

## CHANGES TO FREEVIEW TV – CODE OF SERVICE

### Introduction

This code of service explains the support viewers can expect as part of a UK Government-funded programme to clear airwaves currently used for Freeview and other digital terrestrial TV services eg BT TV, YouView. The changes ('The 700MHz Clearance Programme') will increase capacity for future mobile broadband services. More information is available at [freeview.co.uk/tvchanges](http://freeview.co.uk/tvchanges)

The UK Government decides the policy for the provision of viewer information and support. A [statement](#) on this programme is available here. It has asked two companies - Digital UK and Digital Mobile Spectrum Ltd – to deliver these services, working closely with Freeview and other industry partners. This code describes the support these companies will provide and may be updated as the programme continues. This version covers the period August 2019 to August 2020.

### Our goal

- We will support viewers through these changes with as little disruption as possible.
- We will communicate simply and clearly, making sure viewers know what is happening and where to go should they need more information or help.
- If problems occur or viewers wish to complain, we will listen and respond quickly.

### Information and advice

On-screen messages and local advertising will let you know when the changes are due to take place in your area. Following the changes, you may need to retune your TV equipment to restore your channels which have moved to new frequencies. In a small proportion of cases, aerial adjustment or replacement may be required to restore services.

Help with retuning is available online at [freeview.co.uk/tvchanges](http://freeview.co.uk/tvchanges) or from the Freeview Advice line on 0808 100 0288.<sup>1</sup>

### Home support

If retuning does not restore your services, we may be able to send a qualified installer to your home. This service is available when:

- Your house has its own aerial and you don't have access to satellite or cable TV
- The problems can be attributed to the frequency changes, and;
- TV services cannot be restored by following our advice over the phone.

Our installers will investigate the cause of any reception problems and undertake necessary work, including installing a replacement rooftop aerial where required (includes loft and external wall-mounted aerials). If we cannot access your existing aerial, we may suggest an alternative location or approach.

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<sup>1</sup> Similar changes to TV signals are taking place in the Republic of Ireland. Advice and support for Freeview viewers in Northern Ireland also receiving Saorview services from the Republic will be available from the Freeview Advice Line.

Where exploring other options may incur additional costs, this will be reviewed with Government on a case-by-case basis and work carried out at its discretion. In the unlikely event that main standard-definition Freeview TV services<sup>2</sup> cannot be restored, we may offer an alternative free-to-air service delivered via satellite. We would discuss any alternative approach with you.

There is no charge for this service. Should you arrange independently for an aerial installer to carry out work, we are not obliged to refund any costs you incur.

All our installers have undertaken training; have passed a Disclosure and Barring Service (DBS) check - previously known as the Criminal Records Bureau check; and carry an identity card with their photo. Our installers will call you before your appointment to give you an estimated time of arrival.

We do not provide in-home support to properties with shared aerial systems, businesses or households that use a portable set-top aerial to receive TV services.

### **Waiting times**

If you have lost access to your main standard-definition Freeview TV services, we aim to restore them within 10 working days of booking your appointment. Should you call us more than one month after the changes occur at the transmitter serving your address, we may not be able to offer an appointment within this same timeframe. After three months, we may not be able to offer you an appointment.

Where only other channels are affected, you will be offered the next available appointment but the waiting time may be more than 10 working days.

### **Data protection and use of information**

Any personal information you provide will be held in confidence and in accordance with current legislation. We will not use your information for purposes other than helping resolve problems with your TV. It will not be used for marketing purposes.

### **Making a complaint**

While we try to provide the best possible service to you, we may not always get it right. Where there is a problem, please let us know in the first instance and we will do our best to help. If you are dissatisfied and wish to register a complaint, you can do so either by telephone, [online here](#) or by writing to us using the details below. We always take complaints seriously and will listen to your case in full. We will respond to complaints within five working days.

### **Getting in touch**

Online at [www.freeview.co.uk/tvchanges](http://www.freeview.co.uk/tvchanges)

Telephone the Freeview Advice Line on 0808 100 0288

Twitter: @FreeviewAdvice

Facebook: facebook.com/freeview

Post: Freeview, PO Box 26833, Kirkcaldy, KY2 9AG

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<sup>2</sup> \*Standard definition BBC Channels, ITV, STV (Scotland), UTV (Northern Ireland), Channel 4, S4C (Wales) and Channel 5