

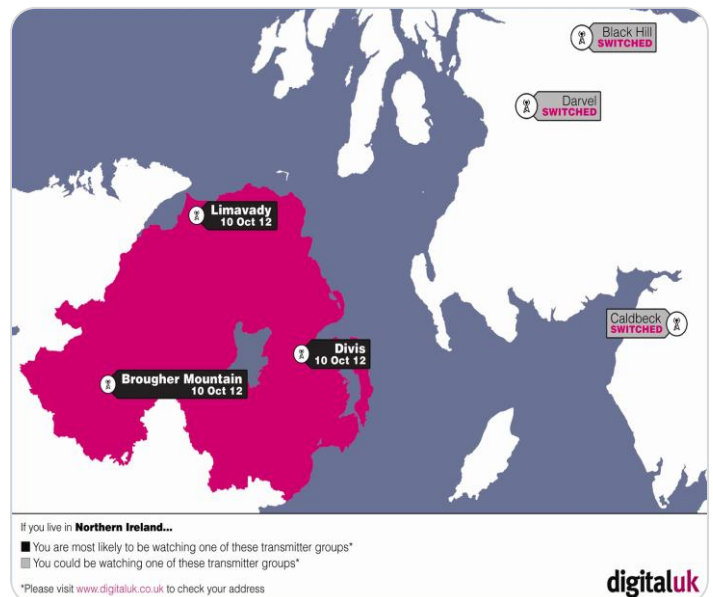
## Northern Ireland Aerial Installer Newsletter

1<sup>st</sup> Edition – 23 November 2011

Switchover for the **Limavady**, **Brougher Mountain** and **Divis** transmitter groups is less than 12 months away – it's time to prepare!

Welcome to the first of three newsletters from Digital UK - the independent body leading the UK's digital TV switchover (DSO). This newsletter is aimed at installers covering homes served by the **Limavady**, **Brougher Mountain** and **Divis** transmitter groups in Northern Ireland. The next will be issued three months before switchover and a third (and last) will be published around one month before the first switchover day.

There will be an increasing level of detail in each newsletter. This edition focuses on key dates, reception factors and the tools we offer. The second covers common technical issues in detail, while the last will give proposed switchover timings on the day and other important information to help you and your customers to make final preparations for the move to digital-only TV. Digital UK will also hold face-to-face briefing events around four months before switchover for installers and those retailers with a switchover promotional licence.



**There are 17.6 million homes that have now completed switchover with few issues.**

At 23 November 2011, 66% of UK homes have successfully completed switchover. Retuning of digital equipment is the most common reason for consumer calls, and this is set to remain for homes in Northern Ireland. Another key factor will be overlapping signals between Northern Ireland transmitters and/or overspill 'Saorview' reception from the Republic of Ireland bringing potential for viewers to receive unexpected results. A few homes may even get signals from Scotland or the Isle of Man and, depending on their Freeview equipment, receive different regional services. Be sure to prepare your business and retail partners for handling retuning and overlap enquiries.

On 14 October 2011, Digital UK announced the switchover dates for the **Limavady**, **Brougher Mountain** and **Divis** transmitter groups. The table below lists the areas each transmitter serves in Northern Ireland and the stage one and stage two dates on which all three transmitter groups will make the switch to digital TV.

TV Region	Transmitter Group	Area served	Homes (000s)	Switchover Stage One (DSO1)	Switchover Stage Two (DSO2)	Transition
Northern Ireland	<b>Limavady</b>	north west Northern Ireland	104			
Northern Ireland	<b>Brougher Mountain</b>	south west Northern Ireland	37	<b>10 Oct 2012</b>	<b>24 Oct 2012</b>	14 days
Northern Ireland	<b>Divis</b>	Belfast and the surrounding area	508			

The Government of Ireland also announced on 14 October 2011 that analogue signals will be turned off in the Republic of Ireland on 24 October 2012 (Northern Ireland DSO2), in order to make the transition to digital as straightforward as possible for TV viewers and the broadcasters. A two-week transition period is not necessary in the Republic, where DTT is already universally available and viewers can convert in good time for analogue switch-off.

