

700MHz Clearance Programme
Information for Freeview channel providers



Freeview Advice Line: 0808 100 0288
Online: [freeview.co.uk/tvchanges](https://www.freeview.co.uk/tvchanges)



In-home support delivered by
Digital Mobile Spectrum Limited

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1. Summary

If you operate a channel on the Freeview platform you need to know about technical changes happening between now and mid-2020. The changes, known as the 700MHz clearance programme, will see some services moved to new broadcast frequencies. In general, if your channel moves it will be unavailable when selected by the viewer and they will need to retune their equipment to keep watching. Freeview and Digital UK are leading the campaign to prepare viewers and industry.

It's important that channel providers let their viewers know when changes are happening to their services to promote retuning, through on-air reads, editorial coverage (where possible) and by providing information on their websites.

This pack includes:

- Details of how changes may affect your channel
- What you can do to ensure viewers retune and keeping watching
- Sample messaging and technical information on channel moves
- Information on the free advice line and in-home viewer support

Viewers may be eligible for an aerial adjustment or replacement to continue receiving all available channels where retuning has failed to restore services.

Other terrestrial-based TV services that use Freeview channels such as YouView, BT TV, TalkTalk, EE and NOW TV will also be affected and are entitled to support in the same way.

Satellite and cable TV are not affected.

2. What is 700MHz clearance?

Following a decision by Government, the 700MHz frequency band is being reallocated for use by future mobile broadband services. Freeview channels currently broadcasting in this spectrum are being moved to new airwaves. A major engineering programme requiring technical changes at more than 1,000 transmitters is now underway, with the work being carried out region by region by the transmission provider Arqiva.

The channels moving to new frequencies vary from transmitter to transmitter, depending on the multiplex affected.

The dates for clearance events are published on the Digital UK website at digitaluk.co.uk/clearance. Technical information on the changes at each transmitter group is also available here. Information for viewers is available on the Freeview website at freeview.co.uk/tvchanges and from the Freeview Advice Line free on 0808 100 0288. A Freeview-branded information campaign, including on-screen messages, will run in each area ahead of the changes to TV signals.

3. How will clearance affect your channel?

The changes are being implemented transmitter region by transmitter region following a timetable designed to minimise disruption to services. The changes vary in scale and may affect a few thousand homes or several million on any given date.

If your channel is carried on one of the multiplexes moving to a new frequency, viewers will need to retune to continue watching your programmes. In some cases, they may require an aerial adjustment or replacement to continue watching (circa 1% of households). This is available free where they are eligible for in-home support. While some equipment adjusts automatically, in most cases a retune will be required. If viewers do not retune, the channels on the multiplex affected will no longer be available.

Experience to date suggests that most viewers do carry out a retune to restore their channels and find this straightforward. In some cases, however, they may not notice missing channels lower down in their channel listing or defer retuning until a later date. This may also happen where channels move out of the current aerial group. As mentioned above, viewers may be eligible for aerial adjustment or replacement where this is the case.

There are several things that channel operators can do to accelerate retuning, which we describe in section 5.

4. Information and support

The Government has decided the policy for viewer information and support for the 700MHz programme. It has asked Digital UK and Digital Mobile Spectrum Limited to provide these, working together with Freeview and other industry partners.

On-screen messages and local advertising will let viewers know when the changes are due to take place in their area (see appendix). Information and support is

available via the Freeview Advice Line on freephone 0808 100 0288 and online via a dedicated section of the Freeview website at freeview.co.uk/tvchanges. This includes a postcode-based retune checker, which lets viewers check if there are upcoming changes at their local transmitter.

In-home support

If retuning does not restore a viewer's services, the Freeview Advice Line may be able to send a qualified installer to their home. This service is available when:

- The householder has their own aerial and no access to satellite or cable TV;
- The problems can be attributed to the frequency changes, and;
- TV services cannot be restored by following advice over the phone.



The in-home support service is delivered free of charge to eligible viewers by Digital Mobile Spectrum Ltd. Its trained installers will investigate the cause of any reception problems and undertake necessary work, including fitting a replacement rooftop aerial where required (includes loft and external wall-mounted aerials).

