

[redacted]

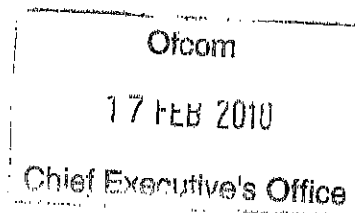
NICK GIBB MP



HOUSE OF COMMONS

LONDON SW1A 0AA

Mr Ed Richards  
Chief Executive  
Ofcom  
Riverside House  
2a Southwark Bridge Road  
LONDON SE1 9HA



15 February 2011

Dear Mr Richards

I have received the enclosed email from my constituent, *[your personal address]*, regarding his concerns about the installed BT power line supply adaptors and devices causing radio interference to services from shortwave radio through aircraft and DAB and FM broadcasting and the difficulties he is encountering in trying to lodge a complaint through Ofcom.

I should be grateful if you could look into this matter and for your comments, which I may then pass on to Mr Trodd, in due course.

With best wishes

Yours sincerely

[redacted]

From: Michael Trodd [your personal details]  
Sent: 11 February 2011 18:20  
To: [redacted]  
Subject: Letter from your constituent Michael Trodd

Michael Trodd  
[personal address]

Phone: [redacted]

Email: [redacted]

Friday 11 February 2011

Dear Nick Gibb,

I wrote to you some time ago regarding radio interference caused in the main by BT supplied and encouraged power line adaptors and others available via various computer/electrical outlets.

I explained that these devices used to make a computer network using the mains supply cables in your house were causing massive amounts of radio interference to services from shortwave radio through air craft and now DAB and FM broadcast.

Despite this Ofcom the regulator charged with protecting the radio spectrum has been found highly lacking.

For some time members of the public were able to complain to Ofcom and Ofcom would in turn speak with BT who would by and large remove the offending devices and offer their customer an alternative.

(BT have done this for me about 8 times now and despite this they still pump new installations in near my house in the full knowledge that they will always cause interference!

This feels like bullying and harassment in the hope that I may just give up on my hobby of some 30 years!)

However, as very large numbers of complaints started to come in, particularly after the Radio Society of Great Britain and various EMC societies became involved, Ofcom have now managed to hide behind a very faceless BBC complaints form.

The BBC form is set up to deal with those suffering poor reception as a result of transmitter faults and not those suffering from radio interference.

The BBC does not even give a valid email address to follow up the complaint or any way to check its status, they even say they may not respond!

So once again I find myself suffering from probable BT supplied power line adaptors and despite my complaint to the BBC nothing has been done.

This really is a disgrace and a huge dereliction of duty by Ofcom in respect of failing to provide stake holders such as myself with a complaints outlet and for standing by and allowing power line adaptors to proliferate despite hard evidence that they don't comply with basic EMC or radio laws.

If one feels that a government department is not fit for purpose or that it is behaving on a corrupt manner what can a citizen do?

Please take a few moments to view these two web sites that will give you a solid idea of the problem.

<http://www.ban-plt.co.uk/>

<http://www.mikeandsniffy.co.uk/UKORM/>

Please note just how wide spread the issue is and the huge amount of concern from not only radio listeners like myself but companies and EMC test houses etc.

I really feel that at some level there is serious corruption involved as this problem is so very clear cut yet it is being allowed to carry on.

Its like some kind of sci/fi story!

Is there anything you can do?

Yours sincerely,

Michael J Trodd

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(Signed with an electronic signature in accordance with subsection 7(3) of the Electronic Communications Act 2000.)

[ This message was sent by WriteToThem.com. If you have had any problems receiving this message, please email [team@writetothem.com](mailto:team@writetothem.com) and we'll get back to you. See [www.writetothem.com](http://www.writetothem.com) for more details about the service. We have sent this email to ~~redacted~~; if this address is out of date please email us so that we can update our records. ]



**From:** interference\_complaints@bbc.co.uk

**Sent:** 16 February 2011 14:56

**To:** Mike Trodd

**Subject:** CAS-573479-X8JG81; PLT Advice

The Radio Interference Service (RIS) is responsible for investigating reports of interference to domestic television and radio reception, and as part of that service, we will offer advice and assistance to people who are suffering reports of interference.