## Switchover in Northern Ireland will happen in two stages – 14 days apart

### At stage one:

- On the first date (DSO1), analogue BBC Two broadcasts stop permanently at all masts (primary and relays).
- At the same time, the existing low power Digital Terrestrial TV (DTT) Multiplex 1 is switched off permanently to leave the other lower powered multiplexes (Mux2, A, B, C and D) on air.
- At all masts, the new BBC A mux (replaces Mux1) is launched at high power in 8k COFDM / 64QAM mode at different times. We will notify you of the anticipated times approximately one month before 10 October 2012.
- At some UK masts one of the remaining analogue services moves to the old vacated analogue BBC Two slot for the length of the transition period, until switched off permanently. This means that another analogue service will appear on button “2” on analogue TVs and video recorders. Any existing advance timer settings stored on a recorder for BBC Two will record programmes from this other service unless the recorder is retuned. We will confirm where this applies for the Northern Ireland transmitters in the last newsletter about one month before switchover.
- **At this stage, all DTT viewers should retune their Freeview equipment (including Top Up TV and BT Vision).**

### At stage two (DSO2):

- All remaining analogue services and existing low powered Mux 2 and Mux B digital services will be switched off and will stop broadcasting permanently.
- At all transmitters, the BBC A mux will remain on-air but be subject to switching breaks.
- The new high power DSO PSB muxes BBC B (HD) and D3&4 launch at all masts, but at different times, from the morning onwards. We will inform you of the anticipated times approximately one month before 10 October 2012.
  - D3&4 launches in 8k COFDM/64QAM mode
  - BBC B launches with HD content using DVB-T2. A ‘Freeview HD’ DVB-T2 (32KCOFDM-256QAM-MPEG4) receiver will be needed to view these services.
- At primary transmitters only, the new 3COM muxes (SDN, Arqiva A and Arqiva B) launch.
- **At this stage, all DTT viewers should retune their Freeview equipment (including Top Up TV and BT Vision).**

**Viewers should always run a full (first time installation) retune to receive all of the services available. They should do this from time to time to always have the latest channel line-up and maintain their Freeview equipment’s optimum speed and performance.**

### An additional Northern Ireland multiplex is proposed

The Good Friday Agreement and February 2010 Memorandum of Understanding between the UK and Ireland Governments included provision for ensuring that TG4, RTÉ 1 and RTÉ 2 standard definition services are made available to much of Northern Ireland. In part this will be achieved via a seventh, low-power, TV multiplex (mux), operating from the Brougher Mountain, Black Mountain and Carnmoney Hill transmitters and using the DVB-T2 standard to maximise coverage. While all three services will be standard definition only, a Freeview HD receiver will be required to watch them. The timing for the launch of these services is still to be confirmed.

## The retune challenge

**Retuning is the single most common issue that causes consumers to contact helplines and retailers. Retailers and installers are reminded to have sufficient staff available to handle retuning for their customers not able to manage it themselves.**

Other elements proven to work include:

- Explain retuning and its importance when you sell equipment.
- **Offer chargeable “Home Help”** retuning options for switchover and beyond.
- Have dedicated/temporary staff to run an **in-store “retune area”**. **This helps separate the customers wanting advice** from those wanting to buy.
- Tailor your answerphone message – direct those seeking advice to the Digital UK advice line.
- Know where other retuning advice is available.

