

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

Table of Contents

1. Summary	2
2. What is 700MHz clearance?	3
3. How will clearance affect your channel?	3
4. Information and support.....	3
5. How channel providers can help	4
6. Suggested messaging	5
7. Coordinating activity	7
8. Changes to the COM 7 and COM 8 multiplexes in some areas	7
9. Contact details.....	8
9. Appendix 1 – multiplex moves Q1-Q3 2019.....	9
10. Appendix 2 – multiplex moves completed in Q1-Q4 2018.....	12
11. Appendix 3 - example consumer communications	18

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 the UK 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 UK 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 UK 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 the UK 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. Changes to the COM 7 and COM 8 multiplexes in some areas

The Arqiva COM 7 and COM 8 multiplexes will cease broadcasting from a small number of transmitter sites when 700MHz clearance takes place in certain areas during 2019-2020. These sites are Beacon Hill, Caradon Hill, Caldbeck, Fenham and Sheffield. The timing of changes at these transmitters will be confirmed in line with the publication of clearance events. Channel operators using these multiplexes should contact Arqiva if they have questions regarding this.

Closure of these multiplexes will take place in Q2 at Caradon Hill on 19 June and in Q3 at Caldbeck on 31 July. Services closed at Beacon Hill on 27 March.

Viewers served by these transmitters will be informed of the change to their channel line-up via on-screen messages. More detailed information will be provided on the TV changes page of the Freeview website at www.freeview.co.uk/tvchanges ahead of clearance in each area.

Channel providers broadcasting on these multiplexes may wish to note this small change in overall coverage on their own websites and inform viewers in these areas of other ways to watch their services, such as on-demand through Freeview Play or via their own catch-up player, online or through an alternative LCN. Viewers can be directed to the Freeview website above for more information when changes take place and to the Freeview Advice Line on 0808 100 0288.

Notifying us in advance of any communications you have planned and co-ordinating with our own activity will help us plan our resources and provide support for viewers when these changes take place. Schedules and plans can be shared via the email address below.

Suggested website messaging for channels:

Following required changes to TV signals in [area] on [date], we regret that [our channel] will no longer be available on Freeview in this area. [Viewers can still watch us on-demand, online or at channel number X – as appropriate].

More information on recent changes to Freeview channels is available at www.freeview.co.uk/tvchanges and from Freeview Advice Line on 0808 100 0288

9. 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, Channel Operations Manager, 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: 020 7269 0837

press@freeview.co.uk

9. Appendix 1 – Multiplex moves (Q1-Q3 2019)

700MHz clearance multiplex changes for Q1- Q3 2019 – 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**

Provides a new alternative to Les Touillets HP. Required aerial intervention due to polarisation change.

Area served	Transmitter	Households served	Retune date
Guernsey	Les Touillets VP* # (Launch)	4,000	13-Mar-19
Torbay and south Devon	Beacon Hill	79,000	27-Mar-19
Bristol, parts of Somerset, Dorset, Wiltshire and Gloucestershire	Mendip* (a simulcast will continue until 05-Jun-19)	761,000	04-Apr-19
parts of the Plymouth area	Plympton	36,200	10-Apr-19
north Devon	Huntshaw Cross*	52,000	19-June-19
parts of south and central Wales	Carmel*	83,000	17-Jul-19
the Swansea area	Kilvey Hill	108,000	17-Jul-19
Cumbria, south west Scotland and the south Lakes	Caldbeck	116,000	31-Jul-19
South and east Kent, and parts of East Sussex	Dover* (a simulcast will continue until 16-Oct-19)	203,000	22-Aug-19
Ashford (Kent)	Ashford* (launch)	10,904	22-Aug-19
south west Northern Ireland	Brougher Mountain	41,000	04-Sep-19
north west Northern Ireland	Limavady*	51,000	04-Sep-19
Tyne and Wear and County Durham	Pontop Pike* (a simulcast will continue until 13-Nov-19)	660,000	12-Sep-19
Angus, Dundee, Perth and parts of Fife	Angus* (a simulcast will continue until 27-Nov-19)	149,581	19-Sep-19

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**

Provides a new alternative to Les Touillets HP. Required aerial intervention due to polarisation change.

