

**If you need any more help or information, please get in touch.**

- Call us on 0800 5 19 20 21
- Pop into our Help Centre at 72 King Street, Whitehaven CA28 7LE
- Visit [www.digitaluk.co.uk/copelandhelpscheme](http://www.digitaluk.co.uk/copelandhelpscheme)

**If you need this information in another format such as large print or audio, please call us free on 0800 5 19 20 21**

**If you have a hearing impairment, please get in touch using our text service on 0800 138 44 70**

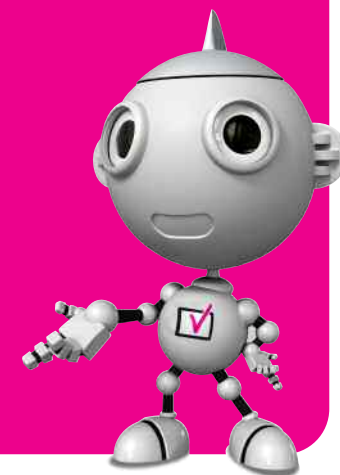
The Digital Switchover Help Scheme has been established under an agreement between the Department for Culture, Media and Sport (DCMS) and the BBC.

**helping you go digital** 

# Digital Switchover Help Scheme

## Help with the switch to digital TV

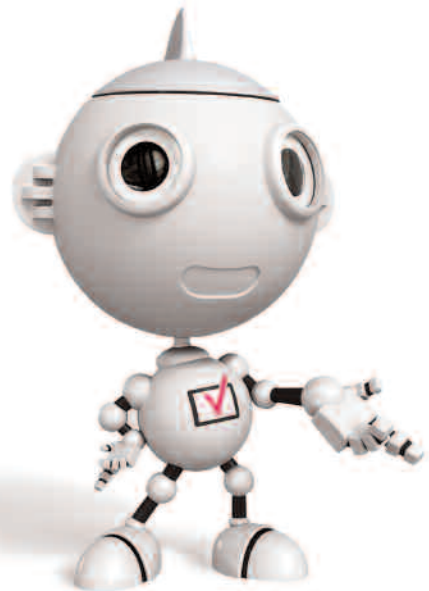
This brochure shows the different choices of equipment available to convert your TV to digital



**helping you go digital** 

# The Digital Switchover Help Scheme provides practical and financial support to help you choose, install and use digital TV equipment as you convert your TV for the switchover.

This brochure explains the different digital options available to you. Please read through and tell us which option you would like.



## What are the options?

You can receive digital TV through your aerial or through a satellite dish. Either way, you will need a digital box.

With the Digital Switchover Help Scheme, you are entitled to receive a free digital box with Freeview or a free digital box and satellite dish with Sky to convert one TV set to digital.

These are the two most cost effective ways to convert your TV.

If you are happy to pay for another type of equipment, you may choose to receive Freeview services through a TV with built-in digital box or a digital TV recorder.

With both these options, we will make a contribution towards the cost.

If you are a new or existing Sky customer, you can pay for extra channels and services. Please call us on **0800 5 19 20 21** for details.

Here are your choices of digital TV equipment.

	Digital TV through your aerial	Digital TV through a satellite dish
Free of charge	<ul style="list-style-type: none"><li>Digital box with Freeview</li></ul>	<ul style="list-style-type: none"><li>Digital box and satellite dish with Sky</li></ul>
We will contribute towards the cost	<ul style="list-style-type: none"><li>TV with built-in digital box with Freeview</li><li>Digital TV recorder with Freeview</li></ul>	<ul style="list-style-type: none"><li>Other options with Sky</li></ul>

In some instances, the location of your home may restrict the choices available to you. If this is the case, we will discuss your options with you.

Whatever equipment you receive, it will come with:

- Remote control that’s easy to use
- User guide that’s simple to follow
- Electronic programme guide for 8 days’ viewing
- Subtitles when you want them
- Audio description of what’s happening on screen, which is useful for people with sight impairments

**Please note:** you are entitled to help and equipment to convert **one** TV set in your home. If you have more than one TV set, you must also convert these if you wish to continue using them after switchover.

**Remember:** if you live in the Copeland area and you have seen Digital UK captions on your TV screen, you must convert to digital before the switchover or you will no longer be able to watch TV.

## Digital box with Freeview

A digital box plugs into your TV and receives a signal through your aerial.



### What will you get?

When your digital box is installed, you will be able to continue watching all your current analogue channels.

When switchover takes place, the analogue signal will be switched off and after 14th November you will receive:

- Digital versions of all your existing channels
- Digital Freeview channels, which currently include:
  - 15 extra TV channels
  - 12 digital radio channels
  - Interactive services

### How is it installed?

Your digital box will come with simple installation instructions and most people should be able to install it themselves or with the help of a friend, relative or carer.

If you think you will have difficulties, please call us on **0800 5 19 20 21** and we will arrange for an engineer to install it for you free of charge.

If we think you need an aerial upgrade, we will arrange and pay for this.

# Digital box and satellite dish with Sky

A digital box and satellite dish are installed to receive a signal through the satellite dish rather than through an aerial.