All support is delivered in line with Government policy via an agreed Code of Service, published on the Freeview TV changes web page at freeview.co.uk/tvchanges.

5. How channel providers can help

The information campaign helps raise awareness of the changes but channels have an important role to play in making sure their viewers know what to do. We recommend channels also provide information both before and after the changes.

Here are some ways you can help to make sure your viewers don't lose out and avoid disruption to their viewing:

- Check the dates when the multiplex carrying your service is moving (*see appendix and digitaluk.co.uk/clearance for detailed documentation*)
- Run on-air reminders in programmes, promos and continuity, and programme junctions
- Use your editorial/news coverage where available
- Use your online and social media to remind viewers to retune before and after an event (eg Twitter/Facebook)
- Update your own contact centres and websites with the support contact numbers and information

The Freeview website has dedicated pages offering detailed information for viewers, a postcode checker which shows upcoming dates for changes in their area and FAQs. Anyone with questions can be directed to the Freeview TV changes page at freeview.co.uk/tvchanges and to the Freeview Advice Line on 0808 100 0288.

Your multiplex operator should also be able to inform you about clearance changes affecting your channel.

Sample messaging, including copy that can be used on websites through the programme, is included in the following section.

A note for national channel providers: As multiplex moves will vary from transmitter to transmitter and occur on multiple dates during the course of the clearance programme, national channel providers may wish to focus any on-air activity, such as short announcements, on changes affecting large areas. We have listed the areas and number of homes served by each main transmitter in the appendix.

6. Suggested messaging

Below is sample messaging which can be used by channels to let their viewers know about these changes to TV signals and that they may need to retune or contact the Freeview Advice Line for information or in-home support.

GENERAL INFORMATION

Just a reminder if you watch us on Freeview channel <number>, changes are being made to TV airwaves which mean you may need to retune your equipment* to keep on watching [insert name of channel]. Watch out for messages on your TV screen which will tell you when the changes are happening in your area. There's lots more information available on the Freeview website (freeview.co.uk/tvchanges) and from the Freeview Advice Line 0808 100 0288. If retuning doesn't bring us back, contact the advice line. You may be eligible for free in-home support – including aerial work if needed.

*Other terrestrial-based TV services that use Freeview channels such as YouView, BT TV, TalkTalk, EE and NOW TV will also be affected.

DATE/PLACE SPECIFIC INFO

Just a reminder if you watch us on Freeview and live in the [INSERT] area, changes are being made to TV airwaves which mean you may need to retune your equipment on [INSERT DATE]. Messages on your TV screen will remind you about the changes. There's lots more information available on the Freeview website (freeview.co.uk/tvchanges) and from the Freeview Advice Line 0808 100 0288. If retuning doesn't bring us back, contact the advice line. You may be eligible for free in-home support – including aerial work if needed.

GENERAL INFORMATION FOR USE ON WEBSITES

Information on changes to Freeview TV signals

Changes are being made to the way some channels are broadcast on Freeview. You may need to retune your TV equipment to continue watching programmes when these take place in your area if you find you are missing channels. This essential technical work is part of a UK-wide programme being carried out transmitter region by transmitter region.

When are the changes taking place?

On-screen messages will let you know when changes are happening in your area. If you find you are missing channels on or after this date, you'll need to retune your Freeview TV or set-top box*. Some TV equipment will retune automatically.

If you're still missing services after completing a full retune, or would like more information, visit freeview.co.uk/tvchanges or contact the Freeview Advice Line free on 0808 100 0288. You may be eligible for free in-home support, including aerial work if needed.

Satellite and cable TV are not affected.

You can check upcoming retune dates for the TV transmitter serving your address by using the Retune Checker at freeview.co.uk/tvchanges

*Other terrestrial-based TV services that use Freeview channels such as YouView, BT TV, TalkTalk, EE and NOW TV will also be affected.

Why is this happening?

Following a decision by Government, some airwaves used by Freeview are being reallocated to allow for the future development of new mobile broadband services. Transmitters across the UK are being updated as part of a major engineering programme being carried out between now and 2020.

GENERIC RETUNE INSTRUCTIONS

Retuning your Freeview TV or box is straightforward and should only take a few minutes. The exact process will differ slightly between makes and models.