Area served	Transmitter	Households served	Retune date
Guernsey	Les Touillets VP* # (launch)	4,000	13-Mar-19
Torbay and south Devon	Beacon Hill	79,000	27-Mar-19
parts of the Plymouth area	Plympton*	36,200	10-Apr-19
Bristol, parts of Somerset, Dorset, Wiltshire and Gloucestershire	Mendip*	761,000	05-Jun-19
north Devon	Huntshaw Cross*	52,000	19-Jun-19
parts of south and central Wales	Carmel*	83,000	17-Jul-19
the Swansea area	Kilvey Hill	108,000	17-Jul-19
Cumbria, south west Scotland and the south Lakes	Caldbeck	116,000	31-Jul-19
Scottish Borders	Selkirk	203,000	14-Aug-19
south west Northern Ireland	Brougher Mountain	41,000	04-Sep-19
north west Northern Ireland	Limavady*	51,000	04-Sep-19

PSB3 (BBCB)

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

Provides a new alternative to Les Touillets HP. Required aerial intervention due to polarisation change.

Area served	Transmitter	Households served	Retune date
Torbay and south Devon	Beacon Hill	79,000	27-Mar-19
Guernsey	Les Touillets VP* # (launch)	4,000	13-Mar-19
parts of Plymouth, central and south Devon and east Cornwall	Caradon Hill	6,370	10-Apr-19
parts of the Plymouth area	Plympton*	36,200	10-Apr-19
Bristol, parts of Somerset, Dorset, Wiltshire and Gloucestershire	Mendip**	761,000	05-Jun-19
north Devon	Huntshaw Cross*	52,000	19-Jun-19
parts of south and central Wales	Carmel*	83,000	17-Jul-19
The Swansea area	Kilvey Hill	108,000	17-Jul-19
Cumbria, south west Scotland and the south Lakes	Caldbeck	116,000	31-Jul-19
Scottish Borders	Selkirk	203,000	14-Aug-19
south west Northern Ireland	Brougher Mountain	41,000	04-Sep-19
north west Northern Ireland	Limavady*	51,000	04-Sep-19

**COM4 (SDN) *May require aerial intervention and a wideband antenna as this multiplex is now or will be moving out of current aerial group
Highlighted – No change to PSB multiplexes at the transmitter on this retune date.**

Area served	Transmitter	Households served	Retune date
the Ivybridge area	Ivybridge* (launch)	6300	10-Apr-19
parts of the Plymouth area	Plympton*	36,200	10-Apr-19
parts of Bristol	Bristol Kings Weston*	15,200	05-Jun-19
north Devon	Huntshaw Cross*	52,000	19-Jun-19
parts of south and central Wales	Carmel*	83,000	17-Jul-19
Cumbria, south west Scotland and the south Lakes	Caldbeck	116,000	31-Jul-19
Scottish Borders	Selkirk	203,000	14-Aug-19
south west Northern Ireland	Brougher Mountain	41,000	04-Sep-19
north west Northern Ireland	Limavady	51,000	04-Sep-19

**COM5 (ARQA)*May require aerial intervention and a wideband antenna as this multiplex is now or will be moving out of current aerial group
Highlighted – No change to PSB multiplexes at the transmitter on this retune date**

Area served	Transmitter	Households served	Retune date
north east Wales	Moel y Parc*	69,500	27-Feb-19
parts of the Plymouth area	Plympton*	36,200	10-Apr-19
parts of the Plymouth area	Ivybridge* (launch)	6,300	10-Apr-19
west Cornwall and the Isles of Scilly	Redruth*	130,100	01-May-19
parts of Bristol	Bristol Kings Weston*	15,200	19-Jun-19
north Devon	Huntshaw Cross*	52,000	19-Jun-19
parts of south and central Wales	Carmel*	83,000	17-Jul-19
Cumbria, south west Scotland and the south Lakes	Caldbeck	116,000	31-Jul-19
Scottish Borders	Selkirk	203,000	14-Aug-19
north west Northern Ireland	Limavady*	51,000	04-Sep-19

**COM6 (ARQB)*May require aerial intervention and a wideband antenna as this multiplex is now or will be moving out of current aerial group
Highlighted – No change to PSB multiplexes at the transmitter on this retune date**