### Digital UK Retune Tools:

To help consumers, Digital UK has created simple retune guides that are being included by manufacturers in their UK DTT model packaging. These are also available on the Digital UK website for downloading alongside generic guides ideal for retailers. There is also a manual search helpsheet for the more technical user, a webvideo designed to reassure users and a drop down search area where full instruction manuals can be accessed for many models. All can be accessed via [www.digitaluk.co.uk/retune](http://www.digitaluk.co.uk/retune)

### Don’t forget the TV Retune website

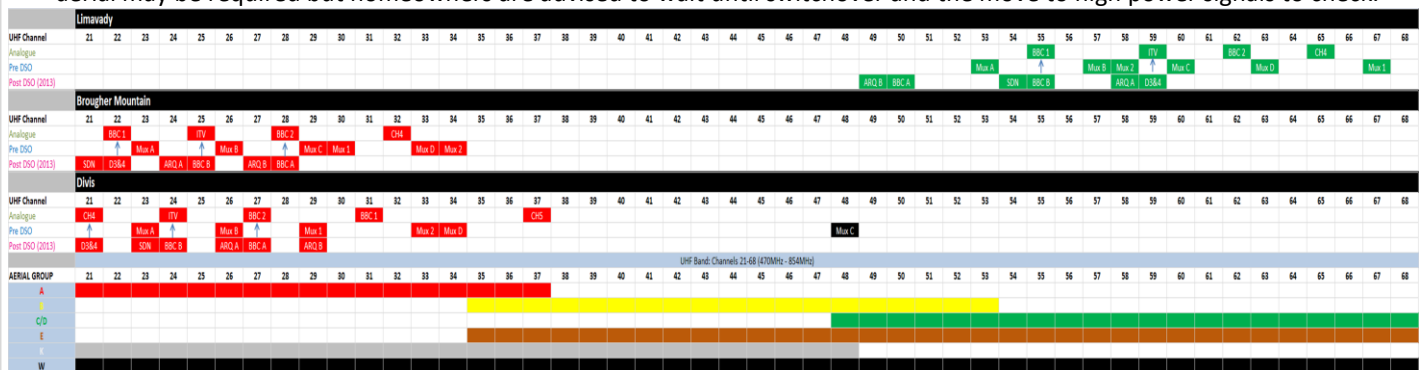
The website ([www.tvretune.co.uk](http://www.tvretune.co.uk)) originally built for the Freeview National Retune of 30 September 2009 is being maintained. It carries hundreds of dedicated retune guides for many digital boxes, IDTVs and DTRs as well as some generic retune guides produced by manufacturers. There are also many ‘full user manuals’ for those who need more non-tuning related information.

## Existing aerials will be fine for digital – in most cases

In most cases viewers' existing aerials will be fine for digital from switchover unless their old one is not in good condition. The table below shows this is true for homes covered by the **Limavady**, **Brougher Mountain** and **Divis** primary transmitters where the existing analogue aerial groups will be used after switchover.

Since the introduction of analogue Channel Five, for most parts of the UK, weather-damaged aerials have largely been replaced by wideband models, as industry has focused on manufacturing and fitting these models. (A 2008 survey of the CAI, aerial manufacturers and distributors showed that over 85% of aerials sold and fitted are wideband models. This situation has continued to date.)

- More than 90% of homes in regions yet to switch have already adopted digital TV on their main sets, those with Freeview equipment and served by **Divis** would have needed a wideband aerial to receive all multiplexes and the same aerial in good working order will cover their needs for switchover.
- For **Limavady**, **Brougher Mountain** and **Divis** relays at switchover, all muxes will be within the analogue aerial group. This is except for the **Ballintoy relay (of Limavady)** where the D3/4 mux will be outside of the current group (Group B). A wideband aerial may be required but homeowners are advised to wait until switchover and the move to high power signals to check.



- Ofcom research in 2006 showed that between 5 and 10% of UK homes may need to change their aerials due to their poor condition. This has been substantiated in the recent G-Tech Report commissioned by the Department for Business, Innovation and Skills (BIS); and proven at all switchovers to date.
- Around half of existing indoor set-top aerials should be adequate for receiving DTT after switchover. A substantial number of the remaining indoor aerials will work satisfactorily most of the time, or for many but not all services.

