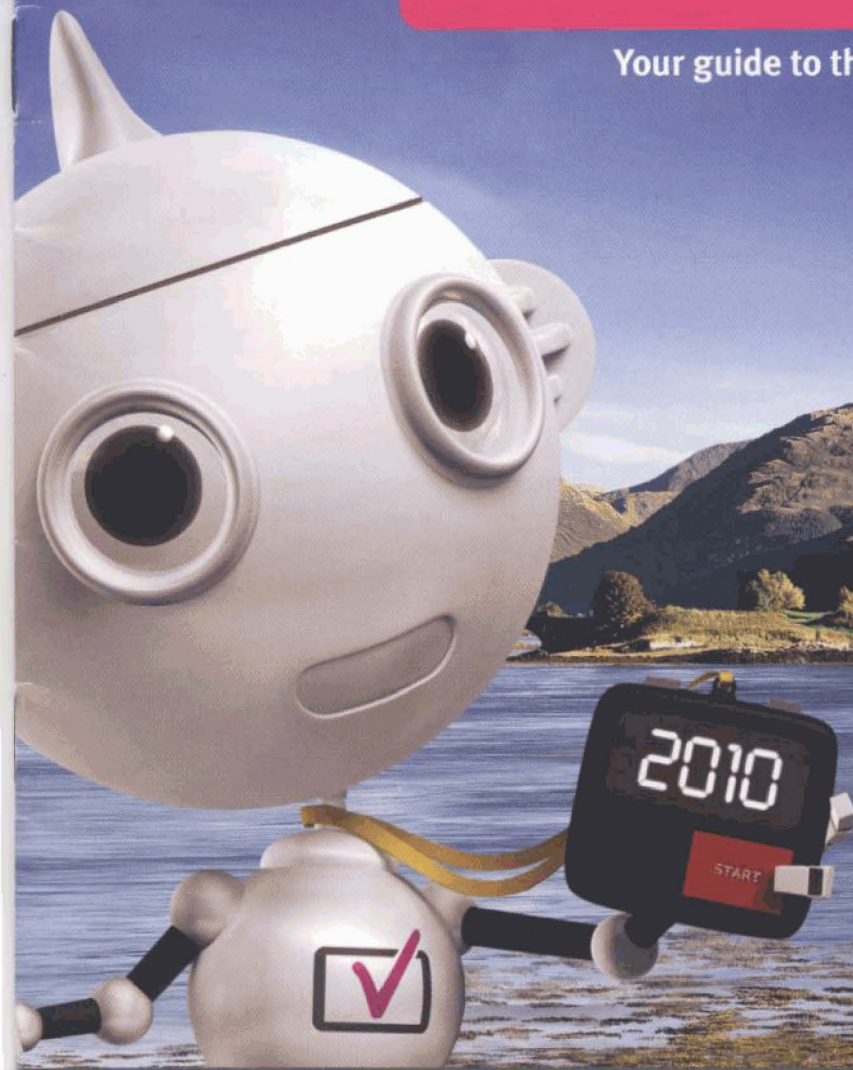


The STV North region switches from May 2010

Your guide to the digital TV switchover



digitaluk
Providing independent advice.

What is the digital TV switchover?

TV across the UK and the rest of the world is going digital. The existing analogue TV signal will be switched off and replaced with a new, stronger digital TV signal.

Why is it happening?

Switchover is happening so that Freeview services (digital TV through an aerial) can be extended to people who can't currently get them.

How will I be affected?

How the digital TV switchover affects you will depend on what equipment you currently have, or what you are planning to get:

IF YOU HAVE, OR PLAN TO GET:	WHAT YOU WILL NEED TO DO NEXT?
Freeview, BT Vision or Top Up TV	You will need to re-tune your digital TV or box
Sky TV, Freesat from Sky, freesat or Virgin Media	If you have this service on all of your TV sets, no action is needed
Analogue TV (five channels or fewer)	You will need to convert your TV to continue receiving channels after switchover

Where can I get impartial advice?

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

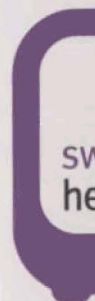
We are not working alone. Our partners are:



What is the Switchover Help Scheme?

The Switchover Help Scheme is run by the BBC, under an agreement with the Government to help older and disabled people make the switch to digital TV.

For further information, **see page 10.**



When do I switch?

