

Switchover Help Scheme

We are here to provide older and disabled people with everything they need to switch their TV to digital



The Switchover Help Scheme is run by the BBC



Help is at hand with the digital TV switchover

TV is going digital all over the UK and soon the traditional TV signal will be switched off in your area. If you don't have digital TV by the time of switchover, your TV screen will go blank. But you don't need to worry; the Help Scheme is here to help.

What does the Help Scheme do?

We have helped hundreds of thousands of people switch to digital. If you're eligible, we can arrange for an approved installer to supply and install everything you need to switch one of your TV sets to digital. We will tell you about all the options available to you and make sure that you are happy with how it works. We'll make it easy for you to go digital and you won't even have to change your TV set.

How do I know if I have digital TV?

If you get more than five channels on one of your TVs, you probably already have digital TV. However, even if you already have digital TV on your main set, we can still convert another TV in your home, for example in your bedroom or kitchen.

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):
 - Disability Living Allowance (DLA), **or**
 - Attendance or Constant Attendance Allowance, **or**
 - Mobility supplement, **or**
- Is registered blind or partially sighted.



Questions? Call 0800 40 85 900 or visit helpscheme.co.uk

Will I have to pay?

We'll ask you to pay **£40** all-inclusive for the standard option. This includes:

- Easy-to-use equipment.
- An approved installer to supply and install the equipment for you.
- A 12 month aftercare service including a free helpline.

This service is **free** if you are eligible and also get pension credit, income support, income-related employment and support allowance or income-based jobseeker's allowance. There are other options available at an extra cost, which we can explain to you.

You must have a valid TV licence (free if you are over 75) to get help.



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What do I do now?

If you're eligible, we'll write to you in plenty of time to ask if you want our help.



Know someone else who needs a helping hand?

You may have friends or family or someone in your local community who will need help with the switchover. If so, please pass this information on to them.



For more information, call us **free** on **0800 40 85 900** or visit **helpscheme.co.uk**

Lines are open 8am – 8pm Monday to Friday and 8am – 6pm on Saturday and Sunday. If you are using a mobile phone, call rates may vary.

- If you need this information in a different format such as large print, an easier to read or storybook format, British Sign Language, audio, Braille or another language, please call free on **0800 40 85 900**.
- If you have a hearing difficulty or find it difficult to speak, you can contact our free textphone service on **0800 40 85 936**.

The Switchover Help Scheme is run by the BBC, under an agreement with the Government. We help older and disabled people who may find it difficult to switch to digital TV.



The Switchover Help Scheme is managed on behalf of Digital Switchover Help Scheme Ltd, by Carillion Energy Services Limited, 24 Birch Street, Wolverhampton WV1 4HY. Company registration number 3858865.