



# Code of Service

## Hello from at800

This code of service will explain who we are and what we do. If you would like more information, you will find our contact details at the end of this document.

Our role is simple – to make sure you can still watch Freeview when 4G mobile signals at 800 MHz are activated in your area.

Freeview is the television you receive through your aerial. BT Vision and YouView also provide Freeview services.

## What is 4G?

Mobile operators are now offering fourth generation, known as '4G', mobile services across the UK. 4G enables mobile devices such as smartphones, laptops and tablets to access the internet at super-fast speeds. This technology drives innovations in business, entertainment, education and public services and helps the UK stay competitive in an increasingly digital world.

4G networks in the UK operate at different radio frequencies in the spectrum: 800 MHz, 1800 MHz and 2.6 GHz.

These frequencies will be used for 4G services across the world. This is good, as it makes mobile devices cheaper to manufacture and easier to use when travelling abroad. In the UK, four mobile operators own licences to provide 4G services at the 800 MHz frequency – EE, Telefónica UK (O2), Three and Vodafone.

The first 4G at 800 MHz services launched on 29 August 2013. These networks continue to expand across the UK. When and where they are available depends on the rollout plans of the mobile operators. For information on 4G availability, visit coverage checkers on the mobile operators' websites.

## What has this got to do with you and your TV?

Both 4G mobile services and digital TV use parts of the radio spectrum – that is bands of frequencies – to reach us. The 800 MHz frequencies used by some 4G services are next to the frequencies used for Freeview. TVs and set-top boxes that receive Freeview may have the TV service blocked by these 4G signals; there is a very small chance this may cause interference to your Freeview service.

You are more likely to be affected if you live close to a new 4G mast, are in an area with weak digital television reception or have a TV signal booster.



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Whatever the scale of the issue, at800 is ready to resolve any Freeview interference caused by 4G at 800 MHz at no cost to you.

## How will you know if your TV is affected?

Typical issues include a loss of sound, blocky images (pixelation) or a 'no signal' message being shown on screen. These symptoms might be experienced some or all of the time. Only Freeview which is received through an aerial can experience problems; your viewing will not be affected if you watch cable or satellite TV.

Only new interference to Freeview, which happens after 4G masts are switched on close to your home, could be due to 4G at 800 MHz. For information on how to retune your TV or fix other common causes of interference, please visit Digital UK's website: [www.digitaluk.co.uk](http://www.digitaluk.co.uk).

## Who is at800?

at800 is an independent programme created to ensure that all UK viewers continue to receive Freeview, or are offered a suitable alternative, when 4G at 800 MHz is activated in their area.

at800 is funded by and represents the UK mobile operators licensed to offer 4G mobile services at 800 MHz: EE, Telefónica UK (O2), Three and Vodafone.

To ensure we deliver a high-quality service, we report to the 4G/TV Co-existence Oversight Board representing consumers, broadcasters, mobile operators and Ofcom. It monitors, advises and reports on our performance to the Department for Digital, Culture, Media & Sport (DCMS).

**If you live in a house with its own aerial, do not have satellite or cable television and 4G at 800 MHz is diagnosed as causing interference to Freeview, at800 will restore your television service to its previous quality within ten working days of you contacting us.**

(Note: The ten working days begins when a viewer calls to request support from at800.)



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## How do we help?

We identify homes at risk of experiencing interference to their Freeview service from 4G at 800 MHz. We send those homes a postcard explaining the issue and asking viewers to look out for new interference to their Freeview service.

Please be aware that the majority of viewers who receive a postcard from us will not experience any interference to their Freeview service from 4G at 800 MHz.

## If you live in a house with its own aerial, here's how we help:

If you are responsible for your TV aerial, have received a postcard from us and experience new interference to your Freeview service, you should contact us either by phone, email, via our website or by letter. Our contact details are at the end of this Code of Service.

We will assess whether the interference might be due to 4G at 800 MHz; for example, we will check whether a new mobile phone mast has recently been activated in your area.

If we believe the interference is due to 4G at 800 MHz, we can send you a filter to fit yourself, free of charge. Full instructions are included and we can provide further advice online and by phone.

In most instances, fitting the filter will resolve any interference from 4G at 800 MHz. If it does not resolve the interference and, if you are eligible, we may be able to arrange for an at800 engineer to visit your home, at no cost.

The engineer will test whether 4G at 800 MHz is contributing to Freeview interference; and fit an at800-approved filter to your TV system. The filter blocks 4G signals and enables you to continue receiving and watching Freeview as normal.

If the at800 engineer visits your home but establishes that the Freeview interference is not due to 4G at 800 MHz, the engineer can provide advice on how to retune your TV or fix other common causes of interference. The engineer will also fit an at800-approved filter to prevent any interference if new 4G at 800 MHz masts are activated in your area in the future.

