

Important information for all TV viewers

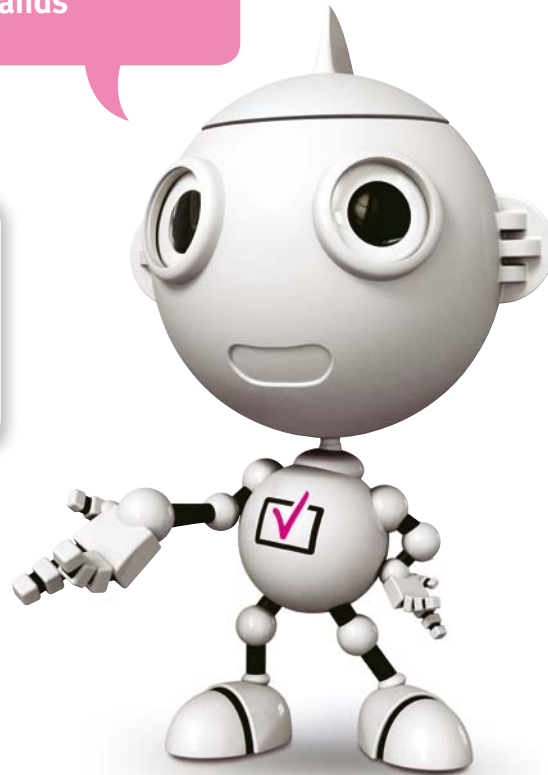
Your guide to the digital TV switchover

For independent information and help

call our UK-based advice line on 08456 50 50 50*
or visit digitaluk.co.uk/channelislands

Preparations for switchover may result in some interruptions to your TV and radio services.

Visit digitaluk.co.uk/engineeringworks for more information.



digitaluk
Providing independent advice.

*Calling rates to a UK-based 0845 number may vary according to your network provider or mobile operator. The standard business hours for Digital UK's contact centre are 8am 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. CIB3M

Your guide to the digital TV switchover

Channel Islands: 17 November 2010



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What is the digital TV switchover?

TV across the UK and the Channel Islands is going digital. The existing analogue TV signal will be switched off and replaced with a new digital TV signal.

Why is switchover happening?

Switchover is happening so that Freeview services (digital TV through an aerial) and Channel Five can be made available to homes in the Channel Islands for the first time.

Where can I get impartial advice?

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

We're not working alone. Our partners are:



Call our UK-based advice line on **08456 50 50 50*** or visit us at **digitaluk.co.uk/channelislands**

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What do I need to do next?

IF YOU HAVE, OR PLAN TO GET:

WHAT YOU WILL NEED TO DO:

Freeview

At switchover, you will need to install your digital TV or box in order to start receiving Freeview services.

Sky TV, Freesat from Sky, freesat or Newtel Cable

If you have this service on **all** of your TV sets, you will not need to do anything.

Analogue TV (five channels or fewer)

You will need to convert your TV or you will no longer be able to receive TV channels after switchover.

Please note: if you choose to buy a Freeview TV or box, it will start working at switchover when Freeview services become available.

What is the Switchover Help Scheme?

The Switchover Help Scheme is run by the **BBC**, to help older and disabled people make the change to digital TV.



For more information see page 14.



When do I switch?

The TV signal in the Channel Islands is provided by the Fremont Point transmitter group. This is made up of the main transmitter and seven local relays which will all switch on the same day.

