

10 February 2010

**Press release**

**digitaluk**

## **‘D-DAY’ FOR WEST AND CENTRAL WALES**

*Digital TV signal boosted and viewers reminded to retune*

**Today is D-Day for thousands of TV viewers in west and central Wales as the digital switchover gets underway.**

Shortly after midnight, analogue BBC Two was turned off permanently and engineers started switching on digital signals at twelve relay transmitters serving more than 8,000 homes. Viewers in these areas will be able to receive Freeview digital channels for the first time from today.

The changes also affect existing Freeview viewers whose BBC channels have moved to new frequencies. Missing channels can be restored by retuning Freeview TVs and boxes<sup>1</sup>.

The second and final stage of switchover at the Blaenplwyf transmitter group takes place on 10 March, when the remaining analogue channels will be switched off permanently. On this date, further Freeview channels from ITV, S4C, Channel 4 and Five will also become available from relay transmitters for the first time.

The Switchover Help Scheme is still welcoming applications from eligible older and disabled people to get help to convert one television, including a choice of equipment, installation and aftercare. For those who have already signed up, the Help Scheme call centre is available to help with any problems and can be contacted on 0800 408 7654.

Emyr Byron Hughes, Digital UK's National Manager for Wales, said this morning: "West and central Wales switchover is underway, and many people are receiving Freeview channels for the first time.

"We're now encouraging any viewers who still don't have the necessary equipment to get ready in time for 10 March, when all the analogue channels will be permanently switched off. Anyone who needs advice during this period should contact Digital UK or sign up for the Help Scheme if they are eligible."

Digital UK, the body leading switchover, continues to provide support through local advice points (see notes), as well as its website ([digitaluk.co.uk](http://digitaluk.co.uk)) and advice line (08456 50 50 50). A switchover roadshow is also running today adjacent to the Railway Station, Station Yard, Aberystwyth.

**- ends; notes follow -**

## Notes to editors

### 1. Retuning and regional services

#### How to retune your Freeview, Top-Up TV or BT Vision equipment:

- Switch on your digital box or digital television
- Press 'menu' on the remote control
- Select 'set up' or 'installation' option
- Select 'first time installation' option (sometimes called 'factory reset', 'full retune' or default settings')
- Press "OK" if your equipment asks if you want to delete all your channels - don't worry this is normal
- Channels will be automatically installed. This may take a few minutes; your equipment may shut down and restart

These instructions are a guide only – each product works slightly differently. For more information on retuning visit [digitaluk.co.uk/retuning](http://digitaluk.co.uk/retuning)

#### Regional services

As with analogue terrestrial TV, Freeview signals will overlap in some areas, enabling viewers to receive two or more regional variants of BBC and ITV channels. Most Freeview equipment will automatically load all versions, placing one at the top of the channel list and any additional channels in the 800s. Viewers can prioritise their preferred regional services by completing a 'manual retune'. Alternatively, they can be made easier to find by using the 'favourites' feature on their digital TV or box. Advice on retuning is available at [digitaluk.co.uk/retuning](http://digitaluk.co.uk/retuning) or by ringing 08456 50 50 50 (Welsh language line 08458 48 48 48).

2. **Channel swaps:** From today, due to a change in broadcast frequencies, some viewers may find that one of their analogue channels moves to a different button on the remote control. All the analogue channels will be switched off permanently at stage two.
3. **The Switchover Help Scheme:** People aged 75 and over, eligible for certain disability benefits, registered blind or partially sighted or living in care homes are entitled to practical help from the BBC-run Switchover Help Scheme. For £40, they will be given equipment to switch one TV per household to digital. They will be able to have that equipment installed if they want it, a demonstration of how it works and a number to call while they get used to things. If they're eligible and also on income-related benefits, the help will be free. Everyone eligible will be contacted directly before switchover. More information is available on 0800 408 7654 and online at [helpscheme.co.uk](http://helpscheme.co.uk).
4. **Advice points:**

Switchover advice points are running at the following locations on 10 and 11 February, and again on 10 and 11 March, from 10am to 4pm:

**Machynlleth** – Bro Ddyfi Leisure Centre, Machynlleth, SY20 8ER

**Aberystwyth** – Age Concern Ceredigion, The Old Welsh School, Unit 1A, Alexandra Road, Aberystwyth, SY23 1LF

**Aberaeron** – The Feathers Royal Hotel, Alban Square, Aberaeron, Ceredigion, SA46 0AQ

**Digital TV switchover** is the process of converting the UK's terrestrial television system to digital. Between now and 2012, analogue channels are being switched off region by region and replaced with free-to-air digital TV and radio services (Freeview). Switchover will extend Freeview coverage virtually to the whole of the UK and free up airwaves for new services such as ultra-fast wireless broadband and mobile television. Digital services are also available via broadband, cable and satellite.

**Digital UK** is the independent, not-for-profit organisation established in 2005 to lead the implementation of digital switchover. It is jointly owned and funded by the public-service broadcasters (BBC, ITV, Channel 4, Five, S4C and Teletext), and the digital multiplex operators.

**The Switchover Help Scheme** is run by the BBC under an agreement with the Government to help older and disabled people make the change to digital TV. More information is available from [helpscheme.co.uk](http://helpscheme.co.uk).

**Images and video clips** are available to media free of charge from [vismedia.co.uk](http://vismedia.co.uk).

**Follow us on Twitter** for live updates on switchover: [twitter.com/Digit\\_AI](https://twitter.com/Digit_AI)

### **Contacts**

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