

Client: The Network Building 97 Tottenham Court Road London W1P 4TP Tel: 020 7369 8000 Fax: 020 7369 8015 15DN: 020 7369 8040	Client: digitaluk Job No.: 13026 File Name: 13026_Welsh_Bro Size (Trim): 226 x 180 Size (Bleed): 43 Size (Type): N/A Date: 15.04.09 Production: Jon Newby	Proof No: 11 Operator: R/OLI/GS/A/MLX2/ K/NDX2/RB/NJ Colours: CMYK Specials: N/A CIC	Creative Director Art Director Project Leader	Production/Traffic Copywriter Account Director
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Booklet 360mm x 226mm



For more information and help
call our UK helpline on **08456 50 50 50***
or visit **digitaluk.co.uk/wales**

If you already have digital TV, please help any neighbours, family or friends
who have not switched yet.

We're not working alone. Our partners are:



get set for digital

*Calls are free for BT customers within inclusive calling plans. Call charges from other providers may vary. The standard business hours for Digital UK's contact centre are 9am to 7pm Monday to Friday and 10am to 4pm on a Saturday. Opening hours will be extended during switchover in each area.
Digital UK, PO Box 26833, Kirkcaldy, KY2 9AG.

WABro3m

Important information – please read.

Your guide
to the digital
TV switchover
in Wales.

What you need
to do next.



digitaluk

Offering independent advice.

What is the digital TV switchover?

TV across the UK and the rest of the world is going digital. The existing analogue TV signal will be switched off and replaced with a new, stronger digital TV signal. This means that Freeview services (digital TV through an aerial) will be extended to people who can't currently get them.

If you haven't already, you will need to convert all your TVs to digital by the time your area starts to switch.

Where can I get impartial advice?

Just contact us at Digital UK. We are the **not-for-profit** company responsible for leading the UK digital TV switchover. We're independent, which means that all the advice and information we give is unbiased.

What is the Switchover Help Scheme?

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. For further information, **see page 18**.



Call our UK helpline on **08456 50 50 50*** or visit us at **digitaluk.co.uk/wales**

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1

What do I need to do next?

- **If you have, or plan to get, Freeview, Top Up TV or BT Vision**, you will need to re-tune your equipment at each stage of the switchover. See page 15 for re-tuning instructions.
- **If you haven't got digital TV already**, you will need to convert your TV equipment. You can tell that your TV is digital if it can receive more than five or six channels.
- **If you have, or plan to get, a satellite or cable service on all your TV sets**, you will not be affected by switchover.

Please note: If you live in an area that doesn't currently have Freeview coverage, you can prepare by buying digital equipment now, but you won't receive a digital TV signal until after the switchover.

Even if you've got a Freeview service, you will need to re-tune at switchover.



2

When do I switch?

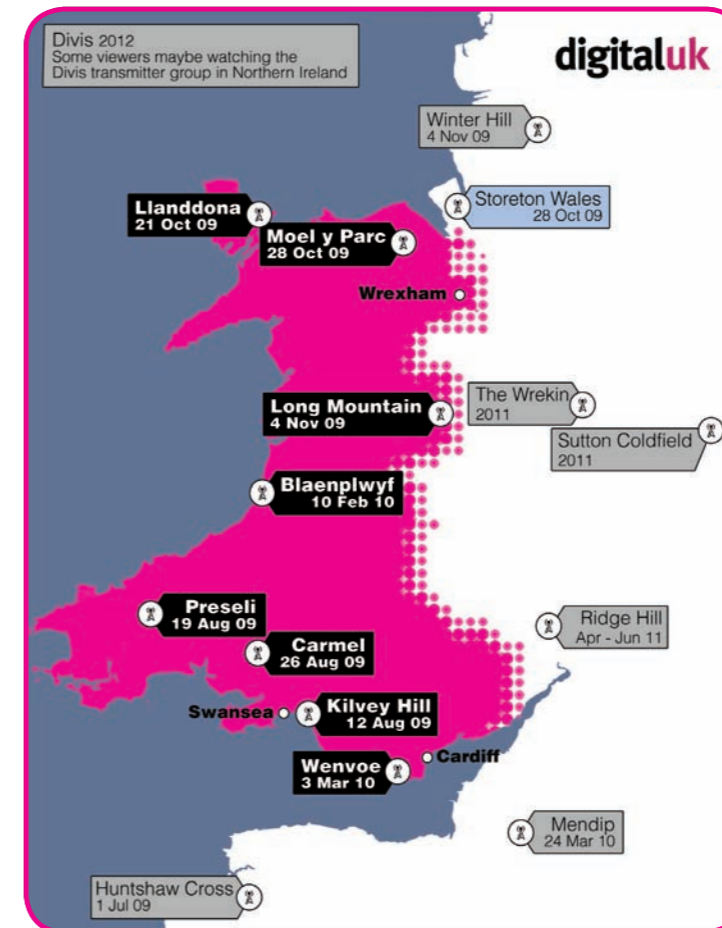
The TV signal in Wales is provided by eight main transmitters and their local relays (each known as a transmitter group). Digital switchover will happen in **two stages** – it is important you are ready by stage one.

