

# INDUSTRY BRIEFING

From Digital UK, the organisation leading technical co-ordination of the 700MHz clearance programme

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## Upcoming changes to transmitters in Q3 2019

The UHF channels used to broadcast some DTT multiplexes at certain transmitters in the Border, London, Meridian, STV, Tyne Tees, UTV and Wales TV regions will be changing between **July and September 2019**. These changes are part of work being carried out for the 700MHz clearance programme.

### How will this affect viewers?

- Freeview viewers receiving their signal from a transmitter in one of the groups listed overleaf may need to retune to continue receiving some TV channels and radio services. Other platforms that use terrestrial TV, such as YouView, BT TV, EE, Plusnet and TalkTalk, will also be affected.
- Most aerials are expected to be capable of receiving a reliable signal following the changes. However, some grouped aerials - notably group C/D - may need to be updated. A wideband model is generally recommended.<sup>1</sup>
- Full details of the affected transmitters, multiplexes, frequencies and aerial group changes are available to download as regionalised PDF files on the Digital UK website at [digitaluk.co.uk/clearance](https://digitaluk.co.uk/clearance).
- Some transmitters may have multiple retune dates during the clearance programme. Where dates are confirmed, these are noted in these PDFs. Otherwise we have listed the planned quarter. Retune dates are also noted in Digital UK's coverage checker at [digitaluk.co.uk/coveragechecker](https://digitaluk.co.uk/coveragechecker).

### Why is clearance happening?

The 700MHz band is being cleared for future mobile broadband services, following a decision by the UK Government. Ofcom announced its plan to reallocate this spectrum in November 2014. Freeview services currently using frequencies in this band are being moved to new UHF channels. Transmitters across the UK are being updated as part of a major engineering programme being carried out between now and 2020. The dates and details of changes to transmitters will be announced as the programme progresses and published online at [digitaluk.co.uk/clearance](https://digitaluk.co.uk/clearance).

<sup>1</sup> Group K or T, or equivalent, appropriate to the specific transmitter.

## When are the changes taking place?

Engineering work will take place on the dates shown in the table at the end of this document and services will be subject to disruption during this time. In most cases, work on main transmitters is expected to be finished by 6am. Engineering at relays will continue until late afternoon. Viewers can retune at any point once work is completed at their transmitter.

## Checklist for installers

- If you work with landlords or property managers/factors in the areas listed, please advise them of these changes (including local councils and housing offices, hotels, B&Bs, hospitals and care homes).
- Channelised distribution systems receiving a signal from one of the transmitters changing may need to be adjusted.
- Viewers reliant on DTT who are unable to restore those services affected after a retune as a result of these changes may be eligible for in-home support (See below). In the first instance, all viewers should be directed to freephone **0808 100 0288**.



- Digital Mobile Spectrum Limited is responsible for in-home support during these clearance events.

## Further support

Free information and support will be available for these retune events.

Information will be available on the Freeview website at [freeview.co.uk/tvchanges](https://www.freeview.co.uk/tvchanges) and advice as well as support can be accessed from the Freeview Advice Line on freephone **0808 100 0288**.

Please direct viewers to this number for initial support.

An information campaign to help prepare viewers, including local advertising and on-screen messaging where possible, will begin in each area approximately two weeks ahead of these changes.

A full listing of the current channels on Freeview is available at [digitaluk.co.uk/channels](https://www.digitaluk.co.uk/channels).

Technical information on transmitters is available from the detailed view of the Digital UK coverage checker ([digitaluk.co.uk/coveragechecker](https://www.digitaluk.co.uk/coveragechecker)). You can also use our planned engineering works page ([digitaluk.co.uk/engineeringworks](https://www.digitaluk.co.uk/engineeringworks)) to keep up-to-date and check for ongoing maintenance.

General trade information on the 700MHz clearance programme is available at [digitaluk.co.uk/clearance](https://www.digitaluk.co.uk/clearance).

## Upcoming Freeview retunes in Q3 2019

Transmitter Group	Area Served	Retune Date
Carmel	parts of south and central Wales	17-Jul-19
Kilvey Hill	the Swansea area	17-Jul-19
Crystal Palace (Hertford & Alexandra Palace relays only)	Hertford and parts of Ware; parts of Haringey and Barnet	24-Jul-19
Caldbeck	Cumbria, south west Scotland and the south Lakes	31-Jul-19
Caldbeck Scotland	parts of south west Scotland	31-Jul-19
Selkirk	Scottish Borders	14-Aug-19
Black Hill (some relays only)*	parts of Loch Fyne, Bute, Gigha, Jura, Seil, Knapdale and Kintyre	14-Aug-19
Dover	south and east Kent, and parts of East Sussex	22-Aug-19
Brougher Mountain	south west Northern Ireland	04-Sep-19
Caldbeck Scotland (Portpatrick relay only)	Portpatrick	04-Sep-19
Darvel (some relays only)	Dunure, Girvan and parts of Dailly and parts of Troon	04-Sep-19
Divis	Belfast and the surrounding area	04-Sep-19
Limavady	north west Northern Ireland	04-Sep-19
Black Hill (Uplawmoor relay only)	Uplawmoor and Lugton	11-Sep-19
Caldbeck (some relays only)	Workington and Threlkeld	11-Sep-19
Caldbeck Scotland (Ballantrae relay only)	Ballantrae	11-Sep-19
Pontop Pike	Tyne and Wear and County Durham	12-Sep-19

\*The Q2 retune at Black Hill relays will now take place in Q3 on 14 August 2019. The previously scheduled retune at the Angus transmitter group in September has been replanned.