**The current analogue reception, taken together with the Digital UK Postcode Checker will be the best indicator of likely post-switchover DTT reception. Use the trade view of the postcode checker to see allocations for all primary and relay transmitters predicted to be available to a home.**

## Don't forget post-switchover transmission power increases

DSO provides for substantial DTT power increases at all UK transmitters when analogue services end. This will enable Ofcom's condition of matching the 98.5% UK analogue coverage figure to be met. Power increases for individual muxes vary. The average is a ten-fold increase that provides a further 10dB gain into the Freeview receiver. We will notify you of the transmission power increases for **Limavady**, **Brougher Mountain** and **Divis** and their relay transmitters in future newsletters.

### Amplifiers

When transmission powers increase, homes with aerial amplifiers could get service loss or picture and sound disturbance due to the DTT receiver's tuner being overloaded. Old aerial amplifiers with poor filtering could cause video/audio synchronisation problems where the receiver tries to read noise as a DTT signal. Removing the amplifiers should rectify both issues.

## UHF channel changes and impact to communal aerials

When planning communal aerial system installations or upgrades, installers should take account of UHF channel allocations changing at some point in the UK switchover process, and possibly later if other interleaved DTT services are introduced. Installers may need to revisit flats and other shared accommodation sites to retune head-end equipment or to remove or replace filters. Some installers continue to adopt lower cost fixed UHF channel systems and will have to contemplate having to replace these in the next couple of years with further UHF channel changes that will occur. Go to the **Digital UK Postcode Checker** and use the "Trade View" to see which UHF channels are reassigned between now and 2013. Those fitting cluster levellers or other filters should ensure that products used offer easy full UHF band access. Previously unused channel slots will be used post-switchover, when some UHF channels are auctioned off by Ofcom and reassigned for new services.

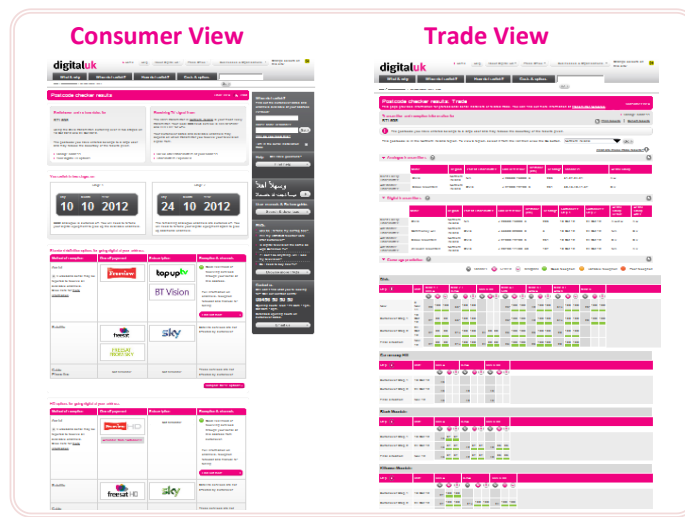
See <http://stakeholders.ofcom.org.uk/consultations/ddr/>

## The Digital UK Postcode Checker: the accurate tool

The Digital UK Postcode Checker is an important predictive tool to provide consumers and trade with all relevant and accurate UK switchover information. It lists the transmitter a home is likely to be using and all available platforms to a home before, during and after switchover. The postcode checker also shows all known DTT retune events for the home and when Freeview HD services are available to the given postcode. Importantly, unlike other third party checker sites, the DTT predictions are the same as those being used to design the transmitter network. The Digital UK postcode checker uses actual transmitting antenna patterns and takes account of UK and continental interference. Check it out on the front page at [www.digitaluk.co.uk](http://www.digitaluk.co.uk).

When the launch timetable for the proposed additional

Northern Ireland mux is confirmed, Digital UK will update the postcode checker to provide coverage predictions for its services and will show if a new aerial may be required to receive them.