TRANSMITTER GROUP	SERVING	NO. OF LOCAL RELAYS	STAGE ONE	STAGE TWO
Kilvey Hill	the Swansea area	10	12 August 2009	9 September 2009
Preseli	south west Wales	27	19 August 2009	16 September 2009
Carmel	parts of south and central Wales	18	26 August 2009	23 September 2009
Llanddona	north west Wales	22	21 October 2009	18 November 2009
Moel y Parc	north east Wales	20	28 October 2009	25 November 2009
Long Mountain	parts of east and central Wales	14	4 November 2009	3 December 2009
Blaenplwyf	parts of west and central Wales	12	10 February 2010	10 March 2010
Wenvoe	Cardiff, Newport and south east Wales	75	3 March 2010	31 March 2010

See pages 13 and 14 for more information about what happens at each stage.

IMPORTANT: If you already have, or plan to get, Freeview, Top Up TV or BT Vision you will need to **re-tune your digital TV or box at both switchover stages**. See page 15 for information on how.

Transmitter groups serving Wales.



- If you live in Wales, you are likely to be watching a transmitter group in Wales (shown in black). However, you could be watching a neighbouring transmitter group in England or Northern Ireland (shown in grey).
- Storeton Wales is a new transmitter that will provide Welsh services to north east Wales from **28 October 2009** (shown in blue).

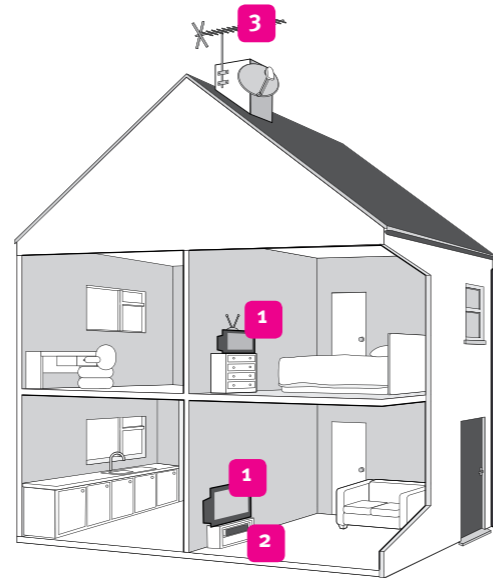
To find out which transmitter group you are likely to receive your TV signal from, visit our postcode checker[†] at digitaluk.co.uk or call us on 08456 50 50 50.

[†]This is a predictive coverage database and should be used as a guide only.

What should I do to get ready for switchover?

You need to think about **all** of your TV equipment:

- 1 Convert every TV set that you want to continue watching** – any TV that is left unconverted will not work after switchover.
- 2 You may want to replace your video or analogue DVD recorder** – video and analogue DVD recorders will still play back and record, but they won't be able to record one channel while you watch another. The simplest way to do this is to get a digital TV recorder like Sky+, V+, tiscali+, freesat+ or Freeview+. If you get one with a twin tuner, it will also convert your TV to digital.
- 3 Check that your aerial is in good condition** if you want to receive a service like Freeview, Top Up TV or BT Vision on any TV set in your home. To find out more about aerials, see page 11.



