

CASE REPORT - EB-09-DL-0065

Run Date: 8/20/2009

Start 8/17/2009 Susp. 10/18/2009 Status: CLOSED HQ SolDate: S Agent: [REDACTED]

COMPLAINANT		SUBJECT	
Name: XXXXXXXXXXXX		XXXXXXXXXXXX	
Company: AT&T MOBILITY			
Address: XXXXXXXXXXXX		XXXXXXXXXXXX	
City: XXXXXXXXXX ST: TX		XXXXXXXXXX ST: TX	
Geo: DFW Zip: 75234		XXXXXXXXXX Zip: 75234	
Phone: XXXXXXXXXX Aux: Mobile		Aux:	
Email: XXXXXXXXXX			
P_Address:			
Notes:			
CGeo:DFW	Safety Non-Safety	Fort Worth	:SGeo None
Freq:	Complt YES		:Freq
Call:	IX YES		:Call
Method:EMAIL	Confide		:FRN
Entity:Licensee/Registrant	Cong.	Individual - NonLicen	:Entity
To:024 - PCS - Personal Co	InfoTrs	015 - Intentional Radi	:From
		:Utility	:Special
			:Local
			:Master
			:ASR
			:Lat.
			:Long
			:XCityS

report of Cellular Telephone Interference submitted from the CTIX web site - IX from Genie garage door opener

WORK EVENTS

EventDate Agent Event Type WeUtility

8/17/2009 ~~Agent~~ COMPLAINT R

Prob. Resolution: From: ~~XXXXXXXXXX~~

Sent: Monday, August 17, 2009 11:30:10 AM

To: CTR-DL; CTR-HU

Cc: ~~XXXXXXXXXX~~

Subject: Cellular Telephone Interference Report Auto forwarded by a Rule

Below is a report of Cellular Telephone Interference submitted from the CTIX web site. The trouble ticket given to the customer for this report is CTIX-1250523006.

If there was an attachment to the report, you may view it at <http://eb2.fcc.gov/pirattach2/1250523006.e>.

If this was sent to you in error, PLEASE FORWARD!
Thanks!

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Complainant Information:

Name: [REDACTED]
Email Address: [REDACTED]
Company: AT&T Mobility
Address: [REDACTED]
Phone(s): [REDACTED]
FAX: [REDACTED]

Frequencies: 1888.443 MHz

Site Address: [REDACTED]
Latitude: 54.7500 N
Longitude: -100.0000 W

Subject Information:

Name: Unknown
Email Address: Unknown
Company: Unknown
Address: [REDACTED]
Phone(s): Unknown
FAX: Unknown

Frequencies:

Site Address:
.. TX

Latitude:
Longitude:

Date Started: Near 5/7/09 to present

Complainant remarks:

On or about 8/5/09 we left a letter at the front door explaining the problem coming from the home listed. Information was left there so they could contact myself so that we could work to resolve this issue. They have not complied. I returned to the address listed on 8/14/09 and verified the signal still exist with a Rohde & Schwarz PR100 analyzer. It takes 70 db of attenuation to bring the carrier to mid scale on the analyzer standing on the front porch of the address listed above. I left a second letter with my contact info at the front door during the lunch hour. I returned at 2:30pm and found a car in the driveway and my letter gone. I was not able to get anyone to come to the door. I have recieved no calls as of 9:30am this morning on 8/17/09. The main carrier is in the middle of our UMTS spectrum in E block at 1885 MHz to 1890 MHz in our uplink spectrum. There is a second carrier with harmonics at or near 1885 MHz that I believe is related to the carrier at 1888.44 MHz. Our cell is about 270 yards north of the interfering address listed. Attached is a file

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that shows high RSSI from the cells radio perspective.

Thanks.

8/18/2009 ~~8/18~~ INVESTIGATION invremon invos invmddf ixxsbl

Prob. Resolution: On-scene with ~~8/18~~
used DF to confirm information in complaint.

Strongest signal at start of DF on 1888.63 MHz. Noted that signal was not stable and was slowly drifting down in frequency.

DF was to ~~1888.63 MHz~~. Knocked on door without response.
Left business card on door and window of truck in drive.

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Office received call from Mr. ~~XXXXXXXXXX~~ and we returned to ~~XXXXXXXXXX~~
Using portable equipment located the source of the signal to Genie Garage Door opener.

Unplugging the door opener stopped the signal. This also resolved problems with Mr. ~~XXXXXXXXXX~~'s wireless computer network and he was able to cancel a service call for the next day.

The garage door opener was a Genie Intellicode Model IS550/A
The receiver was a model ACSRG FCCID: B8Q ACSR

8/19/2009 ~~8/19~~ INVESTIGATION invphone ixxsblspur

Prob. Resolution: Spoke with Complainant ~~XXXXXXXXXX~~
He confirmed that the IX had disappered between 4:00 and 5:00 PM yesterday.

