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Press release

digitaluk

## STOCKLAND HILL SWITCHOVER UNDERWAY

*Analogue BBC Two turned off • Freeview viewers required to retune*

**The digital TV switchover in the West Country took another step forward this morning, as analogue BBC Two was turned off at transmitters across Exeter, parts of Devon, Somerset and Dorset.**

All terrestrial TV services were shut down shortly after midnight, with analogue BBC Two remaining permanently off. Just after 2am, high-power digital signals were restored at the Stockland Hill transmitter. In some areas, terrestrial TV services will be off air for some viewers until the first stage of switchover is completed by around mid afternoon today. Once services are back on air, viewers of Freeview, BT Vision and Top Up TV should retune their boxes.<sup>1</sup>

The improved digital signal from the Stockland Hill transmitter and its relays will provide free digital TV to 206,000 homes. For the first time viewers in areas such as Weymouth, Tiverton and Bridport who get their signal from a relay transmitter will be able to receive digital TV through their aerial (Freeview). From today, relay transmitters will broadcast the full range of BBC channels in digital form – BBC One, BBC Two, BBC Three, BBC Four, CBBC, CBeebies, BBC News and BBC Parliament with more channels to follow in two weeks' time.

The second stage of switchover takes place on **Wednesday, 20 May**, when the remaining analogue channels will be switched off permanently. On this date, Freeview channels from ITV, Channel 4 and Five will also become available from relay transmitters. Virtually all households in Exeter, parts of Devon, Somerset and Dorset will then be able to receive a Freeview signal.

Bill Taylor, Digital UK's South West Regional Manager, said this morning: "Switchover is extending the availability of Freeview channels to more than 80,000 homes in Exeter and the surrounding area, providing viewers with more choice and many other advantages that come with digital TV.

"We're now encouraging viewers who still don't have the necessary equipment to get ready in time for 20 May, when all the analogue channels will be permanently switched off. Anyone who needs advice during this period should contact Digital UK."

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 helpline (08456 50 50 50). A switchover roadshow is also running today and tomorrow in Bedford Square, Exeter between 9am and 5pm and on Wednesday, 20 May in the Guildhall Shopping Centre, Exeter.

The Switchover Help Scheme, run by the BBC, is still welcoming applications from eligible older and disabled people to get help to convert to one television – including a choice of equipment, installation and aftercare.

The Help Scheme has been taking thousands of calls on **0800 40 85 902** and carrying out up to 200 installations a day in the build up to switchover. Around 50 Help Scheme engineers will be working in the area over the switchover period to help with re-tuning.

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## Notes to editors

1. To retune your Freeview, Top-Up TV or BT Vision equipment, follow these steps:

**Note:** These instructions are a guide only – each product works slightly differently. Your instruction manual will explain the process for your particular product.

Make sure you do a full retune following the guide below. Some product menus have 'add channels' or 'auto search' functions which may not restore all channels.

- 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, and your equipment may shut down and restart.

For more information on retuning visit [www.digitaluk.co.uk/retuning](http://www.digitaluk.co.uk/retuning)

- **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.
- **Freeview channels** After switchover, virtually all UK households will receive the most-watched Freeview channels and text services. These will include the public service channels BBC One, BBC Two, ITV1, Channel 4 and Five, plus associated digital channels such as ITV2, E4 and BBC Three. Viewers who receive their television signal from a main transmitter will receive more than 40 channels, including optional subscription services. Those who receive their television from a relay transmitter will receive around 20 channels. Viewers can use the postcode checker at [digitaluk.co.uk](http://digitaluk.co.uk) to check which channels are available in their area.

## Advice points

Switchover advice points are running at the following locations on Wednesday 6, Thursday 7, Wednesday 20 and Thursday 21 May from 11am-6pm:

**Bridport:** Chancery House Day Care Centre, Chancery Lane

**Weymouth:** Pilgrim House, 1 Hope Street

**Tiverton:** Beck House, Beck's Square

**Honiton:** Community Church, The Kings Centre, Lees Buildings, King St

**Digital TV switchover** is the process of converting the UK's terrestrial television system to digital. Between now and 2012, analogue channels will be switched off region by region and replaced with free-to-air digital TV and radio services (Freeview). Switchover will extend Freeview coverage 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. Every eligible person will be offered practical help to convert one of their TV sets to digital in the run-up to switchover in each region. People are eligible if they are aged 75 years or more, have lived in a care home for six months or more, get (or could get) certain disability benefits, or are registered blind or partially sighted. Most people will be asked to contribute £40 towards the help but for those on certain income-related benefits, it's free.

**Images and video clips** are available to media free of charge from vismedia.co.uk

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