Please note: a few of the oldest digital boxes and TVs will stop working at switchover. This includes all ONdigital equipment and a limited number of digital boxes and TVs sold before 2005. Affected TVs can be upgraded with a new digital box. You can find a list of products affected at digitaluk.co.uk/2kequipment

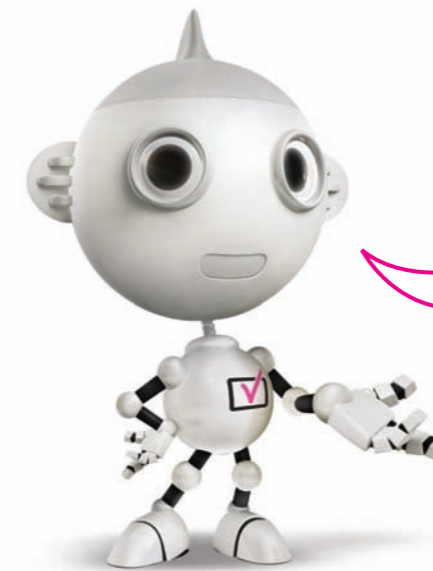
Call our UK helpline on **08456 50 50 50** or visit us at digitaluk.co.uk/wales

How do I get digital TV?

You need to decide which digital TV service to get. You can convert your existing TV with any of the services below or you can get a TV with digital already built-in.

Digital TV can be delivered to your TV in a number of ways:

Through an aerial	Freeview	BT Vision (broadband required)	Top Up TV
Through a satellite dish	sky	freesat	FREESAT FROM SKY
Through a cable	Virgin media	WRIGHTS RADIO RELAY Ltd	
Through a phone line	tiscali. (broadband required)		












Turn over to compare these digital options.

What are my options?

All the options available in Wales are listed in the table below. To find out which are available where you live, visit our predictive postcode checker† at digitaluk.co.uk or call the service provider directly.



	PROVIDER ²	COST ¹	CHANNELS	CONTACT DETAILS
ONE-OFF PAYMENT		Digital boxes from £25. ⁴ Digital TVs from £150. ⁴ Self-installation.	Number of channels will vary depending on where you live. See page 16.	0870 111 1240 www.freeview.co.uk
		£150 including mini dish, viewing card, standard Sky box & installation.	More than 230 digital TV channels.	08442 410 595 www.freesatfromsky.com
		Digital boxes from £50. Installation (if required) costs from £80.	More than 105 digital TV channels.	0845 313 0053 www.freesat.co.uk
MONTHLY SUBSCRIPTION		From £16.50 – £46 a month depending on package. Installation costs from £30.	Up to 160 digital TV channels plus more than 230 free-to-air channels.	08442 410 285 www.sky.com
		The basic package is free or up to £20.50 a month when you take a Virgin phone line (£11). Installation £30.	Up to 160 digital TV channels. Plus access to on demand TV, films and music videos.	0800 052 2525 www.virginmedia.com
		Packages from £7 a month. ⁴ BT broadband subscription required from £15.99 a month. ³ Connection fee of £30.	Freeview channels plus on demand TV, films and sport.	0800 678 1984 www.bt.com/vision
		Tiscali TV & broadband with inclusive calls and line rental from £19.99. Installation costs £30.	More than 130 digital TV channels, plus access to 350 on demand programmes and 1,500 films.	0844 875 0607 www.tiscali.co.uk
		Top Up TV digital TV recorder from £89.99 required. £9.99 ⁴ a month for Top Up TV Anytime. No installation costs or contract required. ⁵	Freeview channels plus on demand TV, films and sport.	08444 158 158 www.topuptv.com
		Annual subscription of £41. A converter box costs between £35-£55 (depending on set up.)	Up to 40 channels.	01686 626 635 www.wrightsradiorelay.co.uk

Call our UK helpline on **08456 50 50 50** or visit us at digitaluk.co.uk/wales

¹Costs are correct at time of printing, April 2009. Cost details are standard pricing, other offers or packages may be available.

²Some of these service providers are unable to offer 100% UK coverage. For full terms and conditions and to check availability in your area, please contact each supplier directly.

³Minimum guaranteed line speed required.

⁴Aerial upgrade may be required.

⁵Top Up TV is not available on local relay transmitters.

[†]This is a predictive coverage database and should be used as a guide only.

Do I need to get a new TV?

No, you don't need to get a new TV as almost any TV can be converted, even a black and white one. Most digital boxes connect to a TV using a SCART cable. If your TV doesn't have a SCART socket, you will need to ask for a digital box with a built-in 'RF modulator'.