**You switch on:
17 November 2010**

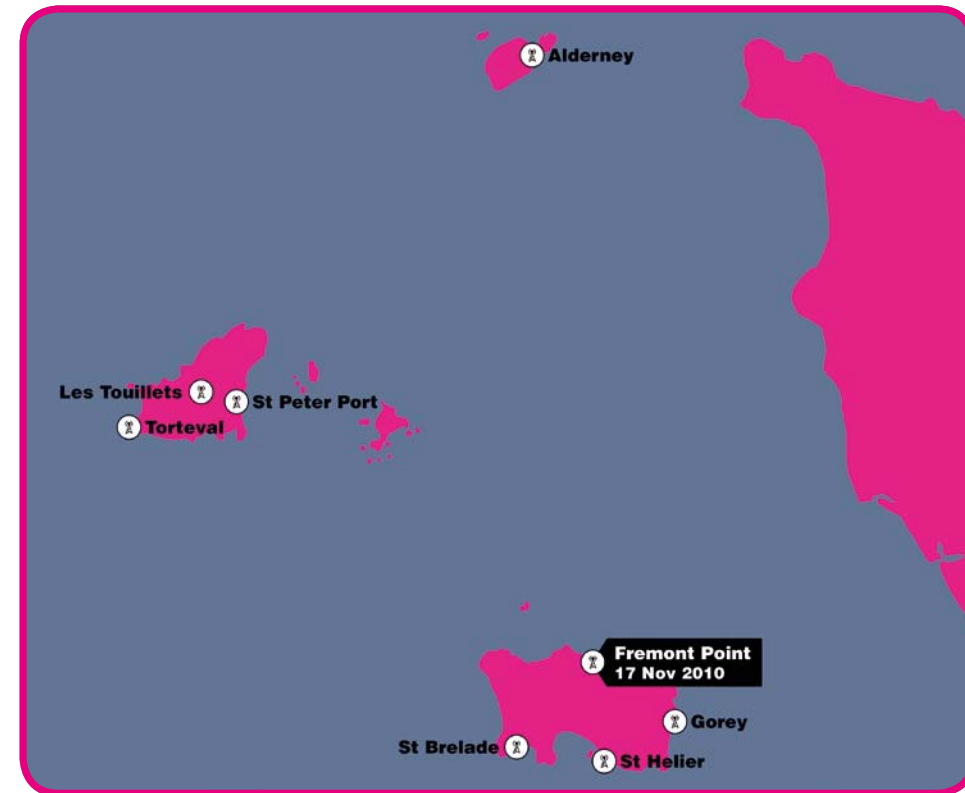


Freeview services will become available in the Channel Islands for the first time at switchover!

Call our UK-based advice line on **08456 50 50 50** or visit us at digitaluk.co.uk/channelislands

The Fremont Point transmitter group serving the Channel Islands

The Fremont Point transmitter and its seven local relay transmitters are shown in the map below.

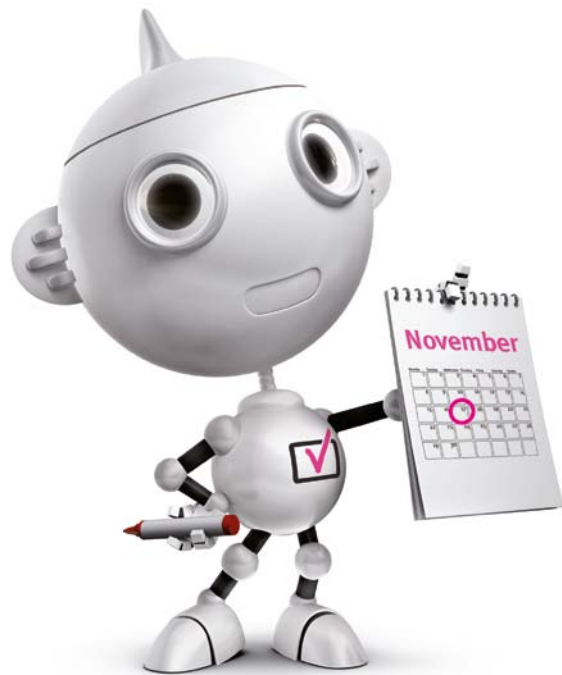


What happens on 17 November 2010?

On 17 November 2010, analogue TV services will be switched off, and Freeview services will become available in the Channel Islands for the first time. This means that:

- **If you haven't switched to digital**, you'll lose all your TV channels.
- **If you get Freeview equipment**, you should install it to start receiving digital TV channels.
- **If you have Sky TV, Freesat from Sky, freesat or Newtel Cable on all your TV sets**, you will not be affected by switchover.

Remember, any additional sets you have will also need to be ready.



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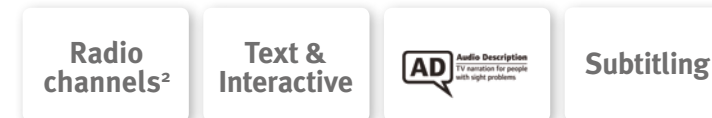
What channels and services will I get?

With digital TV, you can enjoy the four traditional channels, plus lots more. At switchover, all viewers who choose Freeview (TV through an aerial) will receive around 15 TV channels including Five. Some equipment will also be able to provide audio description for people with sight impairments.

