

## INFORMATION FOR ACCOMMODATION PROVIDERS

Upcoming changes to Freeview TV signals between February – June 2019

Issued: 23 January 2019

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](http://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 communal 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](http://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](mailto: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    |
| 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    |