The Digital UK Postcode Checker does not carry coverage data for transmitters outside of the UK network. Consequently it cannot give predictions for the 'Saorview' digital terrestrial TV (DTT) services delivered from the Republic of Ireland. It will however provide a link to Saorview's own address checker at [www.saorview.ie](http://www.saorview.ie) which can provide outline predictions for Northern Ireland.

## Digital Switchover Trade Support

In addition to the Postcode checker, Digital UK offers other important web-tools and a dedicated trade helpline covering UK services:

# Digital switchover trade support



**1 The Digital UK postcode checker:**  
The only site for accurate information on switchover and re-tune dates, platforms and services availability, aerial groups and UHF channel allocations [digitaluk.co.uk/postcodechecker](http://digitaluk.co.uk/postcodechecker)

**2 The planned engineering web pages:**  
With information and alerts on switchover related transmitter work [digitaluk.co.uk/engineering\\_works](http://digitaluk.co.uk/engineering_works)

**3 The transmitter network microsite:**  
For maps, UHF channel tables, Installer newsletters and other useful downloads for the Installer's Almanac handbook [digitaluk.co.uk/transmitternetwork](http://digitaluk.co.uk/transmitternetwork)

**4 The manual re-tune widget:**  
Enter a postcode and get all of the UHF allocations for each mux through and beyond switchover. [digitaluk.co.uk/manualretuning](http://digitaluk.co.uk/manualretuning)

**5 The trade support helpline:**  
If your query is not answered by checking the websites above, you can call a dedicated trade helpline for switchover transmission enquiries on **0845 270 1708**. Identify your company and role and a Digital UK Liaison Engineer at Arqiva will be able to help you.

## Freeview Service Variations

*The range of available DTT channels to homes depends on which transmitter they receive signals from. (Channel line-up always subject to change.)*

- Virtually all households will be able to receive around 15 of the most-watched standard definition (SD) Freeview channels via their aerial. Many households will be able to receive more than 40 (SD) channels.
- All DTT homes will be served 'Freeview HD' signals too. These can be viewed with a compatible 'Freeview HD' receiver and HD ready TV connected via an HDMI cable or by a 'Freeview HD' TV.
- Northern Ireland homes served from a primary main transmitter (i.e. that has delivered Freeview since 2002) will receive the 6 multiplexes that deliver all Freeview (SD & HD) channels, plus optional Top Up TV and ESPN subscription services.
- The remaining relays will broadcast the three public service broadcast multiplexes and served homes will receive around 15 of the most watched Freeview (SD) channels, Freeview HD channels, and text services from the BBC, UTV, Channel 4, and Channel Five.
- Those served by the Brougher Mountain, Black Mountain primary transmitters and the Carnmoney Hill relay, using an appropriate aerial and with a Freeview HD receiver, will receive the extra mux with TG4, RTÉ1 and RTÉ2 SD services from a date yet to be confirmed.

Ofcom sets minimum coverage levels for public service channels at 98.5%. However, due to limited availability of frequencies and high cost for updating transmitter sites, commercial channels and pay TV providers are not subject to the same coverage requirements. At switchover they have to transmit from the current list of 80 primary transmitter sites - which with efficiencies from switching off analogue and increasing power will provide commercial DTT coverage to around 90% of UK households. An Ofcom fact sheet can be found at:

[www.ofcom.org.uk/research/tv/reports/dsoind/factsheets/no3factsheet.pdf](http://www.ofcom.org.uk/research/tv/reports/dsoind/factsheets/no3factsheet.pdf).

Call us free for BT customers which includes calling charges. Call charges from other providers may vary. The standard minimum hours the Digital UK contact centres are open for your Monday to Friday and some to open on a Saturday. Opening hours will be extended during switchover in each area.

get set for digital

## Prepare for increasing cases of overlapping signals

There are a number of changes to digital terrestrial transmissions that will extend coverage in Northern Ireland including significant power increases, antenna changes on masts and relays commencing coverage for the first time. These and high numbers of wideband aerials may bring unexpected transmission overlaps for some homes. In addition to possible overlaps between parent and relay transmitters in the region, or with overspill Saorview signals from the Republic of Ireland, reception of signals from Scotland or the Isle of Man may occur for some homes in the north east of Northern Ireland.

