

Switchover Help Scheme

This leaflet tells you about the help you can get to switch to digital TV.



Easy read

B B C

The Switchover Help Scheme is run by the BBC



What is digital TV?



It is a new way of sending out TV programmes. All of the UK is changing to digital.

You won't be able to watch programmes on your TV if you haven't switched to digital after switchover happens in your region.

What is the Switchover Help Scheme?



We will help you to change 1 of your TV sets so that you carry on getting TV programmes after the change to digital.

- The Switchover Help Scheme is run by the BBC.
- We have been asked to do this by the Government.

Who can we help?



We can help you if you:

- are 75 or older

or

- have lived in a care home for 6 months or more,

or

- get (or could get) 1 of these benefits

- Disability living allowance
- Attendance or constant attendance allowance
- Mobility supplement

or

- are blind or partially sighted.

Questions? Call 0800 40 85 900 or visit helpscheme.co.uk

How do I know if I have digital TV?



If you get more than 5 channels on 1 of your TVs, you probably already have digital TV.

Do I need to buy a new TV?



You do **not** need to buy a new TV to get digital. We can help you get the equipment you need to make 1 of your TVs work with digital.

Questions? Call 0800 40 85 900 or visit helpscheme.co.uk

3

What do I have to pay?

The Switchover Help Scheme costs **£40**.

For this we will help you:

- get equipment that is easy to use
- set up the equipment
- if you need a new dish or aerial to make the equipment work
- learn how to use it and give you someone to telephone for help while you are getting used to the equipment



You don't need to be tech-y, the Help Scheme handles all the technical stuff.

This service is **free** if:

- You get pension credit, income support or income-based jobseeker's allowance.

We can also offer you other ways to go digital but these will cost you more. Ask us about these.

What do I do now?



If you can have help from the Switchover Help Scheme, we will write to you to ask if you want our help.

You must have an up-to-date TV licence to get help.

Know someone else who needs help?



You may know someone who will need help with the switchover.

If you know someone, give them our telephone number **0800 40 85 900** it's free to call. For example, friends, family or neighbours.

Questions? Call 0800 40 85 900 or visit helpscheme.co.uk

5

For more information



Call us free between
8am to 9pm any day
of the week
0800 40 85 900



Look at our website
helpscheme.co.uk

If you need this information in a different format such as large print, audio or Braille, or another language, please call free on **0800 40 85 900**.

If you have a hearing difficulty or find it difficult to speak, you can contact our free textphone service on 0800 40 85 936.

If you are using a mobile phone, call rates may vary.

The Switchover Help Scheme is run by the BBC, under an agreement with the Government. We help older and disabled people who may find it difficult to switch to digital TV.

The Switchover Help Scheme is managed, on behalf of DSHS Limited, by eaga plc, eaga House, Archbold Terrace, Newcastle upon Tyne, NE2 1DB. Company registration number 3858865.

Thanks to Photosymbols for the images.

helping you go digital 



HSER05_09