Step 1 Press menu on your box or TV remote control.

Step 2 Now select set-up, installation, update or similar option. If you're asked for a password the default code is usually 1234, 0000 or 1111.

Step 3 Now select the 'first time installation' option (sometimes called 'factory reset', 'full retune' or 'default settings'). Press 'OK' if your equipment asks if it is OK to delete existing channels. This will clear your existing settings and find the new channel line-up. If prompted then save the channels that are found.

Depending on your TV equipment you may need to reset channel favourites and any scheduled recordings.

WHAT TO DO IF A RETUNE DOES NOT RESTORE YOUR CHANNELS

If a retune doesn't restore your services, call the Freeview Advice Line on 0808 100 0288 for assistance. You may be eligible for free in-home support, including aerial replacement or adjustment where necessary.

7. Coordinating activity

There will be plenty of help and support available for viewers when these changes to TV signals happen in their area, including step-by-step guidance on retuning via the freephone Freeview Advice Line and in-home support for eligible viewers who are unable to restore any missing channels themselves.

Notifying us in advance of any planned communications about the changes you intend to do will allow us to plan our own resources to ensure your viewers get the help they need and things go as smoothly as possible. Schedules and plans can be shared via the email address below.

8. Contact details

If you or your viewers have questions about the 700MHz clearance programme, please find the relevant contact details below:

Channel providers and mux operators

Sarah Fox, Senior Channel Relationship Executive, sarah.fox@digitaluk.co.uk
Plans for any communications you intend to do can also be sent to this address.

Viewer information

freeview.co.uk/tvchanges

Freeview Advice Line: 0808 100 0288

Media enquiries

Freeview Press Office:

press@freeview.co.uk

020 7269 0837

9. Appendix – Multiplex moves (Q1-Q3 2018)

APPENDIX

**700MHz clearance multiplex changes for Q1-Q3 2018 – main transmitters/new sites and mux launches only.
Updates will be issued quarterly.**

PSB1 (BBCA) *May require aerial intervention and a wideband antenna as this multiplex is now or will be moving out of current aerial group

Area served	Transmitter	Households served	Retune date
parts of Wroughton and Swindon	Wroughton* (Launch)	2,500	27-Feb-18
Parts of Worcester	Worcester* (Launch)	9,000	01-Mar-18
the Brierley Hill area	Brierley Hill*	73,000	07-Mar-18
the Malvern area	Malvern*	57,000	07-Mar-18
Reigate and parts of east Surrey and west Kent	Reigate	67,000	21-Mar-18
much of West Sussex	Midhurst	85,000	21-Mar-18
the Hemel Hempstead area	Hemel Hempstead	57,000	18-Apr-18
the Guildford area	Guildford	74,000	18-Apr-18
the Salisbury area	Salisbury*	30,000	02-May-18
Oxfordshire, parts of Berkshire and Buckinghamshire	Oxford*	388,000	23-May-18
Norfolk and north Suffolk	Tacolneston	368,000	06-Jun-18
much of East Sussex and south west Kent	Heathfield	128,000	19-Jul-18
the Tunbridge Wells area	Tunbridge Wells	55,000	19-Jul-18
north and mid Kent	Bluebell Hill*	249,000	19-Jul-18
Rosneath	Rosneath*	48,000	05-Sep-18

PSB2 (D3&4) *May require aerial intervention and a wideband antenna as this multiplex is now or will be moving out of current aerial group

Area served	Transmitter	Households served	Retune date
parts of Wroughton and Swindon	Wroughton* (Launch)	2,500	27-Feb-18
parts of Worcester	Worcester* (Launch)	9,000	01-Mar-18
the Brierley Hill area	Brierley Hill*	73,000	07-Mar-18
the Malvern area	Malvern*	57,000	07-Mar-18
Reigate and parts of east Surrey and west Kent	Reigate	67,000	21-Mar-18
much of West Sussex	Midhurst	85,000	21-Mar-18
the Guildford area	Guildford	74,000	18-Apr-18
the Hemel Hempstead area	Hemel Hempstead	57,000	18-Apr-18
the Salisbury area	Salisbury*	30,000	02-May-18
Oxfordshire, parts of Berkshire and Buckinghamshire	Oxford*	388,000	23-May-18
Norfolk and north Suffolk	Tacolneston	368,000	06-Jun-18
much of East Sussex and south west Kent	Heathfield	128,000	19-Jul-18
the Tunbridge Wells area	Tunbridge Wells	55,000	19-Jul-18
north and mid Kent	Bluebell Hill*	249,000	19-Jul-18
Rosneath	Rosneath*	48,000	05-Sep-18