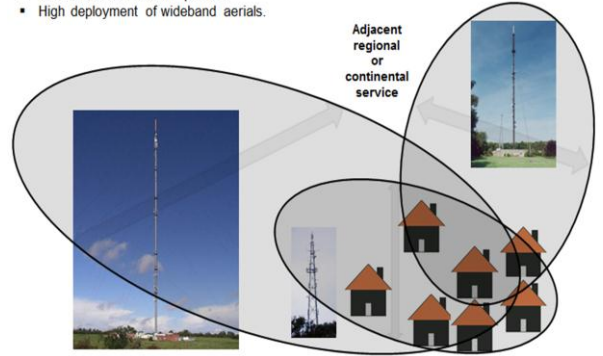
Experience from previous switchover regions has shown that some receivers simply store the first received signals and do not compare with a stronger desired alternative.

Viewers may need help in resetting their preferred line-up or using the favourite channels facility. Until new products appear that offer easier intelligent handling and storing of duplicated or different regional channels, there are four main ways to set up products to display only the desired services:

1. **The manual tune procedure - you need to know the UHF channels for each mux.**
2. **Add an attenuator – to knock out unwanted weak UHF channels. If removing the attenuator afterwards to maximise signals, remember it will need to be added again for future retunes.**
3. **Running a tuning search with aerial plug removed and then inserting just before the process gets to the wanted UHF channels – impractical when different regional services from neighbouring masts are interleaved and use adjacent UHF channels**
4. **Alternatively, for most products the favourite channel or channel-sort settings can be used to reorganise services to the household's preferred order.**

### Increased potential to receive from adjacent masts with:

- New antenna at top of main transmitters extending their reach.
- Over 1000 relays commencing DTT through DSO.
- Increased transmission powers.
- High deployment of wideband aerials.



**Installers adopting RF bypass filters need to remember that these should be flexible enough to take account of sixteen UHF channels being auctioned off post-switchover by Ofcom on behalf of the Government. For more detail see [www.ofcom.org.uk/radiocomms/ddr](http://www.ofcom.org.uk/radiocomms/ddr)**

## Digital UK manual retune widget

The Digital UK website now includes a tool to help guide viewers to successfully complete a manual retune. On entering a postcode at [www.digitaluk.co.uk/postcodechecker/manual\\_retuning](http://www.digitaluk.co.uk/postcodechecker/manual_retuning) a page is created that highlights the overlaps issue. It lists all available DTT muxes for the address and the UHF channels each mux uses, on that date, and at subsequent DSO and other retune events. The user can then print a handy PDF page with all the details needed.

## Northern Ireland: The options for digital through an aerial

There are a number of DTT product options in Northern Ireland. Digital UK will provide advice on products and services designed for the UK.

Platform	Available products HD = high definition SD = standard definition	Services (after switchover)	
		Freeview	Freeview HD
	<ul style="list-style-type: none"> <li>▪ Televisions with built-in HD digital receiver</li> <li>▪ Twin tuner HD digital recorders </li> <li>▪ HD digital boxes</li> </ul>	✓	✓
<small>Freeview HD products use the latest DVB-T2 broadcast standard with MPEG4 and can provide the widest range of services in Northern Ireland.</small>			
	<ul style="list-style-type: none"> <li>▪ Televisions with built-in SD digital receiver</li> <li>▪ Twin tuner SD digital recorders </li> <li>▪ SD digital boxes</li> </ul>	✓	X
	<ul style="list-style-type: none"> <li>▪ For twin tuner recorders linked with a monthly subscription for other digital TV channels (subject to coverage)</li> </ul>	✓	X

The UK and Ireland Governments have confirmed they will ensure that TG4, RTÉ 1 and RTÉ 2 **standard definition** services can be made available to much of Northern Ireland. This will be by a seventh, low-power TV multiplex (mux), operating from the Brougher Mountain, Black Mountain and Carrmoney Hill transmitters only and using the **DVB-T2** standard to maximise coverage. While all three services will be standard definition only, a Freeview HD receiver will be required to watch them. The timing for the launch of these services is still to be confirmed.

