

Switchover Help Scheme

We are here to help older and disabled people who may find it difficult to switch to digital TV.



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, you will lose your TV service. But you don't need to worry, the Help Scheme is here to help.

What does the Help Scheme do?

We help eligible people convert one of their TV sets to digital. If you're eligible, we'll explain digital TV to you clearly and simply. We will tell you about all the options available to you. We can install what you need in your home. And we will make sure you are happy with how it all works.

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. If not, you may need our help. We'll make it easy for you to go digital and you won't even have to change your TV set.

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, **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** for the standard offer, which includes:

- Easy-to-use equipment that meets your needs.
- Help with installing the equipment, if you wish.
- An aerial check and replacement if needed, where we can.
- A demonstration and someone you can call for help while you're getting used to things.

This service is **free** if you get pension credit, income support, employment 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.



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

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 to 9pm, 7 days a week. 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 feel free to call 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 Limited, by eaga plc, eaga House, Archbold Terrace, Newcastle upon Tyne, NE2 1DB. Company registration number 3858865.



helping you go digital 