Where the interference comes from an illegal source, we may forward cases to Ofcom for further investigation and possible enforcement activities, but where the interference is from an Electro Magnetic Compatibility (EMC) compliant device, we can only propose actions to help the sufferer to improve their own installation, to make it more resilient to external interference.

The RIS is aware of the reported effects of interference produced by Power Line Telecommunications devices (PLT). The devices have been the subject of concern and debate for a considerable time and Ofcom, the Independent Regulator and Competition Authority for the UK communications industries, has been liaising with all of the various stakeholders in this debate and will continue to do so for the foreseeable future.

As a result of their investigations Ofcom have published some useful information concerning these devices, which can be viewed on their website, at the following address:

<http://stakeholders.ofcom.org.uk/enforcement/spectrum-enforcement/plt/>

The latest Ofcom statement on this matter can also be found at the following web address:

<http://stakeholders.ofcom.org.uk/enforcement/spectrum-enforcement/plt/power-line-statement>

If you would like more information about PLT devices or would like to complain about suspected interference from one of these devices please contact Ofcom's advisory team on 0300 123 3333.

The BBC does not legally have enforcement powers in relation to reports of interference to broadcast services. Therefore we do not have the legal power to require interfering devices to be removed - that power resides with Ofcom and then only for equipment that is illegal or non compliant with relevant standards.

Rest assured that we are continuing to do everything within our powers to work with Ofcom and industry to ensure that improved standards are put in place to reduce the threat of interference from PLT's to broadcast

Rest assured that we are continuing to do everything within our powers to work with Ofcom and industry to ensure that improved standards are put in place to reduce the threat of interference from PLTs to broadcast and safety services, and that we are taking seriously our requirement to advise the public of what they can do to identify and minimise interference from such devices

Regards



## The Radio Interference Service

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This email has been scanned by the MessageLabs Email Security System.  
For more information please visit <http://www.messagelabs.com/email>

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Our Reference: [redacted]  
Your Ref:

22 February 2011

Nick Gibb MP  
House of Commons  
London  
SW1A 0AA

Dear Mr Gibb

Re: [your personal address]

Thank you for your letter to Ed Richards dated 15 February, on behalf of your constituent, Michael Trodd, regarding his concerns about the use of power line telecommunications equipment. Mr Richards has asked me to reply.

We are aware of the concerns voiced by some members of the amateur radio community and shortwave listeners regarding interference issues associated with the use of power line telecommunications technology. We continue to work very closely with those affected by interference, although we are yet to receive a complaint of interference from the emergency services or any other radio user, outside the amateur radio community. We are also in contact with a number of other organisations concerning this issue, including the Ministry of Defence, the Civil Aviation Authority and the BBC.

As with all electrical and electronic products sold in the UK, power line telecommunications equipment is required to meet the relevant regulations before it can be placed on the market. All electrical and electronic products sold in the UK must comply with the Electromagnetic Compatibility Regulations 2006, which are based on a European Directive. The person who places products on the market (usually the manufacturer or the importer) must ensure that the products comply with the Regulations and are marked accordingly.

The Department for Business, Innovation and Skills is responsible for overseeing the Electromagnetic Compatibility Regulations. Enforcement powers have been delegated to local Trading Standards offices and to Ofcom, where there is a radio spectrum protection or management issue.

We estimate there are around 1.8 million pairs of power line telecommunications equipment in use in the UK and we take the issue of interference that this technology might cause very seriously. To date we have received around 266 individual complaints of interference attributed to power line telecommunications equipment, all of which are in the process of being investigated or have been successfully resolved. The number of interference reports has fallen by about 50%. Year-by-year this is against an increased take-up of the technology.

In almost every case the interference results from apparatus supplied by BT. Of the cases referred to BT for resolution there are 5 outstanding.