## What will you get?

When your Sky digital box and satellite dish are installed, you will receive:

- Digital versions of all your existing channels
- Standard digital Sky channels, which include:
  - Around 200 extra digital TV channels
  - 95 digital radio channels
- Some Sky subscription channels (which you would normally have to pay for) for the first six months – please call us on **0800 5 19 20 21** for details

**Note:** If you wish to continue receiving your Sky subscription channels after the first six months, you must contact Sky and opt in to pay for these additional channels. You will still continue to receive your standard digital Sky channels free of charge.

If you are an existing Sky user and you would like to convert another TV set to digital, you are entitled to help from the Digital Switchover Help Scheme. Please call us on **0800 5 19 20 21** for details.

## How is it installed?

A Sky engineer will install and set up the equipment for you, and ongoing support will be provided by Sky.

## TV with built-in digital box with Freeview

A TV with built-in digital box may replace your old TV set to receive a signal through your aerial.

You can choose from two TVs: LG 19" LCD screen or Panasonic 26" LCD screen (this comes with audio description capability).

If you choose the LG 19" LCD screen TV, you will need to make a payment of £180\* (this model does not include audio description). If you choose the Panasonic 26" LCD screen TV, you will need to make a payment of £460.\*

\* Prices are exclusive to members of the Digital Switchover Help Scheme. If we think you need an aerial upgrade, we will arrange and pay for this.

## Digital TV recorder with Freeview

A digital TV recorder plugs into your TV and receives a signal through your aerial. It has a digital box built in, so you can watch and record up to 125 hours of digital TV.

You will need to make a payment of £120.\*

## Other options with Sky

If you would like to convert a TV set to digital using a different Sky option to the one offered by the Digital Switchover Help Scheme, we will contribute £111 towards the cost.

For more information about any of these options, please call us on **0800 5 19 20 21**.

## What happens next?

### 1. Please tell us your choice of equipment

You now need to tell us your choice of digital TV equipment. Please complete and return the enclosed preference form using the envelope provided.

### 2. We will write to you

We will then write to you to confirm your choice of equipment and explain what happens next. If you have chosen a type of equipment for which you need to pay, we will also tell you the different ways you can pay.

(If you are not happy with your choice of equipment, you will have 14 days to change your choice or cancel it altogether.)

## Any questions or concerns?

### Please ask us

If you have a question about the Digital Switchover Help Scheme or any of the equipment described in this brochure, please ask. We have a team of fully trained helpers who will be happy to talk you through things.

- Simply call us on **0800 5 19 20 21** from 8am to 8pm, Monday to Friday, and 8am to 6pm on Saturdays.

If you prefer to ask any questions in person, please visit the Digital Switchover Help Scheme Help Centre in Whitehaven. Our friendly staff will be able to demonstrate how to install and use the different types of equipment.

- Feel free to pop in any time from 9am to 5pm, Monday to Saturday.

### Or ask a friend, relative or carer

Remember, you can always get help from a friend, relative or carer. You might also consider nominating someone you trust to help you through the switchover. For example, they can receive information on your behalf or collect or take delivery of your equipment for you.

- If you would like to nominate someone for this kind of help, please complete the relevant section on the preference form and sign the declaration authorising them to act on your behalf.

# Our home safety assurance

## For your peace of mind, please be assured of our home safety procedures.

- If you request for someone to deliver and install your equipment for you, we will call you to arrange an appointment with a professional engineer.
- Installation engineers from the Digital Switchover Help Scheme will never turn up at your home unannounced.
- All engineers will carry identification. They will also be able to quote the unique ten digit customer number which you will find at the top of your letter. Remember to ask for this before letting them in your home. If you would like further proof of someone's identification, you can call us on **0800 5 19 20 21** and we will give you a code name which they will be able to quote.
- If it puts you at ease, you may want to get a friend, relative or carer to be with you when your engineer is scheduled to visit.

## Our data protection policy

1. DSHS Limited ('we') will only collect and use your personal details to administer the Digital Switchover Help Scheme. If you previously provided your details to Digital UK in response to their letter about the scheme, those details have been passed to us as the organisation that now has responsibility for administering the scheme.
2. Where necessary for the administration of the scheme, the details collected and used by us may relate to your health, e.g. if you are registered as blind.
3. It may also be necessary to disclose your personal details to a person or company in order for you to receive help under the scheme. If you choose to obtain your digital TV equipment or subscription services from another supplier (such as Sky), we will disclose your name, address and any other relevant information to them. If your personal

details are to be processed by a third party supplier, you will be informed by them of the purposes for which they may use your data. We will not disclose your personal details in any other circumstances unless we obtain your prior consent or we are required or permitted to do so by law.

4. We will safely dispose of all your contact details as soon as is reasonably possible after all the services have been provided, or after you opt not to receive help from the scheme.
5. If you opt to ask a friend, relative or carer to help you with the scheme, we will collect and use that person's personal details in the same way as described above. You should make your nominated friend, relative or carer aware of this and seek their consent to provide their personal details.