Area served	Transmitter	Households served	Retune date
Torbay and South Devon	Beacon Hill	79,000	27-Mar-19
the Ivybridge area	Ivybridge* (launch)	6,300	10-Apr-19
parts of the Plymouth area	Plympton*	36,200	10-Apr-19
west Cornwall and the Isles of Scilly	Redruth*	130,100	01-May-19
parts of Bristol	Bristol Kings Weston*	15,200	05-Jun-19
north Devon	Huntshaw Cross*	52,000	19-Jun-19
Bristol, parts of Somerset, Dorset, Wiltshire and Gloucestershire	Mendip	761,000	19-Jun-19
parts of south and central Wales	Carmel	83,000	17-Jul-19
Cumbria, south west Scotland and the south Lakes	Caldbeck	116,000	31-Jul-19
Scottish Borders	Selkirk	203,000	14-Aug-19
north west Northern Ireland	Limavady*	51,000	04-Sep-19
Belfast and the surrounding area	Divis	530,000	04-Sep-19

**COM7 *May require aerial intervention and a wideband antenna as this multiplex is now or will be moving out of current aerial group
Highlighted – No change to PSB multiplexes at the transmitter on this retune date**

Area served	Transmitter	Households served (Not COM7 coverage – see notes below)	Retune date
north east Wales	Moel y Parc*	69,500	27-Feb-19
Torbay and South Devon	Beacon Hill	Ceased at this transmitter	27-Mar-19
Bristol, parts of Somerset, Dorset, Wiltshire and Gloucestershire	Mendip	761,000	19-Jun-19
Cardiff, Newport and south East Wales	Wenvoe*	454,500	19-Jun-19
parts of Plymouth, central and south Devon and east Cornwall	Caradon Hill	Will cease at this transmitter	19-Jun-19
Cumbria, south west Scotland and the south Lakes	Caldbeck	Will cease at this transmitter	31-Jul-19
Belfast and the surrounding area	Divis*	530,000	04-Sep-19

**COM7 *May require aerial intervention and a wideband antenna as this multiplex is now or will be moving out of current aerial group
Highlighted – No change to PSB multiplexes at the transmitter on this retune date**

Area served	Transmitter	Households served (Not COM8 coverage – see notes below)	Retune date
Torbay and South Devon	Beacon Hill	Ceased at this transmitter	27-Mar-19
Cardiff, Newport and south East Wales	Wenvoe*	454,500	15-May-19
Bristol, parts of Somerset, Dorset, Wiltshire and Gloucestershire	Mendip	761,000	05-Jun-19
parts of Plymouth, central and south Devon and east Cornwall	Caradon Hill	Will cease at this transmitter	19-Jun-19
Cumbria, south west Scotland and the south Lakes	Caldbeck	Will cease at this transmitter	31-Jul-19
Belfast and the surrounding area	Divis*	530,000	04-Sep-19

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**

Highlighted – No change to PSB multiplexes at the transmitter on this retune date.

Area served	Transmitter	Local channel	Retune date
north east Wales	Moel y Parc*	Made in North Wales	27-Feb-19
Hemel Hempstead area	Hemel Hempstead* (launch)	London Live	27-Mar-19
the Swansea area	Kilvey Hill	That's Swansea	15-May-19
Cardiff, Newport and south east Wales	Wenvoe	Made in Cardiff	15-May-19
parts of Bristol	Bristol Ilchester Crescent	Made in Bristol	05-Jun-19
parts of Bristol	Bristol Kings Weston*	Made in Bristol	19-Jun-19
Bristol, parts of Somerset, Dorset, Wiltshire and Gloucestershire	Mendip*	Made in Bristol	19-Jun-19
Cumbria, south west Scotland and the south Lakes	Caldbeck	That's Cumbria	31-Jul-19
Belfast and the surrounding area	Divis	NVTV	04-Sep-19

NI Mux

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

Highlighted – No change to PSB multiplexes at the transmitter on this retune date.

Area served	Transmitter	Retune date
the Armagh area	Armagh	04-Sep-19
Belfast and the surrounding area	Black Mountain*	04-Sep-19
south west Northern Ireland	Brougher Mountain	04-Sep-19
parts of Belfast	Divis*	04-Sep-19
the Newcastle area	Newcastle	04-Sep-19
the Strabane area	Strabane	04-Sep-19
the Whitehead area	Whitehead	04-Sep-19

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. Appendix 2 – Multiplex moves completed in Q1-Q4 2018

700MHz clearance multiplex changes for Q1-Q4 2018 – main transmitters/new sites and mux launches only.

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
parts of east and central Wales	Long Mountain*	8,000	31-Oct-18
north west Wales	Llanddona	36,500	14-Nov-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
parts of east and central Wales	Long Mountain*	8,000	31-Oct-18
north west Wales	Llanddona	36,500	14-Nov-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
parts of east and central Wales	Long Mountain*	8,000	31-Oct-18
north west Wales	Llanddona	36,500	14-Nov-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

Highlighted – No change to PSB multiplexes at the transmitter on this retune date.

