

INFORMATION FOR ACCOMMODATION PROVIDERS

Upcoming changes to Freeview TV signals between February – June 2019

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Dear Sir/Madam,

I am writing to inform you of a change to Freeview television signals in parts of the UK and the Channel Islands which may affect accommodation providers who provide a television for their customers. This includes hotels, B&Bs, caravan sites and guest houses.

Some channels on Freeview will be moving to new airwaves to allow for the future development of new mobile broadband services, following a decision by the UK Government. Digital UK is working with Freeview and co-ordinating the technical planning of the updates needed at transmitters. This programme of changes will take place in stages between now and 2020.

Engineering work will be carried out in the areas listed at the end of this letter between **February** and **June 2019**. As a result, accommodation providers receiving Freeview from the transmitter groups listed overleaf may need to retune their TV equipment on or after the date shown so that their guests can continue to watch all available channels. Those using other services based around Freeview channels, such as YouView, BT TV or TalkTalk, may also need to retune.

In some cases:

- Communal TV distribution systems that receive a signal from a transmitter in one of these groups, including MATV and IRS equipment, may need to be adjusted to work with new frequencies.
- Some older grouped aerials – notably 'group C/D' – may need to be replaced where these are still in use. A wideband model is generally recommended.

Freeview services will be subject to disruption while work is carried out at transmitters, which is expected to be completed at main stations by 6am and at smaller local relays by late afternoon on retune days. Equipment can be retuned at any point after this. Satellite and cable TV services are not affected.

A local information campaign will prepare people in each area for this change. Should you receive questions about the retunes from your members, or have any yourself, more information is available on the Freeview website at freeview.co.uk/tvchanges. Advice on reception and retuning is also available from the Freeview Advice Line on freephone 0808 100 0288.

I would be grateful if you would share this information with your members so that they can pass them on to the contractor or TV engineers responsible for maintaining any aerial systems at their premises, so that they can make any necessary adjustments. Technical information about these upcoming signal changes for aerial installers can be downloaded from the Digital UK website at digitaluk.co.uk/clearance. I will provide further updates as the dates for any additional changes to Freeview signals are confirmed.

If you have any further questions, please contact us at industry@digitaluk.co.uk



David Chidwick
Director, 700MHz Clearance Programme
Digital UK

Upcoming Freeview retune dates between February - June 2019

Please check your area and advise staff where customers may be affected

Transmitter Group	Area Served	Retune Dates
Caldbeck Scotland (Creetown relay)	the Creetown area	27-Feb-19
Moel-y-Parc	north east Wales	27-Feb-19
Fremont Point (relays)	the Channel Islands	13-Mar-19
Beacon Hill	Torbay and south Devon	27-Mar-19
Caradon Hill (Salcombe relay)	the Salcombe area	27-Mar-19
Stockland Hill (some relays only)	parts of Devon and Dorset	27-Mar-19
Mendip	Bristol, parts of Somerset, Dorset, Wiltshire and Gloucestershire	04-Apr-19
Caradon Hill (some relays only)	parts of Plymouth, central and south Devon and east Cornwall	10-Apr-19
Plympton	parts of the Plymouth area	10-Apr-19
Redruth	west Cornwall and the Isles of Scilly	01-May-19
Aberdare (some relays only)	parts of Cwmaman, Fernhill, Mountain Ash and Penrhiwceiber	15-May-19
Kilvey Hill	the Swansea area	15-May-19
Pontypool (Usk relay only)	Usk	15-May-19
Wenvoe	Cardiff, Newport and south east Wales	15-May-19
Bristol Ilchester Crescent	parts of Bristol	05-Jun-19
Bristol Kings Weston	parts of Bristol	05-Jun-19
Mendip	Bristol, parts of Somerset, Dorset, Wiltshire and Gloucestershire	05-Jun-19
Black Hill (some relays only)	parts of Loch Fyne, Bute, Gigha, Jura, Seil, Knapdale and Kintyre	12-Jun-19 Rescheduled to 14-Aug-19 (Q3)
Bristol Kings Weston	parts of Bristol	19-Jun-19
Caradon Hill (some relays only)	parts of Plymouth, parts of Devon and east Cornwall	19-Jun-19
Huntshaw Cross	north Devon	19-Jun-19
Kilvey Hill (Cilfrew and Neath Abbey HP/VP relays only)	Cilfrew and Neath Abbey	19-Jun-19
Mendip	Bristol, parts of Somerset, Dorset, Wiltshire and Gloucestershire	19-Jun-19
Redruth (some relays only)	parts of St Austell, Penryn and Falmouth	19-Jun-19
Wenvoe	Cardiff, Newport and south east Wales	19-Jun-19