

# INDUSTRY BRIEFING

From Digital UK, the organisation leading technical co-ordination of the 700MHz clearance programme

December 2017

## Upcoming changes to transmitters in Q1 2018

The UHF channels used to broadcast some DTT multiplexes at certain transmitters in the Anglia, Central, Granada, London, Meridian, Wales and West TV regions will be changing from **7 February 2018**. These changes are part of work being carried out for the 700MHz clearance programme.

### How will this affect viewers?

- Freeview viewers receiving their signal from a transmitter in one of the groups listed overleaf may need to retune to continue receiving some TV programmes and radio services. Other platforms that use terrestrial TV, such as YouView, BT TV, EE, Plusnet and TalkTalk, will also be affected.
- Most aerials are expected to be capable of receiving a reliable signal following the changes. However, some group C/D aerials may need to be updated. A wideband model is generally recommended.<sup>1</sup> Help for viewers with reception issues will be available.
- Full details of the affected transmitters, multiplexes, frequencies and aerial group changes are available to download as regionalised PDF files on the Digital UK website at [digitaluk.co.uk/clearance](http://digitaluk.co.uk/clearance).
- Some transmitters may have multiple retune dates during the clearance programme. Where dates are confirmed, these are noted in these PDFs. Otherwise we have listed the planned quarter. Retune dates are also noted in Digital UK's coverage checker at [digitaluk.co.uk/coveragechecker](http://digitaluk.co.uk/coveragechecker).

### Why is clearance happening?

The 700MHz band is being cleared for future mobile broadband services, following a decision by Ofcom in November 2014. Freeview services currently using frequencies in this band are being moved to new UHF channels. Transmitters across the UK are being updated as part of a major engineering programme being carried out between now and 2020. The dates and details of changes to transmitters will be announced as the programme progresses and published online at [digitaluk.co.uk/clearance](http://digitaluk.co.uk/clearance).

<sup>1</sup> Group K or T, or equivalent, appropriate to the specific transmitter.

## When are the changes taking place?

Engineering work will take place on the dates shown in the table at the end of this document and services will be subject to disruption during this time. Work on main transmitters is expected to be finished by 6am. Engineering at relays will continue until late afternoon. Viewers can retune at any point once work is completed at their transmitter.

## Checklist for installers

- If you work with landlords or property managers/factors in the areas listed, please advise them of these changes (including local councils and housing offices, hotels and care homes).
- Channelised distribution systems receiving a signal from one of the transmitters changing may need to be adjusted.
- Viewers reliant on DTT who are unable to restore those services affected after a retune as a result of these changes may be eligible for in-home support (See below). In the first instance, all viewers should be directed to freephone **0808 100 0288**.



- Digital Mobile Spectrum Limited is responsible for in-home support during these clearance events.

## Further support

Free information and support will be available for these retune events.

Information will be available on the Freeview website at [freeview.co.uk/tvchanges](http://freeview.co.uk/tvchanges) and advice as well as support can be accessed from the Freeview Advice Line on freephone **0808 100 0288**.

Please direct viewers to this number for initial support.

An information campaign to help prepare viewers, including local advertising and on-screen messaging where possible, will begin in each area approximately two weeks ahead of these changes.

A full listing of the current channels on Freeview is available at [digitaluk.co.uk/channels](http://digitaluk.co.uk/channels).

Technical information on transmitters is available from the detailed view of the Digital UK coverage checker ([digitaluk.co.uk/coveragechecker](http://digitaluk.co.uk/coveragechecker)). You can also use our planned engineering works page ([digitaluk.co.uk/engineeringworks](http://digitaluk.co.uk/engineeringworks)) to keep up-to-date and check for ongoing maintenance.

General trade information on the 700MHz clearance programme is available at [digitaluk.co.uk/clearance](http://digitaluk.co.uk/clearance).

## 700MHz Clearance retunes for Q1 2018

Transmitter group	Area Served	Retune Dates
Mendip (Cirencester)	Cirencester	7 Feb 18
Sudbury	parts of Suffolk and Essex	7 Feb 18
Tacolneston	Norfolk and north Suffolk	7 Feb 18
Waltham	much of the east Midlands	7 Feb 18
Mendip	Bristol, parts of Somerset, Dorset, Wiltshire and Gloucestershire	27 Feb 18
Oxford	Oxfordshire, parts of Berkshire and Buckinghamshire	27 Feb 18
The Wrekin (Bucknell, Clun, Coalbrookdale, Halesowen)	Bucknell, Clun, Coalbrookdale, Halesowen	27 Feb 18
Brierley Hill	the Brierley Hill area	1 Mar 18
Malvern	the Malvern area	1 Mar 18
Mendip (Clearwell)	Clearwell	1 Mar 18
Ridge Hill	Herefordshire, south Shropshire and parts of Gloucestershire	1 Mar 18
Wenvoe (Monmouth)	Monmouth	1 Mar 18
Brierley Hill	the Brierley Hill area	7 Mar 18
Bromsgrove	the Bromsgrove area	7 Mar 18
Fenton	Stoke-on-Trent and Newcastle-under-Lyme	7 Mar 18
Lark Stoke	the Stratford-upon-Avon area	7 Mar 18
Malvern	the Malvern area	7 Mar 18
Sutton Coldfield	much of the West Midlands	7 Mar 18
Waltham (Belper)	Belper	7 Mar 18
Winter Hill	Liverpool, Manchester, Lancashire, Cheshire and north Staffordshire	7 Mar 18
Guildford	the Guildford area	14 Mar 18
Whitehawk Hill	the Brighton area	14 Mar 18
Crystal Palace	Greater London and parts of the Home Counties	21 Mar 18
Dover	south and east Kent, and parts of East Sussex	21 Mar 18
Hemel Hempstead	the Hemel Hempstead area	21 Mar 18
Midhurst	much of West Sussex	21 Mar 18
Reigate	Reigate and parts of east Surrey and west Kent	21 Mar 18
Rowridge	Hampshire, the Isle of Wight, parts of Dorset, Wiltshire and West Sussex	21 Mar 18

Full details of the UHF channels affected at each transmitter group are available in regional documents online at [www.digitaluk.co.uk/clearance](http://www.digitaluk.co.uk/clearance).

**Additional notes:**

- The ARQ B multiplex will launch for the first time at the Rouncefall relay transmitter (Sudbury group) on 7 February 2018. The SDN and ARQA multiplexes will follow at a later date.
- The SDN, ARQA and ARQB multiplexes will launch for the first time at the Seagry Court relay transmitter (Mendip group) on 27 February 2018.
- The SDN, ARQA and ARQB multiplexes will launch for the first time at the Haslemere relay transmitter (Midhurst group) on 21 March 2018.
- A new relay station, serving the central Worcester area, providing a six-multiplex service, is expected to be in service from March 2017. This station will operate in a Single Frequency Network with the Ridge Hill transmitter.
- A new relay station, serving the Wroughton area, in south Swindon, providing a six-multiplex service, is expected to be in service from March 2017. This station will operate in a Single Frequency Network with the Seagry Court transmitter.
- We plan to update our regional clearance documents with details of these new relays soon.