observed from our affected cell site.

Again, because the IX source is in a residential neighborhood, and because the resident has not come to the door after several attempts to contact them, we would appreciate your assistance with getting this resolved.

Thank you,

[REDACTED]
[REDACTED]
Sprint -- New England Market
[REDACTED]
[REDACTED]
[REDACTED]

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6/22/2009