In some cases the manner in which the equipment has been installed or is operated can cause the interference, and as well as investigating specific cases of interference, we have offered advice and assistance on how to avoid this. This has included the publication of a set of questions and answers on our website, which clearly set out the issues involved and what work is being carried out, both in the UK and in Europe. This has recently been updated and I have included a copy for your information.

We recently published a study to estimate the likelihood and extent of interference to various services over the next 10 years. The study found that there will be a low likelihood of interference with other spectrum users, providing certain technology enhancements are implemented. The study also found that these technology enhancements are on the product roadmaps of many of the power line telecommunications device manufacturers and suppliers, and are already to feature in products.

We have already been informed by BT, the main supplier of power line telecommunications devices in the UK, that following work they have undertaken with Comtrend (a major manufacturer of these devices), an upgraded and improved product is now being produced which will dramatically reduce the potential for causing interference. Product innovation in this way is a likely outcome, as stated in our report, and I hope that the benefits of this enhancement will be seen soon.

In addition to product innovation, one of the uncertainties associated with this technology is the absence of a suitable harmonised standard for manufacturers and regulators to use as a benchmark. The European Commission has acknowledged this problem, and we have been informed that the Commission has requested the Committee for Electrotechnical Standardization to begin work immediately in producing a standard, a move that we strongly support. This is particularly important because the products are manufactured and sold across the EU.

Your client is a radio hobbyist who listens to shortwave broadcasts intended for general reception. The BBC Charter requires that they investigate interference to domestic broadcast TV and radio reception. Until recently this duty was contracted to Ofcom, it has now reverted to the BBC requiring that complaints are now made to the BBC. This can be done at [www.bbc.co.uk/reception/](http://www.bbc.co.uk/reception/)

I hope this information is useful to you and Mr Trodd. If you have any further questions about this or any other Ofcom matter, please do not hesitate to contact me.

Yours sincerely  
[redacted]

Our Reference: [redacted]  
Your Ref:

17 March 2011

Nick Gibb MP  
House of Commons  
London  
SW1A 0AA

Dear Mr Gibb

**Re: Power Line Technology**

Thank you for letter to [redacted] dated 3 March on behalf of your constituent, Mr Trodd, regarding his concerns about inference from BT power line supply adaptors.

As we explained in our letter dated 22 February, the BBC is responsible for resolving interference to broadcast services. The BBC Charter requires that it investigates cases of interference to all domestic broadcast TV and radio reception. Complaints regarding interference can be made at [www.bbc.co.uk/reception/](http://www.bbc.co.uk/reception/).

We can assure Mr Trodd that regular meetings take place between the BBC reception interference service and Ofcom to review interference cases. We are committed to improving the effectiveness of this collaboration to ensure a good service is provided.

As you are aware, we have responded to a significant number of enquiries from Mr Trodd dating back to 2008 on this matter. Mr Trodd also participated in meeting at Ofcom in January 2009. Therefore I appreciate that this is an issue your constituent takes a strong interest in and I am sorry this is not the response he may have hoped for. However, I must stress that at this point, we have nothing further to add the information we have already provided.

Of course, should there be any change to this situation, I will write to you again to that effect.

Yours sincerely

[redacted]



NICK GIBB MP



HOUSE OF COMMONS

LONDON SW1A 0AA

[redacted]

Ofcom  
Riverside House  
2a Southwark Bridge Road  
LONDON SE1 9HA

03 March 2011

Dear [redacted]

Thank you for your letter of 22 February regarding my constituent, [your personal address], and his concerns about the installed BT power line supply adaptors and devices causing radio interference to services from shortwave radio through aircraft and DAB and FM broadcasting and the difficulties he is encountering in trying to lodge a complaint through Ofcom.

Mr Trodd has since written back to me with his further concerns about this matter, and his email and attachments are enclosed. I should be grateful for your further comments about this matter, which I may then pass on to Mr Trodd, in due course.

With best wishes

Yours sincerely

A handwritten signature in black ink, appearing to read 'Nick Gibb'.