What should I look for if I decide to get new equipment?

Look for TV sets, digital boxes and digital TV recorders that carry the 'digital tick' logo. It means they are designed to continue working after the switchover.

The logo looks like this:  **digital** 
Approved product

Do I need High Definition (HD) TV for switchover?

No, there's no need to buy HD equipment for the digital switchover. HD TV is a new technology that offers clearer picture and sound quality. If you do choose to buy HD TV equipment, make sure it carries the 'digital tick' logo. Sky TV and freesat currently offer an HD service.

Will my radio be affected?

The digital switchover relates only to TV, and not to radio. However, preparations for switchover may also result in interruptions to radio, as well as TV services. Visit digitaluk.co.uk/engineeringworks for more information.

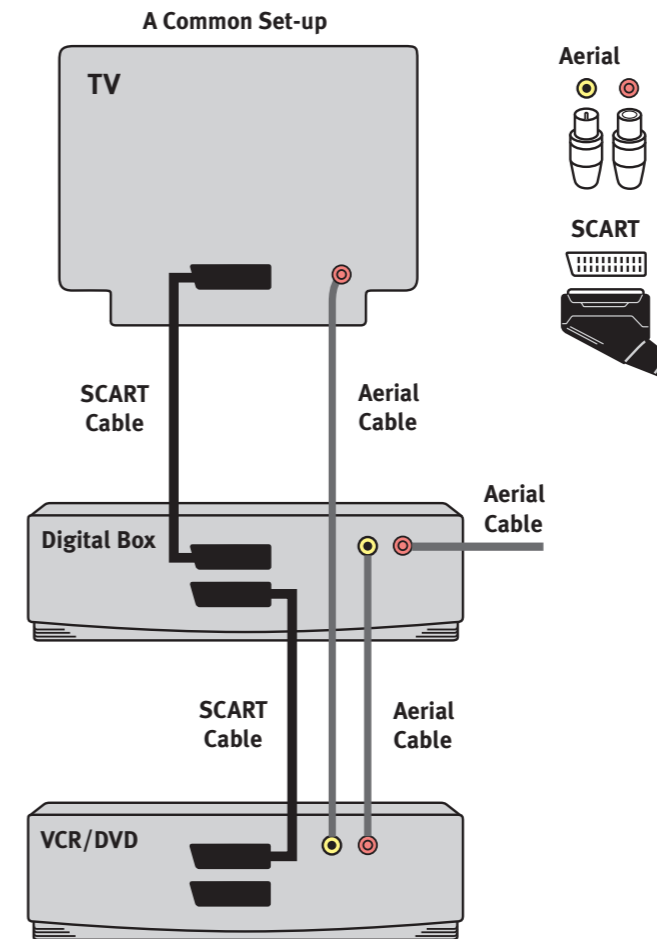
Call our UK helpline on **08456 50 50 50**
or visit us at digitaluk.co.uk/wales

How do I set up my equipment?

If you choose to install a digital box yourself, here are three simple steps:

1. Unplug your TV from the electricity supply and do not switch your TV on again until you have connected all your equipment.
2. Plug in the SCART and aerial cables as shown in the diagram and reconnect all equipment to the mains.
3. **Make sure you switch your TV on first**, and then the digital box. Finally, tune in the new digital channels (you can find out how to do this on page 15).

For an online demonstration, visit digitaluk.co.uk/installequipment



What about my aerial?

Most existing rooftop aerials are able to receive digital TV services like Freeview, Top Up TV or BT Vision. If you have good reception now, you are unlikely to need to replace your existing aerial. Some set-top aerials are unsuitable for digital TV and may need to be replaced. For best results, consider having additional sets connected to your rooftop aerial.

If you are unsure, you can check your aerial by visiting **teletext page 284**.

If you decide to get your digital TV service from Sky TV, Tiscali, Freesat from Sky, freesat or Wrights Radio Relay on **all** the TV sets in your home, you won't need an aerial.

What if I need a new aerial?

If you think you need to repair or replace your aerial, look for a Registered Digital Installer (RDI) with the 'digital tick' logo – it means they have been trained and security checked.