Digital terrestrial ('Saorview') services from the Republic of Ireland can be received in parts of Northern Ireland but require MPEG4-based products. For more details and to check coverage visit [www.saorview.ie](http://www.saorview.ie) or call +353 1 208 3332.

The different technical standards that apply for Freeview and Saorview can affect equipment functionality including the order of services in programme guides, clock timing and availability of digital teletext, subtitles and audio description.

Digital UK recommends Freeview products licensed to carry the switchover Certification Mark as they have been designed and tested to work through UK switchover.

## Freeview HD: update and clarification



Freeview HD content will be broadcast from all primary and relay masts using the new DVB-T2 standard. Viewers will need a DVB-T2 (32KCOFDM-256QAM-MPEG4) based set top box or recorder connected via an HDMI cable to an 'HD ready' TV or an integrated DVB-T2 television to view any of the 'Freeview HD' services. Existing integrated TVs such as those with MPEG4 chips alone, early Freesat satellite TVs and others with HD logos will not display the aerial-based HD services. Look for boxes or TVs with the 'Freeview HD' logo and recorders with the 'Freeview+ HD' version. Freeview HD models also provide the user with menus that offer simplified retuning and overlaps handling.

## A move to 8k COFDM and 64 QAM only transmissions = 2K-only products stop working

Post-switchover DTT will be based on the 8K COFDM transmission system only. This greatly improves signal robustness, while 64 QAM can enable more services to be carried. However, such a move means that **old ITV Digital/On Digital and other 2K-only set top boxes** will not work after switchover. **2K-only IDTVs** can be updated with any current Freeview digital box or DTR. Check the latest list of affected models on the Digital UK website: [www.digitaluk.co.uk/2kequipment](http://www.digitaluk.co.uk/2kequipment)

## Split-NIT cases could still appear

In the summer 2008, Freeview and the Digital Multiplex Operators updated transmissions to enable more TV and radio services to run on DTT. This meant that the broadcasted Network Information Table (NIT) needed to be split and caused some models without the 'digital tick' (different to 2K cases) to fail with a retune. The majority of 'Split NIT' models are expected to have been revealed through the Freeview National Retune on 30 September 2009. However, some still emerge if, for example, consumers inherit product from family or buy second-hand models. See: [www.digitaluk.co.uk/splitnit](http://www.digitaluk.co.uk/splitnit) or [www.freeview.co.uk](http://www.freeview.co.uk) for more information on models affected.

## Other equipment issues

In addition to 2K and Split NIT factors there are other equipment issues that appear at each switchover. These include:

- Early Vestel T810 DTRs not working with 8K/negative offsets
- Extended NIT handling
- Memory shortfall on old IDTVs
- RF connected equipment

More information on each of these and any other equipment factors that emerge will be provided in the next newsletter. In the meantime for more information go to the "find help" section on the homepage at [www.digitaluk.co.uk](http://www.digitaluk.co.uk), type the topic in the search box and press 'enter.'

## Don't forget recorders

After switchover, viewers who want to record one channel while recording another will need to convert their VCR or analogue DVD recorder to digital too. For the majority, moving to a twin-tuner digital TV recorder (DTR) is the most practical way – providing one box to convert both their TV and recorder.

Only those DTRs with the standard 7-8 day EPG will work with any transmitter in the UK. Models with a proprietary 14-day EPG that relies on data broadcast from one of the commercial multiplexes will not work fully in homes served by relay masts.