8/20/2009 ~~8/20~~ CLOSED CloseResolveByFCC

Prob. Resolution: Case closed no sanctions proposed.

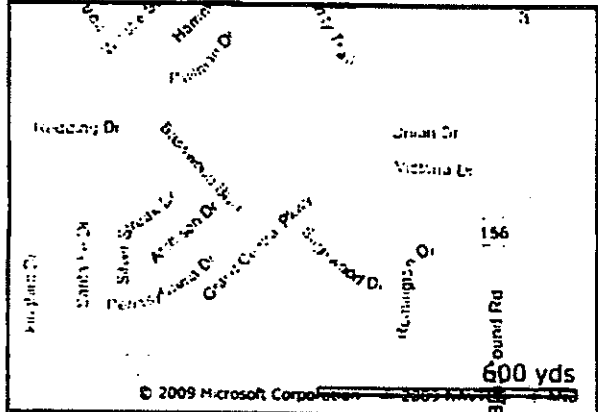
RULE VIOLATIONS

WhitePages

~~SEARCH RESULTS~~

~~SEARCH RESULTS~~

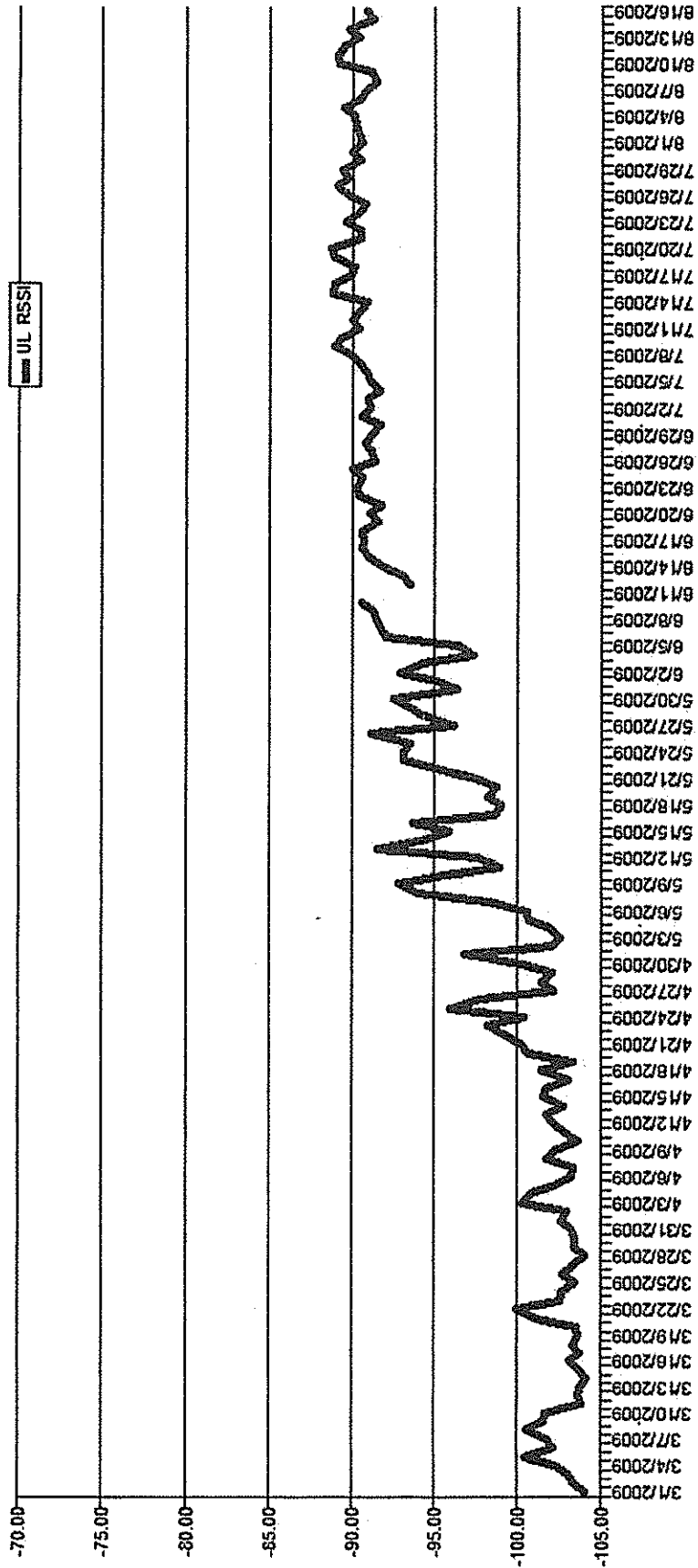
Household: ~~SEARCH RESULTS~~



Listing date: Apr. 2009

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DXU3548Y



1888.6356

394B14
03/10

F-150 crew

KRX 880

ECLIPSE

CT64G

colbat chrysi

GENIE Intelligence

FCD B8Q ACSR

Model ACSRG -

IS550/A

Affect (2.4) DSC