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 Guildford area	Guildford	74,000	14-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
Haslemere	Haslemere (Launch)	2,900	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
Eastbourne	Eastbourne (Launch)	12,000	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
Clacton-on-Sea	Clacton* (Launch)	18,500	01-Aug-18
parts of Hockley, Rochford and Southend	Rouncefall* (Launch)	59,500	01-Aug-18
parts of Suffolk and Essex	Sudbury*	438,000	01-Aug-18

parts of Colchester and Wivenhoe	Wivenhoe Park* (Launch)	900	01-Aug-18
Rosneath	Rosneath*	48,000	05-Sep-18
parts of central Scotland, Argyll and Bute	Darvel	139,000	05-Sep-18
Lothian, parts of Edinburgh and parts of Fife	Craigkelly*	457,000	03-Oct-18
north west Wales	Llanddona	36,500	14-Nov-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

Highlighted – No change to PSB multiplexes at the transmitter on this retune date.

Area served	Transmitter	Households served	Retune date
much of the east Midlands	Waltham	672,500	07-Feb-18
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
Haslemere	Haslemere (Launch)	2,900	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 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
Cambridgeshire, Northamptonshire and Bedfordshire	Sandy Heath	984,000	17-Jul-18
north and mid Kent	Bluebell Hill	249,000	19-Jul-18
Eastbourne	Eastbourne*	12,000	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
Clacton-on-Sea	Clacton* (Launch)	18,500	01-Aug-18
parts of Hockley, Rochford and Southend	Rouncefall* (Launch)	59,500	01-Aug-18
parts of Suffolk and Essex	Sudbury*	438,000	01-Aug-18
parts of Colchester and Wivenhoe	Wivenhoe Park*	900	01-Aug-18
Rosneath	Rosneath*	48,000	05-Sep-18
parts of central Scotland, Argyll and Bute	Darvel	139,000	05-Sep-18
Lothian, parts of Edinburgh and parts of Fife	Craigkelly*	457,000	03-Oct-18
north west Wales	Llanddona	36,500	14-Nov-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

Highlighted – No change to PSB multiplexes at the transmitter on this retune date.

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
parts of Worcester	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
Haslemere	Haslemere (Launch)	2,900	21-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
Eastbourne	Eastbourne (Launch)	12,000	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
Clacton-on-Sea	Clacton* (Launch)	18,500	01-Aug-18
parts of Colchester and Wivenhoe	Wivenhoe Park* (Launch)	900	01-Aug-18
Rosneath	Rosneath	48,000	05-Sep-18
parts of central Scotland, Argyll and Bute	Darvel	139,000	05-Sep-18
Lothian, parts of Edinburgh and parts of Fife	Craigkelly*	457,000	03-Oct-18
Aberdeen and Aberdeenshire	Durris	182,000	03-Oct-18
north west Wales	Llanddona	36,500	14-Nov-18

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

Highlighted – No change to PSB multiplexes at the transmitter on this retune date.

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
Angus, Dundee, Perth and parts of Fife	Angus	149,500	03-Oct-18
Lothian, parts of Edinburgh and parts of Fife	Craigkelly	457,000	03-Oct-18

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

Highlighted – No change to PSB services at this transmitter for this retune.

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
Angus, Dundee, Perth and parts of Fife	Angus	149,500	03-Oct-18
Lothian, parts of Edinburgh and parts of Fife	Craigkelly	457,000	03-Oct-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

Highlighted – No change to PSB multiplexes at the transmitter on this retune date.

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 Norfolk	17-Jul-18
Maidstone	Bluebell Hill*	KMTV Maidstone	19-Jul-18
Maidstone	Tunbridge Wells	KMTV Maidstone	19-Jul-18
Aberdeen	Durris*	That's TV Scotland	15-Aug-18
Ayr	Darvel	That's TV Scotland	05-Sep-18
Glasgow, central Scotland and parts of Edinburgh	Black Hill*	That's TV Scotland	03-Oct-18
Lothian, parts of Edinburgh and parts of Fife	Craigkelly	That's TV Scotland	03-Oct-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.

11. Appendix 3 - Example consumer communications

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

On-screen messages



Postcards



Social Media



Print advertising



Home Support Team