If you require additional filters for multiple TV sets, we will provide these on request at no cost to you. However, if you have more than one Freeview TV in your house, you may have a single aerial and an 'amplifier' that sends the signal to different locations. If so, then one filter - fitted between the TV aerial and the amplifier - should resolve any interference to Freeview on all of the TVs in your home. It is only if you have separate aerials for each of your TVs that you may need additional filters.

## **If you live in a flat or communal property with one aerial serving multiple homes, here is how we help:**

If you are not responsible for your TV aerial (because this is the responsibility of your landlord or property manager or you live in a care home, for example), have received a postcard from us and experience new interference to your Freeview service, you should contact us, either by phone, email, via our website or by letter.

We will assess whether the Freeview interference might be due to 4G at 800 MHz; for example we will check whether a new mobile mast has recently been activated in your area.

We will also ask you to report the issue to your landlord, property manager, factor or residents' association and ask for their contact details.

We will aim to contact whoever you tell us is responsible for your communal aerial so we can arrange to provide the appropriate communal or domestic filters, free of charge.

If your landlord or property manager has a contracted aerial engineer, we can deliver filters directly to them. For those without a contracted aerial engineer, or if the contracted engineer needs some help, at800 can provide technical assistance. In certain cases, at800 may be able to help with the installation of a communal filter; however, we are unable to undertake additional work to a communal aerial system beyond the fitting of the appropriate filter.

If the Freeview interference is due to 4G at 800 MHz, then the communal filter fitted to the communal aerial system will enable viewers in all of the properties it serves to continue receiving and watching Freeview as normal.

## **Working with the voluntary and community sector**

We work with the voluntary and community sector to ensure those who may struggle with this issue receive support and advice from people they know and trust. This includes the provision of a chaperone to accompany a visit from an at800-accredited engineer, if required.

You are eligible for this additional support if you:

- are 75 years of age or over;
- are registered blind or partially sighted;
- receive any of the following benefits: personal independence payments (PIPs); attendance allowance; constant attendance allowance or War Pensioner's Mobility Support.



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## What ifs?

### What if the at800 filter doesn't stop the interference to Freeview?

In the majority of cases, the at800-approved filter will resolve any interference due to 4G at 800 MHz and enable you to continue receiving and watching Freeview as normal.

For a small number of viewers, the filter may not restore an acceptable level of TV reception. We may be able to provide a different type of filter. If this does not work, we will look at other solutions such as re-aligning or replacing existing TV aerials; improving cabling; or, as a last resort, moving you to another service, such as free-to-view satellite television. at800 engineers are trained to provide advice on how best to restore your TV service.

Where 4G at 800 MHz is diagnosed as the cause of interference to Freeview, we will bear the cost of restoring your TV reception or providing a comparable TV service.

### What if you have an amplifier in your loft?

You may have an amplifier in your loft if you have a weak TV signal or if you have several TVs. In this case, an at800-approved filter needs to be connected between the aerial and the amplifier. We can arrange for an at800 aerial engineer to do this for you, at our expense, providing you do not have satellite or cable and are eligible for an engineer visit.

### What if you have a rooftop aerial amplifier?

If you have a rooftop aerial amplifier, a weatherproof at800-approved filter needs to be installed. We can arrange for an at800 engineer to do this for you providing you do not have satellite or cable and are eligible for an engineer visit.

### What if you have an indoor set-top aerial?

If you have an indoor set-top aerial for your TV and we believe you may be experiencing interference due to 4G at 800 MHz, we can provide help and advice. However, it is not within our remit to provide a solution unless you are eligible for additional support (see 'Working with the voluntary and community sector' above). Please refer to the guide on indoor aerials on our website for advice on how to improve your TV reception in this case.



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## What if you are a business?

We identify businesses at risk of experiencing interference to their Freeview service from 4G at 800 MHz. We will send them a postcard explaining the issue and highlighting what to look out for. We are not responsible for resolving this issue for businesses; however, if you are affected, we can provide advice and guidance on what to do next.

## What if you arrange for a non-at800 engineer to carry out work to resolve Freeview interference?

If you arrange, independently, for an aerial engineer to carry out work to resolve interference to Freeview, we are not obliged to refund any costs you incur.

## Our commitment to you

We are committed to ensuring all UK viewers continue to receive Freeview, or are offered an equivalent alternative, when 4G mobile services at 800 MHz are activated in their area.

We are committed to communicating clearly and effectively so you understand what is happening and what you need to do if there is a problem with your Freeview service.

We are committed to supporting you via our contact centre and website.

We are committed to working with you to minimise interference and inconvenience.

## In particular, this means:

We will adopt best practice in all areas including communications, installations and technical expertise.

We will communicate openly and clearly with you. Printed and online materials will follow the principles of plain English and guidelines recommended by RNIB and other charities.

We will be clear about what you can expect from us.