PSB3 (BBCB) *May require aerial intervention and a wideband antenna as this multiplex is now or will be moving out of current aerial group

Area served	Transmitter	Households served	Retune date
parts of Wroughton and Swindon	Wroughton* (Launch)	2,500	27-Feb-18
parts of Worcester	Worcester* (Launch)	9,000	01-Mar-18
the Brierley Hill area	Brierley Hill*	73,000	07-Mar-18
the Malvern area	Malvern*	57,000	07-Mar-18
Reigate and parts of east Surrey and west Kent	Reigate	67,000	21-Mar-18
the Guildford area	Guildford	74,000	18-Apr-18
the Hemel Hempstead area	Hemel Hempstead	57,000	18-Apr-18
the Salisbury area	Salisbury*	30,000	02-May-18
Oxfordshire, parts of Berkshire and Buckinghamshire	Oxford*	388,000	23-May-18
Norfolk and north Suffolk	Tacolneston	368,000	06-Jun-18
north and mid Kent	Bluebell Hill	249,000	19-Jul-18
Rosneath	Rosneath*	48,000	05-Sep-18

COM4 (SDN) *May require aerial intervention and a wideband antenna as this multiplex is now or will be moving out of current aerial group

Area served	Transmitter	Households served	Retune date
parts of Swindon	Seagry Court (Launch)	20,000	27-Feb-18
parts of Wroughton and Swindon	Wroughton* (Launch)	2,500	27-Feb-18
parts of Worcester	Worcester* (Launch)	9,000	01-Mar-18
the Brierley Hill area	Brierley Hill*	73,000	07-Mar-18
the Bromsgrove area	Bromsgrove	27,000	07-Mar-18
the Malvern area	Malvern*	57,000	07-Mar-18
the Stratford-upon-Avon area	Lark Stoke	41,000	07-Mar-18
the Brighton area	Whitehawk Hill*	90,000	14-Mar-18
south and east Kent, and parts of East Sussex	Dover*	203,000	21-Mar-18
much of West Sussex	Midhurst*	85,000	21-Mar-18
parts of Hampshire, Berkshire and Surrey	Hannington	329,000	18-Apr-18
the Hemel Hempstead area	Hemel Hempstead	57,000	18-Apr-18
the Salisbury area	Salisbury*	30,000	02-May-18
Oxfordshire, parts of Berkshire and Buckinghamshire	Oxford*	388,000	23-May-18
north and mid Kent	Bluebell Hill	249,000	19-Jul-18
much of East Sussex and south west Kent	Heathfield	128,000	19-Jul-18
the Tunbridge Wells area	Tunbridge Wells*	55,000	19-Jul-18
parts of Suffolk and Essex	Sudbury*	438,000	01-Aug-18
Rosneath	Rosneath*	48,000	05-Sep-18
parts of central Scotland, Argyll and Bute	Darvel	139,000	05-Sep-18

COM5 (ARQA) *May require aerial intervention and a wideband antenna as this multiplex is now or will be moving out of current aerial group

