

Who is at800?

We were set up under government direction to provide free support if TV reception is affected by mobile phone networks.

We are funded by the mobile operators and monitored by an independent Oversight Board which reports to government.



Freeview TV interference? at800 can help.



HELP OR MORE INFORMATION

- **Contact us:** 0808 13 13 800

Calls are free.

Contact centre open 8am – 6pm Monday to Saturday.

Closed Sunday and Bank Holidays.

- **Email:** enquiries@at800.tv
- **Website:** www.at800.tv
- **Twitter:** @at800tv 
- **Facebook:** facebook.com/at800tv 
- **Address:** at800, PO Box 358, Birkenhead, CH25 9EJ



www.at800.tv



What's happening?

The fourth generation of the UK's mobile phone network is being expanded, it's known as 4G. This new mobile network provides faster access to the internet on smartphones and tablets.

There's a small chance some new mobile phone signals, transmitted at the 800 MHz frequency, will cause interference to TV received via an aerial, most commonly known as Freeview. This could cause TVs to lose sound or channels and for pictures to become blocky, freeze or say 'No Signal'.

Cable and satellite TV, such as Sky or Virgin, won't be affected.

Who might be affected?

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

Fewer than 1% of households will be affected by Freeview TV interference from 4G signals at 800 MHz.

WHEN WILL 4G SERVICES LAUNCH?

The first 4G at 800 MHz services launched in August 2013. These networks are expanding across the UK; when and where new services launch depends on the mobile operators' roll-out plans.



OUR COMMITMENT

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, we will restore your television service to its previous quality within ten working days of you contacting us.

How can we help?

We identify homes at risk of experiencing Freeview interference from 4G at 800 MHz and send them a postcard explaining the issue. If you received a postcard from us and notice new interference to Freeview, contact us. If you are not responsible for your TV aerial report the issue to your landlord, property manager, factor or residents' association.

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

If the interference might be due to new 4G signals, we can arrange for one of our engineers to visit your home. The engineer will test whether 4G signals may be contributing to interference; and fit an at800-approved filter to the TV system. This blocks 4G signals and should enable you to continue receiving Freeview as normal. Alternatively we can send a free filter to fit yourself. Either way, you won't be charged.

Free filters are available for all property types and engineer visits are available to non-communal properties that do not have cable or satellite TV. For further information, visit our website or call us.



Extra support?

We work with the voluntary and community organisations to ensure people aged 75 or over and those with a disability receive support and advice to resolve Freeview interference problems from people they know and trust.

We can provide chaperones to accompany viewers during a visit from our engineers, if required.