To find an RDI installer near you, visit **rdi-lb.tv** or call our UK helpline on **08456 50 50 50**. If you can't find one, look for someone with Associate RDI, CAI Plus or IDSC status, or ask your local electrical retailer. Installation of a standard rooftop aerial is likely to cost £60-£180. Additional sockets cost around £45 each.

Never attempt to adjust your rooftop aerial yourself.



Call our UK helpline on **08456 50 50 50**
or visit us at **digitaluk.co.uk/wales**

How is my aerial affected if I live in flat?

If you live in a flat, it is likely that you receive your TV signal via a communal aerial system. If so, it's not just you who needs to get ready for the digital TV switchover. Talk to the person who manages your property as they may need to upgrade or replace your building's communal TV aerial so you can receive a digital signal in your home. They should consult with you to discuss the options as you, and any other residents, may have to contribute to the cost of any aerial work.

For more information visit **digitaluk.co.uk/sharedaerial**

Other considerations affecting your aerial

There will be some technical changes at switchover that may affect a limited number of households:

- Some homes receiving their digital signal from the **Llanddona** main transmitter for the first time may need a new aerial in order to receive all available channels.
- A small proportion of homes receiving their signal from the following transmitters may need a new aerial in order to receive all available channels: **Cefn Mawr, Cwmfelinfach, Newport Bay, Rhondda, Tenby** and **Usk** relay transmitters.

We recommend you wait until after switchover to see if your aerial will actually be affected to avoid having unnecessary work done.

What happens during the switchover?



Stage one

At stage one, the analogue BBC Two signal is switched off permanently and Freeview extends to reach all areas for the first time (see below). This means that:

- If you haven't switched to digital, you'll lose BBC Two.
- If you have Freeview, Top Up TV or BT Vision you'll need to install or re-tune your equipment (please turn overleaf for how to do this).
- If you have Sky TV, Virgin Media, Tiscali, Freesat from Sky, freesat or Wrights Radio Relay on all your TV sets, you will not be affected.



BBC Two is switched off permanently



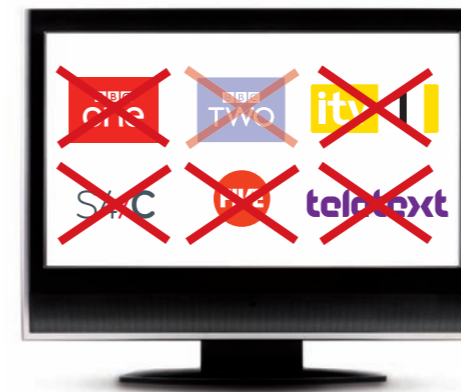
Some new digital channels become available



Stage two

At stage two, the remaining analogue channels are switched off and other Freeview channels become available in all areas for the first time. This means that:

- If you haven't switched to digital, you will lose your TV channels.
- If you have Freeview, Top Up TV or BT Vision you'll need to re-tune your equipment again.
- If you have Sky TV, Tiscali, Freesat from Sky, freesat or Wrights Radio Relay on all your TV sets, you will not be affected.



All analogue services are switched off



More new digital channels become available

Call our UK helpline on **08456 50 50 50** or visit us at **digitaluk.co.uk/wales**

At each stage, analogue TV services will cease after midnight. Services will resume after 6 am for most people, but not until late afternoon for others. You will need to re-tune your digital TV equipment to receive the digital channels.

When and how do I re-tune my digital equipment?

If you have, or are planning to get, Freeview, Top Up TV or BT Vision, you will need to re-tune your digital equipment:

- At each of the two switchover stages
- If at any time you find you have lost any TV channels

You will need to re-tune on the dates below due to engineering works:




TRANSMITTER	WHEN DO I NEED TO RE-TUNE?	WHY RE-TUNE?
All Welsh transmitters	9 September 2009	To ensure you don't lose S4C
Preseli main transmitter	7 October 2009 24 March 2010	If you receive around 20 channels, you may get 40
Moel y Parc main transmitter (excludes local relays)	2 December 2009	To ensure you don't lose channels

Re-tuning regularly will ensure you pick up new channels and services that become available.

To re-tune: press 'menu' and select the 'set up' or 'installation' menu. From this, select 'auto set up' or 'update' to re-tune. Some TVs and digital boxes will ask you for a PIN code. This is usually either 0000 or 1234.

How do I switch between analogue and digital TV?

