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Spectrum Management Services

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Service Standards:

- Telephone and Counter Service
- Radio Licensing
- Radiocommunication Interference Investigations

Committed to Serving You!

Canada 

Spectrum Management Services

Our objectives:

- to ensure all radio spectrum use is compatible;
- to ensure the availability of spectrum for new users, uses and technologies;
- to provide users with frequency assignments that meet their needs;
- to minimize occurrences of interference;
- to ensure cases of harmful interference are investigated promptly.



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Our commitment to you:

We will provide prompt and courteous service to all our clients.

This pamphlet outlines our standards for client services, including:

- telephone and counter service;
- the time required to approve a licence application;
- the time required to identify sources of harmful interference to radiocommunication systems.

We strive to meet our standards and your in-service dates. If we cannot do so, we will advise you in advance:

For radio licences - We will advise you at least two (2) weeks before the expected authorization date.

For investigations of harmful interference to radiocommunication systems - We will advise you at least two (2) days before the date described in these standards.

We will explain the reason for the delay, give a new date, and provide you with an opportunity to discuss the matter.



Here's what you can expect from us.

Telephone Service

We will direct you to the right contact person on the first referral.

We will return all telephone messages within one (1) working day. However, if the person you want to speak with is away, we will suggest another contact. If you prefer to speak to your original contact, then that person will return your call within one (1) working day of returning to the office.

We will respond to most requests for information immediately. If this is not possible, we will explain the reason for the delay and estimate how long you will have to wait. The delay will not normally be more than five (5) working days.

Counter Service

During office hours, someone will be available to serve you within 10 minutes of your arrival at our office. To help us serve you better, please call us to arrange an appointment.

Quality Information

All our documents and information will be easy to understand.

All new or revised forms will be reviewed by our staff and clients to make sure they are clear.

Our goal is to have all licences and correspondence error free.

Approval of Applications for Licences

If you submit a radio station licence application that is complete and includes the correct licence fees, we will issue your authorization within the time shown below.

If the application lacks any information, is not signed or does not include the licence fees, *these standards will not apply*. It will take longer to get your authorization if your application is not complete.

Fixed parameter stations

- includes aircraft, ship, amateur, radiotelephone stations, and mobile stations added to an existing fleet when no frequency selection is required - within 3 weeks.

Land mobile stations

- within 7 weeks if international coordination* is not required.
- within 13 weeks if international coordination* is required.

Microwave and Earth Stations

- before the proposed in-service date or according to the standards described in Radio Standards Procedures 113 and 114 (RSP-113 and RSP-114) (copies available on request).

* The international coordination zone includes all parts of Canada located within 120 km of the U.S. border.

Radio Licensing - Your Role

You can help us meet our commitment to you by:

- Making sure your application is as complete as possible, when you submit it to our local office;
- Providing all necessary supporting information;
- Including your licence fees with your application;
- Signing the application form.



Investigating Interference to Radiocommunication Systems

We will provide you, and your radio service representative, with advice on how to identify sources of interference. We may also investigate the problem.

If your interference is caused by a third party, we will ensure that action is taken to resolve the problem.

Harmful Interference and On-site Visits

We define harmful interference as something that obstructs or repeatedly interrupts the use of a radio apparatus.

Where possible, we use radio monitoring and computer simulations to identify sources of harmful interference.

When we receive a report of harmful interference, we will:

- provide advice within 1 week; and
- identify the source of the interference, and advise you of the results of our investigation within 12 weeks.

We consider on-site visits on a case-by-case basis, depending on the nature and frequency of the interference, and the actions already taken to correct the problem.

Non-harmful Interference

Non-harmful interference may be annoying but it does not prevent the radio apparatus from being used.

We will assist with cases of non-harmful interference by discussing the problem, reviewing our licensing records and recommending to you further courses of action.

Investigating Interference - Your Role

Before contacting us, please ask your radio service representative to confirm that the equipment is installed according to your radio station licence, and that the problem is not caused by an equipment malfunction.

If the service representative cannot help you, please gather the following information to help us identify the cause of the interference:

- your radio station licence;
- the frequency affected and the squelch tone used (if any);
- the name and telephone number of the company servicing your radios;
- the name and telephone number of a contact person, familiar with the reported interference problem;

- the actions that you and the service representative have taken to correct the interference;
- the date/time when the interference started, how often it happens; and
- the type of sound - voice or some other noise. If you hear a voice, note the time, location, and any information you hear.

If only your mobiles are affected by the interference, note the area(s) where the problem is the most severe.

During an on-site visit, please ensure that someone is available to assist us.

If you are not satisfied with our service

We expect to meet the service standards described in this pamphlet. But if you think we have not, please let us know.

- Talk to the person who served you. Find out the reason why the standards were not met.
- Talk to the supervisor of the unit if you do not know the name of your contact person or if you are not satisfied with the explanation provided.

The supervisor will investigate the matter and respond within five (5) working days.



For more information:

Consult your nearest Industry Canada
Spectrum Management office.