If you choose Freeview these are the channels you will receive as standard:



Plus:



Channels are subject to change.

If you'd like a greater choice of channels, you should consider a subscription-free service such as freesat or Freesat from Sky or subscribe to a service like Sky TV or Newtel Cable¹.

¹ Only available in Jersey.

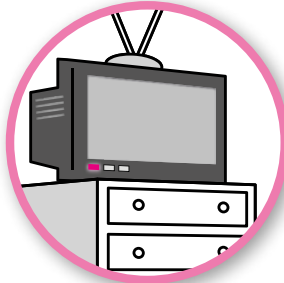
² Radio stations that play through your TV will not include local FM stations.

What else should I consider for switchover?

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

- **Convert every TV set that you want to continue watching.**

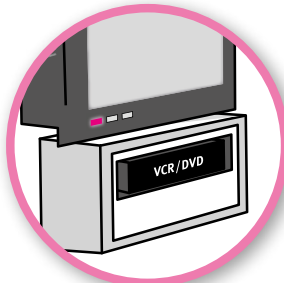
As any TV left unconverted will not work after switchover.



- **Decide what to do with your recorder.**

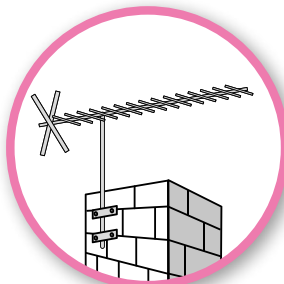
After switchover, if your VCR or DVD player is not digital, it will not be able to record one channel while you watch another. Only a digital TV recorder will allow you to do this.

A digital TV recorder will also convert your TV to digital.



- **Check 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. Find out more about aerials on **page 11**.

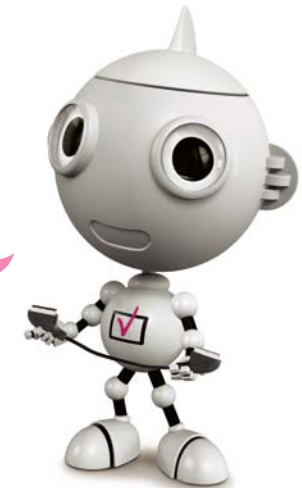


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Do I need to get a new TV?

No, almost any TV can be converted with a digital box, 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'.



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

No, you do not need HD TV for switchover. HD is a new technology that offers clearer picture and sound quality. Sky TV and freesat currently offer an HD service in the Channel Islands and Freeview HD will become available at switchover.

If you would like High Definition (HD) English and French services you will need to buy a UK 'Freeview HD' TV or box, as a French one will only allow you to receive French HD services¹.

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:



Will my radio also switch to digital?






No, the digital switchover relates to TV only.

¹Some English equipment will not carry French interactive services and some French equipment will not carry English interactive services.

What options are available in the Channel Islands?



Ask about recorders, as a digital TV recorder can also convert your TV.

	PROVIDER ¹	COST ²	CHANNELS	CONTACT DETAILS
ONE-OFF PAYMENT		Digital boxes from £25 ³ . Digital TVs from £150. Self-installation.	Around 15 digital TV channels.	www.freeview.co.uk
		£175 including mini dish, viewing card, standard Sky box and installation.	More than 240 digital TV channels.	08442 410 595 www.freesatfromsky.co.uk
		Digital boxes from £50. Installation (if required) costs from £80.	Over 140 digital TV and radio channels.	08453 130 053 www.freesat.co.uk
MONTHLY SUBSCRIPTION		From £18.00 – £48.50 a month depending on package. Installation costs from £30.	Up to 160 digital TV channels plus more than 240 free-to-air channels.	08442 410 285 www.sky.com
		From £16.50 – £34.50 a month depending on package ⁴ . Free installation.	More than 55 digital TV channels plus access to premium sports and movie channels.	Jersey: 01534 506 400 www.newtelsolutions.com

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

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

³Costs are correct at time of printing, June 2010. Cost details are standard pricing, other offers or packages may be available. All prices are subject to additional 3% GST (in Jersey only).

⁴A small minority of homes may need an aerial upgrade.

⁵Only available in Jersey.

If you are eligible, the Switchover Help Scheme will take you through your options and organise for everything to be installed. **See page 14** for more information.

What about my aerial?