# Math 101



Math 101

Math 101

Math 101

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Math 101

[Redacted]

From:  
Sent:  
To:  
Subject:  
Attachments:

[your personal email address]  
01 March 2011 14:01  
GIBB, Nicolas  
Ofcom V Mike Trodd  
MP.zip

Dear Nick Gibb MP

Thank you for your letter of the 25th Feb 2011 and the enclosed reply from [Redacted] from Ofcom.

This matter is complex as I am sure you can understand, I have been locked in to this dreadful battle with Ofcom for some years now and its having a severe effect on me.

However, it is very clear to me and many others that something is very wrong and that a great injustice is occurring.

The crux of the matter is that Ofcom are responsible for the protection of the radio spectrum both under EMC regulations and Wireless and Telegraphy.

Despite proof that power line devices do transmit, Ofcom does not accept they are radio transmitters, thus we must fall back on the EMC regulations for which Ofcom are responsible for enforcing in this case.

I have brought to Ofcom's attention via their Investigation Policy Manager Mr. Clive Corrie concerns that the EMC regulations are being breached locally to me by yet another BT Vision/Comtrend power line installation.

The EMC regulations do not specify which frequencies are affected only that 'The purpose of the Regulations is to ensure that the electromagnetic disturbance generated by electrical or electronic equipment does not exceed a level above which radio and telecommunications equipment and other equipment cannot operate as intended, and that the equipment itself has an adequate level of immunity to electromagnetic disturbance.

My radio can not now operate as intended due to very strong local interference that I have identified as very likely to be coming from a BT Vision/Comtrend power line installation.

(However, Mr Corrie insisted that I use the BBC interference reporting procedure. This I did despite feeling that this was Ofcom's duty to investigate.)

After some time the BBC replied and I attach to this message those replies. As you can see they have no idea how to proceed and refer me back to Ofcom, who refer me to the BBC.

Last night I had several email exchanges with Mr Corrie which resulted in me issuing a formal complaint against Ofcom, this was rejected out of hand by Mr Corrie. This seems very wrong as a complaint must at least be investigated.

As Ofcom now hide behind the BBC in regard to reports of PLT interference, how on earth do they expect to track the numbers of reports?  
Perhaps the reason for the fall in reports that [Redacted] refers to is more due to Ofcom getting better at shirking their statutory duty and failing to record these reports.  
What I can say is that more and more people are suffering from this type of interference and this is proved by the interest and activity on my Yahoo group  
<http://tech.groups.yahoo.com/group/UKORM/> and various web sites and videos on YouTube showing

[Redacted]





the results of such interference. It is my position that Ofcom have deliberately become blind to this so that they can say there is a reduction in reports!

We also have a letter from Mr. ED Vaizey's (the Government Minister for Culture, Communications and the Creative Industries) who says that Ofcom will continue to investigate and take action on a case-by-case basis.

<http://www.traditional-jazz.com/mainpages/documents/edvaizeyfeb11032.pdf> as does Ms Baker in her letter to us, however I have shown that this is just not the case at all, Ofcom now refuse to take any action at all!

How is this fair, how are they able to duck their statutory duties like this.

I am suffering now from huge levels of radio interference as a result of yet another BT Vision/Comtrend power line installation, this is preventing me from going about my lawful hobby of shortwave radio listening.

In the past Ofcom have contacted BT and had the offending devices removed, maybe 8 times or more for me alone.

Now they won't even accept responsibility.

[Redacted] makes mention of working with BT and 'innovations' I am quite sure that my current interference problem is being caused by just such a new device so as expected it does not work.

In fact I can supply evidence via a 3rd party that shows the new PG902 from Comtrend cause spectrum abuse/interference at high levels.

I have to conclude that at the very least there is gross negligence or incompetence or at worst corruption at high levels that is allowing the sacrifice of our radio spectrum, the overlooking of long standing laws and regulations to favour PLT manufactures. This can not be allowed to carry on.

I remain most dissatisfied with the response Ofcom has given you and the untruths that have been trotted out yet again.

Yours faithfully,

Michael Trodd

Attached file.

Zip format.

Two folder BBC holding the two responses from the BBC and Clive Corrie with html and txt files GC01 - 07