If you live in an area that doesn't currently have Freeview coverage, and choose to switch with Freeview, Top TV or BT vision, you will need to switch between analogue and digital to watch the full range of channels between the two switchover stages:

- Pressing **AV** or  or 
- Or switching the digital box on and off 

Please note: Between stage one and stage two, if you are watching analogue TV, the location of the channels on your remote control may change.

Call our UK helpline on **08456 50 50 50**
or visit us at **digitaluk.co.uk/wales**

Which channels will I get with digital TV?

The exact number of channels will depend on where you receive your TV service from.

If your home receives its TV signal directly from the **Kilvey Hill, Carmel, Preseli, Llanddona, Moel y Parc, Blaenplwyf, Wenvoe, Pontypool** or **Aberdare** transmitter you will get more than 40 Freeview channels, plus text services.

If your home receives its signal from any **local relay transmitters** or from **Long Mountain**, you'll get around 20 of the most popular Freeview channels plus text services. Visit our postcode checker¹ to see if you could get more channels from an alternative transmitter.

If you'd like an even greater choice of channels, consider freesat or Freesat from Sky, or subscribe to a service like Sky TV, Virgin Media, BT Vision, Top Up TV¹, Wrights Radio Relay or Tiscali that also offer additional packages like movies and sports.²



Plus



Please note: Both S4C and Channel 4 will be available from all Welsh transmitters at switchover. The location of S4C on your remote control will be found at button 4, Channel 4 will be found at button 8.

¹This is a predictive coverage database and should be used as a guide only.

²Check coverage as Top Up TV is not available on local relay transmitters.

³Channels are subject to change.

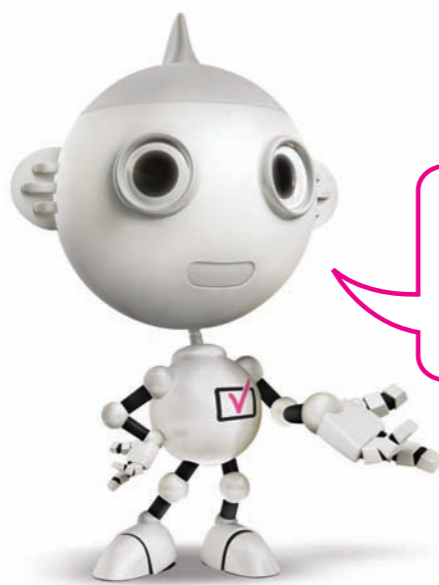
Where can I get impartial advice?

Digital UK is independent, and our job is to help guide you through the digital switchover.

Look out for local events in your area, where people will be available to answer any questions you have. To find out when an event is happening near you, visit our website or call us on the number below.

For more help or information,
call our UK helpline on **08456 50 50 50**
or visit **digitaluk.co.uk/wales**

- If you need this information in large print, audio, Braille, or another language, please call our UK helpline on **08456 50 50 50**.
- If you have a hearing or speech impediment, you can contact our textphone service on **0845 234 0380**.



If you already have digital TV, please help neighbours, family or friends who have not switched yet.

What is the Switchover Help Scheme?

The Switchover Help Scheme has been set up to help eligible people make the switch to digital on one of their TV sets. If you're eligible, we'll explain digital TV to you clearly and simply. We will tell you about all the options available to you and can install the equipment you need in your home. We'll also make sure you're happy with how it all works.

Am I eligible?

We can help you if you:

- Are aged 75 or over, or
- Have lived in a care home for six months or more, or
- Get (or could get):
 - Disability living allowance, or
 - Attendance or constant attendance allowance, or
 - Mobility supplement, or
- Are registered blind or partially sighted.

We'll ask you to pay **£40** for the standard offer. However, this service is free if you are eligible and also get pension credit, income support or income-based jobseeker's allowance.

The Help Scheme offer includes the equipment, installation, any aerial work, a demonstration and someone to call while you get used to things.

What do I do now?

If you're eligible for the Switchover Help Scheme, you should have received an information pack. If you haven't, please contact the Switchover Help Scheme on **0800 40 85 903**.

For more information, visit **helpscheme.co.uk**

Please note that you must have a valid TV licence (free if you're over 75) to get the help.

No one from the Switchover Help Scheme will visit you without first making an appointment.