Rooftop and loft aerials in good condition are capable of receiving both an analogue and a digital TV service like Freeview. You don't need to have a 'digital aerial' for switchover. So, if you have good reception now, you are unlikely to need to replace your existing aerial. If you are unsure, you can check your aerial by visiting **teletext page 284**.

Some **set-top aerials** are unsuitable for digital TV and may need to be replaced. For best results, consider having all your TV sets connected to your rooftop aerial.

If you require a new aerial, speak to your local electrical retailer or aerial installer for advice. Installation of a standard rooftop aerial is likely to cost £60–£180. Additional sockets cost around £45 each.

If you decide to get a satellite or cable service on all the TV sets in your home, you won't need an aerial.

How is my aerial affected if I live in a flat?

If you live in a flat, it is likely that you receive your TV signal via a communal aerial system. Talk to the person who manages your property, as the system may need to be upgraded or replaced for switchover. They should consult with you to discuss the options as you, and any other residents, may have to contribute to the cost of any work.

For more information visit digitaluk.co.uk/sharedaerial

Never attempt to adjust your rooftop aerial yourself.

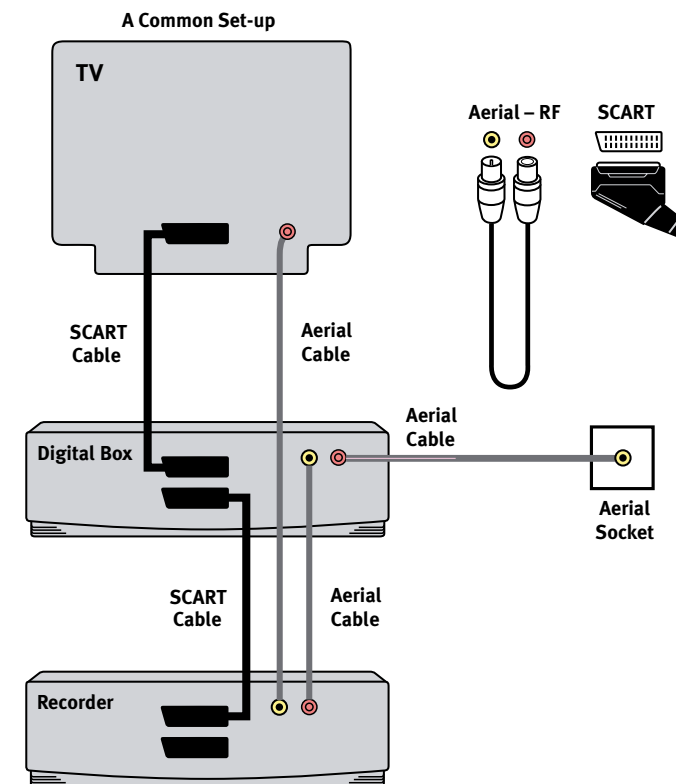


How do I set up my equipment?

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, install the new digital channels by following the on-screen instructions.

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



Where can I visit an event for face-to-face help?

The switchover roadshow will visit nine locations across the Channel Islands. There will be independent trained advisers on hand to answer any questions you may have.

To find an event near you:
call our UK-based advice line on **08456 50 50 50***
or visit **digitaluk.co.uk/channelislands**

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



Know someone who needs a helping hand?

Make sure they know about the Help Scheme so that they get the help they're entitled to.

*Calling rates to a UK-based 0845 number may vary according to your network provider or mobile operator. The standard business hours for Digital UK's contact centre are 8am 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.

What does the Switchover Help Scheme do?

The Switchover Help Scheme is run by the BBC and provides practical help to older and disabled people to make the switch to digital.

The standard offer includes:

- Easy-to-use equipment.
- Home delivery and installation, by an approved installer.
- A 12-month aftercare service including a free helpline and help with re-tuning.

It is available for **£40** all-inclusive with no hidden charges, or it is **free** for eligible people on certain income-related benefits.

The Help Scheme can help everyone who:

- Is aged 75 or over, **or**
- Has lived in a care home for six months or more, **or**
- Gets certain disability benefits, **or**
- Is registered blind or partially sighted.

What do I do now?

The Help Scheme is writing to all eligible people. To take up the offer, everyone who has received the mailing **needs to reply**.

Please call **0800 40 85 900** if you want our help. If you know someone who is eligible please ask them to call us.



The Switchover Help Scheme is run by the BBC.