Area served	Transmitter	Households served	Retune date
Bristol, parts of Somerset, Dorset, Wiltshire and Gloucestershire	Mendip	761,000	27-Feb-18
parts of Swindon	Seagry Court (Launch)	20,000	27-Feb-18
parts of Wroughton and Swindon	Wroughton* (Launch)	2,500	27-Feb-18
parts of Worcester	Worcester* (Launch)	9,000	01-Mar-18
the Brierley Hill area	Brierley Hill*	73,000	07-Mar-18
the Bromsgrove area	Bromsgrove	27,000	07-Mar-18
the Malvern area	Malvern*	57,000	07-Mar-18
the Stratford-upon-Avon area	Lark Stoke	41,000	07-Mar-18
the Brighton area	Whitehawk Hill	90,000	14-Mar-18
parts of Hampshire, Berkshire and Surrey	Hannington	329,000	19-Apr-18
the Hemel Hempstead area	Hemel Hempstead*	57,000	19-Apr-18
the Guildford area	Guildford	74,000	19-Apr-18
the Salisbury area	Salisbury*	30,000	02-May-18
Oxfordshire, parts of Berkshire and Buckinghamshire	Oxford	388,000	23-May-18
Cambridgeshire, Northamptonshire and Bedfordshire	Sandy Heath	984,000	17-Jul-18
north and mid Kent	Bluebell Hill	249,000	19-Jul-18
much of East Sussex and south west Kent	Heathfield	128,000	19-Jul-18
the Tunbridge Wells area	Tunbridge Wells*	55,000	19-Jul-18
parts of Suffolk and Essex	Sudbury*	438,000	01-Aug-18
Rosneath	Rosneath*	48,000	05-Sep-18
parts of central Scotland, Argyll and Bute	Darvel	139,000	05-Sep-18

COM6 (ARQB) *May require aerial intervention and a wideband antenna as this multiplex is now or will be moving out of current aerial group

Area served	Transmitter	Households served	Retune date
parts of Suffolk and Essex	Sudbury	438,000	07-Feb-18
parts of Hockley, Rochford and Southend	Rouncefall (Launch)	59,000	07-Feb-18
parts of Swindon	Seagry Court (Launch)	20,000	27-Feb-18
parts of Wroughton and Swindon	Wroughton* (Launch)	2,500	27-Feb-18
Oxfordshire, parts of Berkshire and Buckinghamshire	Oxford*	388,000	27-Feb-18
the Brierley Hill area	Brierley Hill*	73,000	01-Mar-18
the Malvern area	Malvern*	57,000	01-Mar-18
	Worcester* (Launch)	9,000	01-Mar-18
the Bromsgrove area	Bromsgrove	27,000	07-Mar-18
the Stratford-upon-Avon area	Lark Stoke	41,000	07-Mar-18
Liverpool, Manchester, Lancashire, Cheshire & north Staffordshire	Winter Hill	2,685,000	07-Mar-18
the Brighton area	Whitehawk Hill*	90,000	14-Mar-18
The Hemel Hempstead area	Hemel Hempstead*	57,000	21-Mar-18
much of West Sussex	Midhurst*	85,000	21-Mar-18
parts of Hampshire, Berkshire and Surrey	Hannington	329,000	18-Apr-18
the Guildford area	Guildford	74,000	18-Apr-18
the Salisbury area	Salisbury	30,000	18-Apr-18
Norfolk and north Suffolk	Tacolneston	368,000	06-Jun-18
north and mid Kent	Bluebell Hill	249,000	19-Jul-18
much of East Sussex and south west Kent	Heathfield	128,000	19-Jul-18
the Tunbridge Wells area	Tunbridge Wells	55,000	19-Jul-18
Rosneath	Rosneath	48,000	05-Sep-18
parts of central Scotland, Argyll and Bute	Darvel	139,000	05-Sep-18

COM7 *May require aerial intervention and a wideband antenna as this multiplex is now or will be moving out of current aerial group

Area served	Transmitter	Households served (Not COM7 coverage – see notes below)	Retune date
Bristol, parts of Somerset, Dorset, Wiltshire and Gloucestershire	Mendip	761,000	27-Feb-18
Oxfordshire, parts of Berkshire and Buckinghamshire	Oxford	388,000	27-Feb-18
Herefordshire, south Shropshire and parts of Gloucestershire	Ridge Hill*	234,000	01-Mar-18
much of the West Midlands	Sutton Coldfield	2,172,000	07-Mar-18
Stoke-on-Trent and Newcastle-under-Lyme	Fenton*	115,000	07-Mar-18
Liverpool, Manchester, Lancashire, Cheshire & north Staffordshire	Winter Hill	2,685,000	07-Mar-18
Greater London and parts of the Home Counties	Crystal Palace*	4,652,000	21-Mar-18
parts of Hampshire, Berkshire and Surrey	Hannington*	329,000	18-Apr-18
Hampshire, the Isle of Wight, parts of Dorset, Wiltshire and West Sussex	Rowridge*	877,000	02-May-18
serving Norfolk and north Suffolk	Tacolneston	368,000	06-Jun-18
Cambridgeshire, Northamptonshire and Bedfordshire	Sandy Heath*	984,000	17-Jul-18
north and mid Kent	Bluebell Hill	249,000	19-Jul-18
Aberdeen and Aberdeenshire	Durris*	182,000	15-Aug-18
parts of central Scotland, Argyll and Bute	Darvel*	139,000	05-Sep-18
Glasgow, central Scotland and parts of Edinburgh	Black Hill*	922,000	05-Sep-18