We will work with other organisations to support people who need additional help.

If we need to make an appointment for an engineer to visit your property, we will try to arrange it at your convenience.



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If you have a problem with your TV service that is not related to the launch of 4G at 800 MHz, we can suggest other sources of information and advice.

## How will the public know if at800 is doing a good job?

We report to the 4G/TV Co-existence Oversight Board representing consumers, broadcasters, mobile operators and Ofcom. It monitors, advises and reports on our performance to the Department for Digital, Culture, Media & Sport (DCMS).

We have the following key performance indicator (KPI) and measures of our performance. Ofcom evaluates us against these criteria on a monthly basis to ensure we are meeting our objectives.

## Service Restoration

The key measure of how well we are doing our job is how quickly and effectively we restore Freeview for households that experience interference to Freeview from 4G at 800 MHz.

**If you live in a house with its own aerial, do not have satellite or cable television and 4G at 800 MHz is diagnosed as causing interference to Freeview, at800 will restore your television service to its previous quality within ten working days of you contacting us to request support.**

(Note: The ten working days begins when a viewer calls to request support from at800.)

Where an at800-approved filter is specifically requested by the viewer, this will be dispatched within five working days.

There is no charge to viewers for our services.

## Other measures of our performance

### Awareness and communication

When a new 4G at 800 MHz mobile mast is switched on, we identify which nearby homes are at additional risk of experiencing disruption to Freeview. We contact these homes by post to make the occupiers aware of the issue, outline the help we offer, and provide details of how we can be contacted. In areas where a high percentage of the local population is within range of a new mast we may run other targeted communications activity to raise awareness of the potential issue and the support available.



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## Quality of Service

We will measure and report on the proportion and type of viewer complaints compared with the overall number of viewer interactions to evaluate the quality of service we offer. Our target is that less than 0.5% of viewer interactions are complaints. To see a copy of our Code of Complaint, please visit [www.at800.tv/coc](http://www.at800.tv/coc).

## Scale

We will target our communications to viewers most likely to experience interference to Freeview from 4G at 800 MHz and refine our approach as needed. The content of our communications will be clear about the potential scale of the issue and related timings; and will not cause undue alarm to viewers.

To see the 4G/TV Co-existence Oversight Board Reports, please visit: [www.gov.uk/government/policy-advisory-groups/4gtv-co-existence-oversight-board#meeting-reports](http://www.gov.uk/government/policy-advisory-groups/4gtv-co-existence-oversight-board#meeting-reports).

## Data protection and use of information

We will hold any personal information you share with us in confidence and in accordance with the Data Protection Act (2018) and the General Data Protection Regulation (GDPR) effective 28 May 2018. We will not hold, or use, your information for purposes other than helping you to resolve any interference to Freeview. In no circumstances will we allow it to be used for marketing purposes.

## Our assurance of courtesy and security

Our contact centre staff are trained to deal with all enquiries in a professional and courteous manner.

at800 engineers have undertaken training; have passed a Disclosure and Barring Service (DBS) check (this was previously known as the Criminal Records Bureau (CRB) check); and carry an at800 identity card with photo.

We commission research to understand whether viewers feel we are doing a good job and how we can improve. We will use these findings to improve our services.

If you have a complaint, you can let us know via any of the means listed below. We will deal with it promptly, efficiently and fairly.





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## How to get in touch

You can contact us in a number of ways:

- call our contact centre (Monday - Saturday, 8am – 6pm)
  - 0808 1313 800 (free from landlines and mobile phones)
- via our website: <https://.at800.tv>;
- by email: [enquiries@at800.tv](mailto:enquiries@at800.tv);
- follow us on Twitter: @at800tv;
- follow us on Facebook: [facebook.com/at800tv](https://www.facebook.com/at800tv);
- by post: at800, PO Box 358, Birkenhead, CH25 9EJ.

Please get in touch:

- if you have received a postcard from us and experience new interference to Freeview;
- to request a filter;
- if you need advice on fitting a filter;
- for general enquiries;
- to make a complaint.

## Background - at800 filters

We have at800-approved filters for different situations. A standard domestic filter is smaller than a pack of cards and does not need either batteries or a power supply.

The filters are small boxes that 'block' 4G signals at 800 MHz and enable you to carry on watching Freeview as normal. We have tested each type of at800-approved filter to ensure it works correctly in the UK.

If you only have a TV aerial and don't have an amplifier, the filter plugs into the lead between your TV set or set top box and the aerial socket.

We think most viewers will be able to fit the standard at800-approved filter themselves in a matter of minutes.

If you have an amplifier in your loft (if you have a weak TV signal for example), the filter needs to be connected between the aerial and the amplifier.

If you have a rooftop aerial amplifier, a weatherproof filter needs to be attached to the mast and connected between the aerial and the masthead amplifier.