



Franklin Regional Council of Governments

Franklin County Emergency Communications System

Trouble Ticket

Please use this form to report problems you have directly experienced with radio communications in Franklin County. The more detailed and specific the answers, the better we can troubleshoot and address the problem. All fields are mandatory unless otherwise specified.

Please complete the form and email it to our radio system manager at bruce@toweringabove.com.

CUSTOMER INFORMATION	
Name:	Department:
Phone:	Best time to call:
Email:	Date of complaint:

COMPLAINT INFORMATION
Location when issue occurred (please be specific, such as listing cross streets or landmarks):
Description of issue: <input type="checkbox"/> No reception <input type="checkbox"/> Garbled/unintelligible reception <input type="checkbox"/> High static noise <input type="checkbox"/> No alert tones received <input type="checkbox"/> Alert tones, no voice
Further description:
Date and time issue occurred:
Suspected cause:
Is there an audio recording of the issue? <input type="checkbox"/> Yes <input type="checkbox"/> No
Have you reported the problem to Shelburne Control? <input type="checkbox"/> Yes <input type="checkbox"/> No