



## The Digital TV Transition in North Texas: Key Facts and Figures

For more information visit [www.dtvtransition.org](http://www.dtvtransition.org)

The FCC and the National Telecommunications and Information Administration identified Dallas-Fort Worth as one of the 49 DTV transition “hotspot” markets, in which a significant number of households are currently unprepared for the transition. In Dallas-Fort Worth, Nielsen estimates that about 492,380 households (or 19.8 percent of the media market) rely entirely on over-the-air broadcasts.

During a DTV “soft test” on Thursday May 21, conducted in more than 125 markets across the country, only the Chicago and New York media markets generated more calls (in that order) than Dallas-Ft. Worth. Overall, the Commission’s toll-free help line, 1-888-CALL-FCC, received **55,374 calls** from consumers that Thursday, a dramatic increase from the average of 15,000 per day. By state, only California generated more calls than Texas.

### The advantages of DTV are:

- Digital television (DTV) provides dramatically clearer pictures and better sound quality. Television stations also can carry more information using DTV than is currently possible with analog broadcast technology.
- DTV allows stations to broadcast multiple channels of FREE programming simultaneously through “multicasting,” instead of broadcasting only one channel at a time.
- DTV enables television stations to provide FREE, over-the-air high-definition television (HDTV) for consumers with HD television sets.
- DTV can be used for interactive video and data services, such as enhanced closed-captioning, that are not possible with traditional analog technology.
- DTV will free up scarce airwave frequencies for public safety and new wireless services, because DTV is more efficient than analog television technology, allowing for many new and critical uses of this very limited resource.

### Receiving DTV service:

- TV sets relying on “over the air” broadcasting with an antenna (set-top or rooftop) to receive a signal **will be** affected by the cutoff of analog broadcasts on June 12. To prevent service disruptions, viewers need to:
  - Purchase a digital-to-analog converter box to plug into an existing television, which cost between \$40 – 70.
  - U.S. households can request up to two coupons valued at \$40 each toward the purchase of a set-top converter to continue watching FREE “over-the-air” television on an analog set.
  - Subscribe to a cable, satellite or telecommunications service provider if all desired local broadcast stations are carried by that service.
  - Purchase a new television set with a built in digital tuner.
- TV sets that currently receive programming through cable or satellite are not likely to be affected by the transition to digital.

### Converter Box Installation Assistance

In preparation for the June 12 transition, the FCC has contracted with vendors to provide DTV assistance for consumers in need. FCC contractors are hosting walk-in DTV help centers and clinics and are providing in-home DTV converter box installation assistance in communities throughout the country. To find a contractor or request installation assistance, contact the FCC by calling 1-888-CALL-FCC (1-888-225-5322) or visiting [www.dtv.gov](http://www.dtv.gov)

*For more information on DTV call 1-888-CALL-FCC (1-888-225-5322) or visit [www.dtv.gov](http://www.dtv.gov)*

### **What Can a FCC Basic Installation DTV Contractor Do?**

- If you are unable to connect your converter box to your antenna and analog TV, an FCC contractor may be able to come to your home to connect them for you. An FCC contractor will do the following **free of charge**:
  - Connect up to two of your converter boxes to two TVs and antennas in your home;
  - Perform a channel scan or rescan on your converter box in order to pick up the digital TV stations in your area;
  - Make minor adjustments to your antenna; and
  - Show you how to operate your converter box and features such as closed captioning.
- The contractor provides these basic home installation services free of charge. These services are paid for by the FCC, and an FCC contractor will not request any payment from you for their services.

### **Other Services Performed by a FCC Expert Services DTV Contractor**

If you are having equipment or reception problems after properly connecting your converter box to your antenna and analog TV and performing a channel scan, an FCC expert services DTV contractor may be able to come to your home to offer additional assistance. An FCC expert services DTV contractor will:

- Bring a working converter box and antenna to troubleshoot potential problems with your equipment;
- Make significant adjustments/movements to your indoor antenna;
- Use your outdoor antenna for the installation if you have one. However, the contractor is not required to service or install an outdoor antenna;
- Offer to sell you a new converter box or antenna if yours are defective or inadequate. However, the rates must fall within the ranges listed below;
- Connect your VCR to your converter box, including connecting two of your converter boxes to your TV/VCR set-up so that you can watch one broadcast program while recording another;
- Direct you to information on the installation of outdoor antennas if the contractor is unable to complete a successful installation because of reception issues;
- Only charge you for items you agree to pay to complete a successful installation, not the contractor's services.
- The contractor is not allowed to sell you a paid service such as cable or satellite TV.
- You should only pay the contractor for items provided by the contractor to complete a successful installation – such as a new converter box or an antenna – and only in the price ranges listed above.

The contractor's labor services are provided free of charge.

### **What Can I Do if the Installation Is Not Successful?**

If you are having difficulty receiving certain stations in your area after the contractor visits your home, you may call the stations to see if they can provide assistance. If you are still having problems with receiving stations or have a problem with the services you received, you should contact the FCC by calling 1-888-CALL-FCC (1-888-225-5322) voice or 1-888- TELL-FCC (1-888-835-5322) TTY. You should let the FCC call center representative know the business name of the contractor that visited your home.