### Q3 important notes:

- To help viewers who may require additional support to receive BBCA when this moves to a new frequency, a temporary simulcast of this multiplex will begin broadcasting at the Dover and Pontop Pike events until the next change at these transmitters in Q4 2019. The simulcast services will be listed from LCN 751 in the Freeview guide following a retune. Viewers will be advised to retune from 10am at these sites.

**Update:** A previously scheduled retune at the Angus transmitter on 18 September has been replanned to reduce the number of retunes required for clearance and minimise disruption for viewers.

- The Arqiva COM 7 and COM 8 multiplexes will close at the Caldbeck transmitter on 31 July 2019. As a result, some Freeview channels will no longer be broadcast from this site. Many of the channels carried on these multiplexes are +1 or HD simulcasts and the main versions of these services will continue to broadcast as normal. Information for viewers, including any alternative ways for viewers to continue watching programming from the affected channels free, will be available ahead of clearance at [freeview.co.uk/tvchanges](http://freeview.co.uk/tvchanges)
- A new Ashford relay site carrying BBCA will launch on 21 August 2019 to offer an additional coverage option for some viewers served by Dover. Further multiplexes will be added to this site later.
- NI Mux will launch from the Armagh, Divis, Newcastle, Whitehead and Strabane transmitters in the UTV region on 4 September 2019.

## Freeview retunes in Q2 2019

Transmitter Group	Area Served	Retune Date
Mendip	Bristol, parts of Somerset, Dorset, Wiltshire and Gloucestershire	4 April 2019
Caradon Hill (some relays only)	parts of Plymouth, central and south Devon and east Cornwall	10 April 2019
Plympton	parts of the Plymouth area	10 April 2019
Redruth	west Cornwall and the Isles of Scilly	1 May 2019
Aberdare (some relays only)	parts of Cwmaman, Fernhill, Mountain Ash and Penrhiwceiber	15 May 2019
Kilvey Hill	the Swansea area	15 May 2019
Pontypool (Usk relay only)	Usk	15 May 2019
Wenvoe	Cardiff, Newport and south east Wales	15 May 2019
Bristol Ilchester Crescent	parts of Bristol	5 June 2019
Bristol Kings Weston	parts of Bristol	5 June 2019
Mendip	Bristol, parts of Somerset, Dorset, Wiltshire and Gloucestershire	5 June 2019
Black Hill (some relays only)*	parts of Loch Fyne, Bute, Gigha, Jura, Seil, Knapdale and Kintyre	12 June 2019 *rescheduled <b>14 August 2019</b>
Bristol Kings Weston	parts of Bristol	19 June 2019
Caradon Hill (some relays only)	parts of Plymouth, parts of Devon and east Cornwall	19 June 2019
Huntshaw Cross	north Devon	19 June 2019
Kilvey Hill (Cilfrew and Neath Abbey HP/VP relays only)	Cilfrew and Neath Abbey	19 June 2019
Mendip	Bristol, parts of Somerset, Dorset, Wiltshire and Gloucestershire	19 June 2019
Redruth (some relays only)	parts of St Austell, Penryn and Falmouth	19 June 2019
Wenvoe	Cardiff, Newport and south east Wales	19 June 2019

### Q2 important notes:

- To help Mendip viewers who may require additional support to receive BBCA when it moves to UHF channel 32, a temporary simulcast of the multiplex will continue to be broadcast on UHF channel 49 until the next clearance stage at this transmitter on 5 June. The simulcast services will be listed from LCN 751 in the Freeview guide following a retune. Viewers served by this transmitter should retune on the 4 April as shown.
- The Arqiva COM 7 and COM 8 multiplexes will close at a small number of transmitters during 2019/early 2020 following 700MHz clearance in certain areas. These transmitters are: Beacon Hill, Caradon Hill, Caldbeck, Fenham and Sheffield. As a result, some Freeview channels will no longer be broadcast from these particular sites.

Many of the channels carried on these multiplexes are +1 or HD simulcasts and the main versions of these services will continue to broadcast as normal. Information for viewers will be available ahead of each clearance event at [freeview.co.uk/tvchanges](http://freeview.co.uk/tvchanges)

Closure will take place at Caradon Hill on 19 June 2019. Some Caradon Hill relay viewers will need to retune on this date due to clearance frequency changes. However, viewers using the main station may wish to retune to refresh their TV guide where equipment does not update automatically.