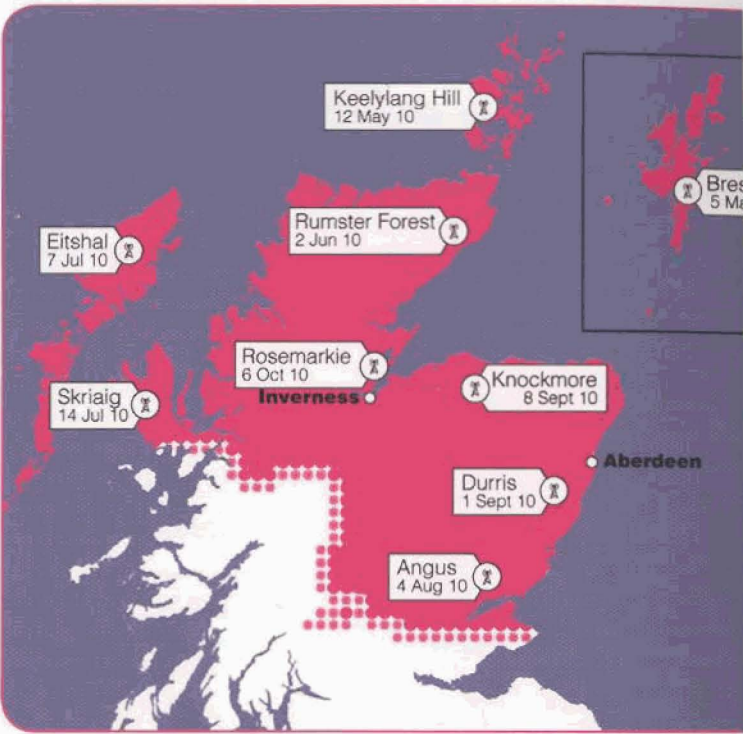
The TV signal in the STV North region is provided by nine transmitter groups which are each made up of a main transmitter and its local relays.

Analogue channels are switched off in two stages with the second stage happening two weeks after the first. At switchover Freeview will become available to virtually everyone.

TRANSMITTER GROUP (including relay transmitters)	SERVING	SWITCHOVER STARTS
Bressay	The Shetland Islands	5 May 2010
Keelylang Hill	The Orkney Islands	12 May 2010
Rumster Forest	Caithness and North Sutherland	2 June 2010
Eitshal	Lewis, Wester Ross, North West Sutherland and parts of Harris and Skye	7 July 2010
Skriaig	Skye, Harris, North Uist, Benbecula, South Uist and parts of Barra	14 July 2010
Angus	Angus, Dundee, Perth and parts of Fife	4 August 2010
Durris	Aberdeen and Aberdeenshire	1 September 2010
Knockmore	Morayshire, Strathspey and parts of Easter Ross	8 September 2010
Rosemarkie	Inverness and the Great Glen	6 October 2010

Please note: All households will receive another leaflet with more detailed information on switchover nearer the time.

The STV North region



- If you live in an area that overlaps with the STV Central region, you may receive service from another transmitter group that will switch at a different time.

To find out which transmitter group you are likely to receive your TV signal from, visit our postcode checker[†] at digitaluk.co.uk or call us on 08456 50 50.

[†]This is a predictive coverage database and should be used as a guide only. *Calls are free for BT customers within included areas. Other providers may vary. The standard business hours for Digital UK's contact centre are 9am to 7pm Monday to Friday. Opening hours will be extended during switchover in each area. Digital UK, PO Box 26833, Kirkcaldy, KY2 9AG.






What are my options?

The options available in the STV North region are listed in the table below. To find out which are available where you live, visit our postcode checker[†] at digitaluk.co.uk or call the service provider directly.



**ONE-OFF
PAYMENT**

**MONTHLY
SUBSCRIPTION**

PROVIDER [†]	HOW IS THIS SERVICE RECEIVED?	COST [‡]	CHANNELS	CONTACT DETAILS
	Aerial	Digital boxes from £25 [§] . Digital TVs from £150. Self-installation.	Number of channels will vary depending on where you live. See page 7.	www.freeview.co.uk
Freesat FROM SKY	Satellite	£146.81 including mini dish, viewing card, standard Sky box & installation.	More than 230 digital TV channels.	08442 410 595 www.freesatfromsky.com
	Satellite	Digital boxes from £50. Installation (if required) costs from £80.	Over 140 digital TV channels.	08453 130 053 www.freesat.co.uk
	Satellite	From £17.50 – £47.50 a month depending on package. Installation costs from £30.	Up to 160 digital TV channels plus more than 230 free-to-air channels.	08442 410 285 www.sky.com
	Cable	The basic package is free or up to £21.50 [¶] a month when you take a Virgin phone line (£11). Installation £30.	Up to 160 digital TV channels. Plus access to on demand TV, films and music videos.	08000 522 525 www.virginmedia.com
BT Vision	Aerial (broadband required)	Pay as you go or packages from £6.96 a month [§] . BT broadband required, £15.65 a month [¶] . No connection fee.	Freeview channels plus on demand TV, films and sport.	08006 781 984 www.bt.com/vision
	Aerial	Top Up TV digital TV recorder from £49.99 required. £10.99 [¶] a month for TV Favourites. No installation costs or contract required [§] .	Freeview channels plus on demand TV, films and sport.	08444 158 158 www.topuptv.co.uk