COM8 *May require aerial intervention and a wideband antenna as this multiplex is now or will be moving out of current aerial group

Area	Transmitter	Households served (Not COM8 coverage – see notes below)	Retune date
much of the east Midlands	Waltham	672,000	07-Feb-18
Norfolk and north Suffolk	Tacolneston	368,000	07-Feb-18
Herefordshire, south Shropshire and parts of Gloucestershire	Ridge Hill*	234,000	01-Mar-18
much of the West Midlands	Sutton Coldfield	2,172,000	07-Mar-18
Stoke-on-Trent and Newcastle-under-Lyme	Fenton*	115,000	07-Mar-18
Liverpool, Manchester, Lancashire, Cheshire & north Staffordshire	Winter Hill	2,685,000	07-Mar-18
Greater London and parts of the Home Counties	Crystal Palace*	4,652,000	21-Mar-18
Hampshire, the Isle of Wight, parts of Dorset, Wiltshire and West Sussex	Rowridge*	877,000	21-Mar-18
parts of Hampshire, Berkshire and Surrey	Hannington*	329,000	18-Apr-18
Oxfordshire, parts of Berkshire and Buckinghamshire	Oxford	388,000	23-May-18
Cambridgeshire, Northamptonshire and Bedfordshire	Sandy Heath*	984,000	17-Jul-18
north and mid Kent	Bluebell Hill	249,000	19-Jul-18
Aberdeen and Aberdeenshire	Durris*	182,000	15-Aug-18
parts of central Scotland, Argyll and Bute	Darvel*	139,000	05-Sep-18
Glasgow, central Scotland and parts of Edinburgh	Black Hill*	922,000	05-Sep-18

COMUX (inc LOCAL TV)

*May require aerial intervention and a wideband antenna as this multiplex is now or will be moving out of current aerial group

Area	Transmitter	Local channel	Retune date
the Brierley Hill area	Brierley Hill	Made in Birmingham	07-Mar-18
Greater London and parts of the Home Counties	Crystal Palace	London Live	21-Mar-18
Greater London and parts of the Home Counties	Croydon	London Live	21-Mar-18
Southampton and surrounding areas	Rowridge	That's Solent	21-Mar-18
Basingstoke	Hannington	That's Hampshire That's Thames Valley	18-Apr-18
Guildford	Guildford	That's Surrey	18-Apr-18
Salisbury	Salisbury*	That's Salisbury	02-May-18
Oxford	Oxford*	That's Oxford	23-May-18
Cambridge	Madingley	That's Cambridge	06-Jun-18
Norwich	Tacolneston*	That's Norwich	17-Jul-18
Maidstone	Bluebell Hill*	KMTV Maidstone	19-Jul-18
Maidstone	Tunbridge Wells	KMTV Maidstone	19-Jul-18
Aberdeen	Durris*	STV2	15-Aug-18
Ayr	Darvel	STV2	05-Sep-18

Notes: Household figures rounded and reflect national mux coverage only on main or newly launched transmitters. PSB services may be affected at relay stations as work takes place on main transmitters and on other dates when this work is separate. In general, engineering will be completed at main transmitters by 6am and any viewers who find they are missing channels can retune after this. Work at related relay stations will normally finish later in the afternoon (approx. 5-6pm).

Aerial adjustment may be required at sites other than those highlighted – the Freeview Advice Line will triage viewer issues to provide correct support.

10. Example consumer communications

Example consumer communications from Freeview and DMSL (home support):

On-screen messages



Postcards



Social Media



Print advertising



Home Support Team

