

IMPORTANT Sandy Heath and Belmont Transmitter Information

In order to achieve the transition from analogue to digital television major preparatory re engineering work is planned for both the **Sandy Heath** and **Belmont** transmitters from April to October 2008.

Anyone who receives their television or radio signal from either transmitter may find that this work results in temporary disruption and degradation to reception of both television and radio services. In practice this may range from a complete loss of channels, to picture freezing, a snowy picture, also a jumpy and interrupted sound quality.

You can check current and daily updated ongoing progress details of the work being undertaken at both transmitter sites, and to see if your specific reception may be affected by switchover engineering activity by visiting [Digital UK](#) and follow the steps below;

Homepage:

Click on 1) – What if I need more help?, 2)- Technical help, 3)- Planned engineering works, 4) – Check if your transmitter is affected. Then 'scroll' the transmitter information until your regions transmitter is displayed.

It is expected – but not guaranteed – that an 'on screen' message will precede any transmitter work, which is anticipated to take place during the day time, to minimise reception disruption. If you experience poor results a quick check with your neighbours may be a good local reception guide, unless they use Cable or Sky satellite equipment, as these will be unaffected by transmitter works .

Our service support teams are also available to assist you with any questions that may arise with reception.

If you live in the Suffolk, Norfolk and Essex Region;

Contact **0870 6099669** (lines open Monday-Saturday inclusive, 08:30-17:30)

All Other Regions:

Contact **01473 275887** (lines open Monday 09:00-16:30, Tuesday-Friday 09:00-17:30 and Saturdays 09:00-13:00)

We certainly hope that the above unavoidable transmitter work doesn't spoil your viewing and/or listening pleasure too much, and hope that you find this information helpful to better understand any issues that you may experience across the April to October period ahead.

Assuring you of our best attention at all times.