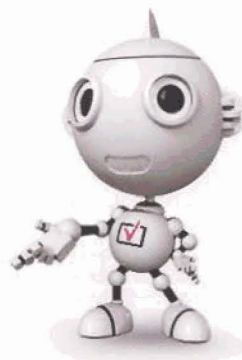
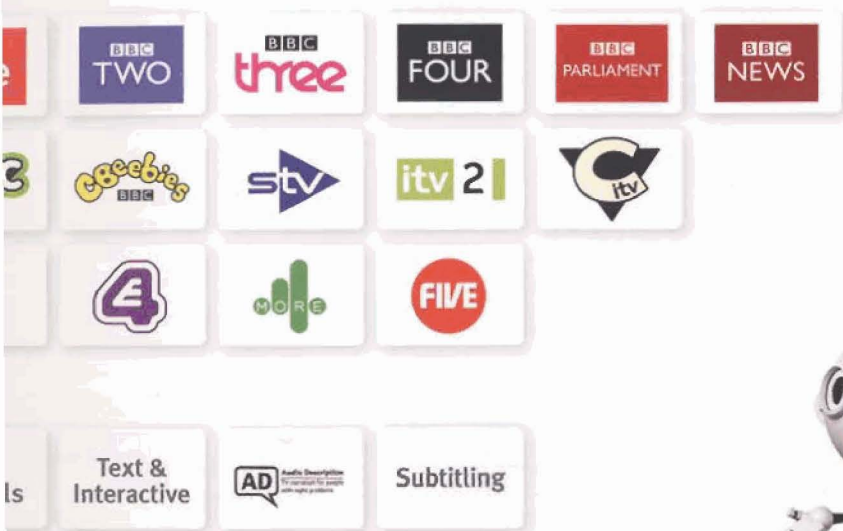
[†] Predictive coverage database and should be used as a guide only. [‡] Some of these service providers are unable to offer 100% UK coverage. For full terms and conditions and to check availability in your area, please contact each supplier directly. [§] Costs are correct at time of printing, August 2009. Cost details are standard other offers or packages may be available.

[§] Aerial upgrade may be required. [¶] Only available in the Angus area. [¶] Minimum guaranteed line speed required. [¶] Top Up TV is not available on transmitters.

What channels and services will I get?

With digital TV, you can enjoy the five traditional TV channels, plus lots more. Everyone who has their digital TV through an aerial will receive up to 20 of the most popular Freeview channels as standard. In fact, most people will receive around 40 depending on where they live. You will also be able to receive radio channels and programme subtitles directly through your TV and set-top box. Your equipment will also provide audio description for people with sight impairments.

For a greater choice of channels, you should consider Freesat or Freesat from Sky, or subscribe to a service like Sky TV, Virgin Media², BT Vision or Top Up TV¹.



Channels are subject to change.

For more questions? Please call us on 08456 50 50 50 or visit digitaluk.co.uk

¹Free as Top Up TV is not available on local relay transmitters. ²Only available in the Anglia area.

Your questions answered

Do I need to get a new TV?

No, you don't need to get a new TV as almost any TV can be converted, even a black and white one. Most digital boxes connect to a TV using a SCART cable. If your TV does not have a SCART socket, you will need to ask for a digital box with a built-in 'RF modulator'.

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 video or DVD recorder still work?

Yes, your video or DVD recorder will still play back and record, but most won't be able to record one channel while you're watching another. The simplest way to do this is to use a digital TV recorder such as Sky+, V+ or Freeview+. A digital TV recorder with a 'digital tick' logo will also convert your TV.

Will I need a new aerial?

Most existing rooftop aerials are able to receive digital TV services like Freeview, Top Up TV or BT Vision. If you have good reception now, you are unlikely to need to replace your rooftop aerial. However, some set-top aerials are unsuitable for digital TV and may need to be replaced.

Will my radio be affected?

No. The digital switchover relates to TV only and not radio. However, preparations for the switchover may result in interruptions to radio and TV services.

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

What if I live in a rural or island community?

It is worth planning for switchover early as it may take longer to get your equipment or services installed. The best way for you to find out about your digital options is to visit the postcode checker† at digitaluk.co.uk

What if I live in a flat?

