

26 January 2009

Dear Sir / Madam,

Two Important Changes to Television in Two Months' Time

During the preparations for the digital TV switchover which is due in the Meridian TV region in 2012, two technical events will take place on **Wednesday 25 March 2009** that are needed to protect the TV reception to homes served by the transmitters at Rowridge and Fawley.

We believe that you may have homes with communal TV aerial systems that could be affected by these transmitters, and would strongly suggest that you bring these events to the attention of the contractors responsible for the systems at these properties.

- 1) At the Rowridge transmitter on the Isle of Wight (serving **Hampshire, East Dorset, West Sussex and the Isle of Wight**) four digital terrestrial television (DTT) multiplexes will move to new frequency channels (temporary 'parking channels'). This will require homes receiving digital terrestrial television in the area to re-tune their Freeview, Top-Up TV or BT Vision equipment. These 'parking channels' will be used until the Rowridge switchover in 2012 when all multiplexes will move to their final, post switchover frequencies.
- 2) At the Fawley transmitter outside Southampton (serving **Southampton, Gosport, Portsmouth and north Isle of Wight area**) the Channel Five analogue service will be switched-off before switchover, so viewers will lose Channel Five permanently unless they switch to digital. Most households in the area will be able to receive digital TV services from the Rowridge transmitter but they may have other options. To check what services are available at each location please see the Postcode Checker at www.digitaluk.co.uk

Since the coverage of the Fawley analogue Channel Five service sits wholly within the Rowridge coverage area, some homes with DTT on a main set, but an analogue second set, for example, may be affected by both events.

There will be some general consumer communication to explain both the Rowridge channels change and the Fawley analogue Channel Five switch-off, that all affected households will receive in the weeks before the 25 March. However, you may also want to alert your repairs team or customer service staff about the changes as they may receive calls from residents who have lost Channel Five on that day.

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We hope that this advance notice will give your aerial contractors plenty of time to programme in any works required to the system head ends before 25 March 2009. For more technical information please visit www.digitaluk.co.uk/engineering_works

If you would like any general help, advice or information about getting your organisation or properties ready for the digital switchover please contact us on **0845 845 0231**; or visit www.digitaluk.co.uk/propertymanagers

Yours sincerely,

Frances Kneller
Head of Housing and Property