Those who want to record from a digital box connected to their existing recorder by SCART must remember to select the AV channel (E1; L1) on their recorder and the desired service on the digital box. After switchover, VIDEO Plus+ can still be used to set start and finish times for recording but users will need to manually select the "AV output" on their recorder and ensure that their DTV or box is switched to the channel to be recorded. PDC functionality will cease working at DSO.

## The 'digital tick' logo – a registered certified mark

The 'digital tick' logo is owned by the UK Government (Dept for Culture, Media and Sport). It formally became a registered Certification Mark on 28 March 2008 and was developed to give consumers confidence in the products they are buying, by identifying equipment and services designed to continue working through switchover. The 'digital tick' logo is now recognised by 8 in 10 people in the UK as the way to find reliable information and services for the digital TV switchover.



## Promoting qualified and security checked installers

Digital UK's remit to the Government includes a focus on promoting installers who are formally qualified, security checked (with up to date Criminal Records Bureau check), approved for working at heights and have suitable indemnity insurances. In Northern Ireland, Digital UK will advise consumers to look for members of the Confederation of Aerial Installers with advanced (CAI+) status, and where these are not available to seek recommendations from friends, family or their trusted local retailer. **Important:** only installers with full Registered Digital Installer (RDI) status can use the 'digital tick installer' certified logo and Aeri-AI (robot) image consistent with the usage rules at [www.digitaluk.co.uk/retailers/documents/Logo\\_dos\\_and\\_donts](http://www.digitaluk.co.uk/retailers/documents/Logo_dos_and_donts). **All RDI installers must include their membership number beneath the 'digital tick' logo in any advertising/marketing they plan for their services.** Digital UK's communications will drive consumers to look for a membership number and to ask the installer for their ID card to match with it. Consumers are also advised not to have work done by cold-callers and to double-check, by using such as the RDI and CAI websites or helplines.

## The Switchover Help Scheme

The Switchover Help Scheme is run by the BBC, under an agreement with the UK Government, to offer practical help at switchover to older and disabled people who may find it difficult to switch to digital TV. It offers eligible people everything they need to switch one TV to digital, including equipment, installation, a demonstration, a new aerial or dish if necessary and aftercare for a year. It is delivered by Carillion Energy Services on behalf of DSHS Ltd. For more information see [the Help Scheme leaflet](#) or visit [www.helpscheme.co.uk](http://www.helpscheme.co.uk). Please send any feedback to [jim.mcgrann@bbc.co.uk](mailto:jim.mcgrann@bbc.co.uk)



## Get an ALmanac – the installer handbook from Digital UK

Digital UK recognises that when you are on the road you may be without internet access and unable to find core technical information. To address this we have produced the ALmanac - a hardwearing, handy manual. It carries useful information on digital switchover transmissions, services and products including maps, charts and other official data from Digital UK, Ofcom and others who are directly associated with the switchover planning process. Note the ALmanac should always be viewed in conjunction with the dedicated broadcast microsite at [www.digitaluk.co.uk/transmitternetwork](http://www.digitaluk.co.uk/transmitternetwork) where the latest and most detailed information will be. To make sure that the information in your ALmanac is the most current, relevant pages can be downloaded from the link above. If you are on our database you will be notified when new updates are available on the website. **The ALmanac is available free of charge (one per installer). If you have not already got yours contact [installers@digitaluk.co.uk](mailto:installers@digitaluk.co.uk) to obtain a registration form.**



## Checklist

Things to remind your customers about include:

- Their switchover dates.
- Getting every TV in their home ready for switchover.
- Clarifying what services they want and the products to receive them
- The need to think about converting or replacing their recording equipment.
- Consider if they need their aerial checked, or other TVs connected to the roof-top aerial.
- The need to retune digital equipment when new multiplexes or services are introduced.

get set for digital   
08456 505050 [digitaluk.co.uk](http://digitaluk.co.uk)