If you live in a flat, it is likely you receive your TV signal via a communal aerial system. If so, you need to talk to the person who manages your property as they may need to upgrade or replace your building's communal TV aerial so you can receive a signal in your home.

For more information visit digitaluk.co.uk/sharedaerial

What if I need this information in an alternative format?

If you need this information in large print, audio, Braille, or another language, please call **08456 50 50 50***.

If you have a hearing or speech impediment, you can contact our textphone service on **0845 234 0380***.

Any questions? Please call us on **08456 50 50 50*** or visit digitaluk.co.uk

This is a predictive coverage database and should be used as a guide only. *Calls are free for BT customers within inclusive calling plans. Call charges from other providers may vary. The standard business hours for Digital UK's contact centre are 9am 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 is the Switchover Help Scheme

The Switchover Help Scheme is here to help eligible people make the switch to digital on one TV set. If you are eligible, we'll tell you about all the options available to you and help you install the equipment in your home. We'll also carry out an aerial check and, if needed, where possible. Plus we'll show you how to re-tune your equipment so you are happy with how it all works.

Am I eligible? We can help everyone who:

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

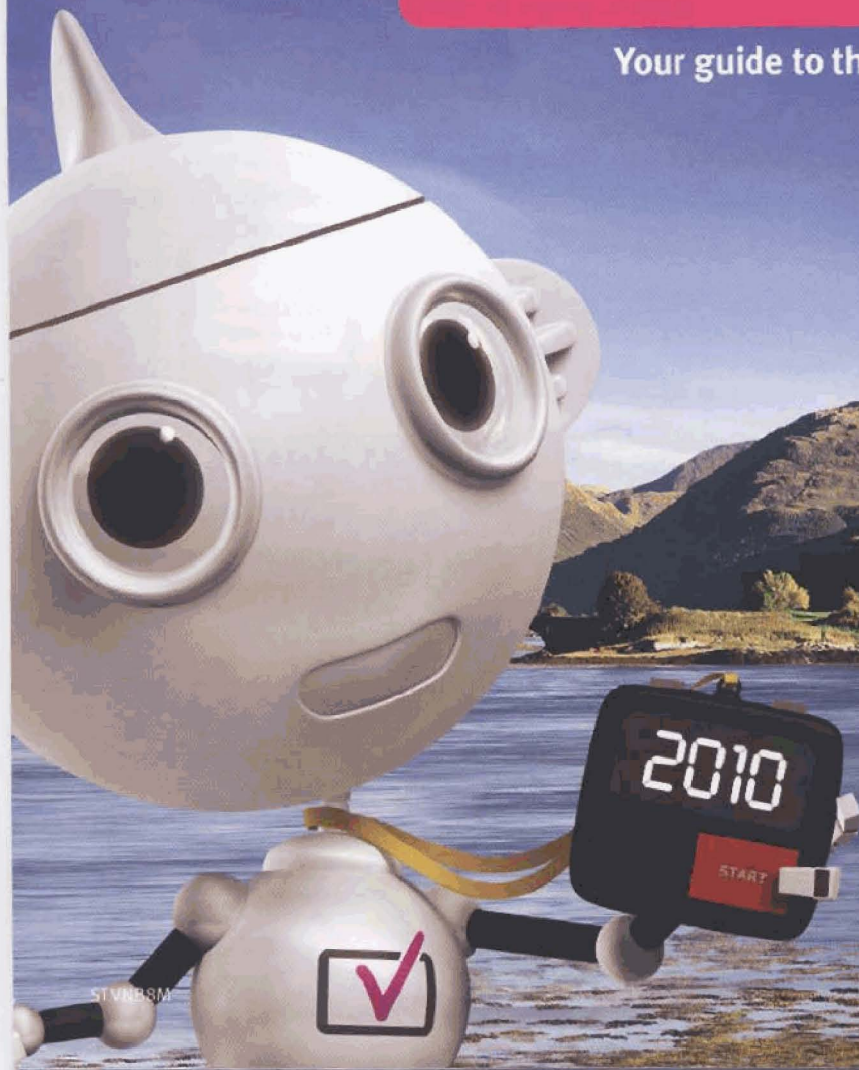
We'll ask you to pay **£40** for the standard offer, or if you're eligible and on certain income-related benefits it's **free**. If you're eligible, we'll write to you with full details in plenty of time. However if you want more information now, visit helpscheme.co.uk

Know someone who needs a helping hand? Make sure they know about the Help Scheme to get the help they're entitled to.



The STV North region switches from May 2010

Your guide to the digital TV switchover



STV NBSM

digitaluk
Providing independent advice.