

£50 Currys voucher to buy TV streaming devices in “not spot” areas with poor or no signal

A voucher scheme to help thousands of people in areas still without TV services to receive free to air channels is set out today by Arqiva, the company which operates Bilsdale Mast.

The scheme is the latest step in Project Restore, designed to help those affected following the fire at Bilsdale Mast in August.

Last week a temporary, 80-metre mast was switched on, restoring TV services to approximately 95% of households across the North East and North Yorkshire. Following testing of the signal from the temporary mast using helicopter, we now believe around 16,000 homes are still in so-called “not spots” and receive only a poor or no TV signal.

Arqiva is providing households in those specific areas a £50 voucher for Currys which can be spent - in store or online - on an alternative fix to receive free to air TV such as BBC or ITV. People can choose from a range of TV streaming devices, such as the Roku Express HD Streaming Media Player or the Amazon Fire TV Stick Lite.

Letters containing instructions on how to claim the Currys voucher are being sent out this week. Residents will then need to enter their names, addresses and a unique voucher claim code. Any funds left over from the voucher after buying a TV streaming device can be used by the householder.

All of the available streaming devices can be found at www.currys.co.uk and anyone wanting help with choosing the most appropriate device can have a live video chat with Currys experts via ShopLive.

As these devices require WiFi and broadband they will not provide a solution for everyone affected in the specific areas receiving the letters. If that is the case, then householders can call us on **0800 121 4828** to discuss how we can help.

Shuja Khan, Chief Commercial Officer at Arqiva, said: “Although the temporary mast at Bilsdale has restored TV services to the large majority of households in the region, we know there are still those either with no or partial signal. We continue to work round the clock to fill the gaps in coverage with additional towers. However, alongside this we are announcing the latest step in Project Restore today. We will be providing a voucher for those without a signal so they can buy a TV streaming device via Currys.”

ENDS

Notes to editor:

The letters to households contain the following details and instructions:

Claim your £50 Currys e-voucher

Project Restore and Your Property

Why am I receiving an e-voucher?

Following the fire at Bilsdale Mast this Summer, a temporary mast was built and switched on, on 13th October. This has returned services to over 95% of households in the region. Unfortunately your home is in an area with limited signal and so services may not have been restored to you.

Therefore we are writing to you to explain how you can claim a £50 Currys e-voucher so that you can purchase a streaming device that will give you an alternative way to watch TV. Please note that we are unable to send e-vouchers in the post. However, when you receive your e-voucher by email, you will be able to use it in-store or online.

Help & Support Scheme FAQs

What if I need extra assistance and cannot use / do not want to use the e-voucher?

Please call us 0800 121 4828 and we can discuss other options with you, including engineer support via our Home Support scheme. This freephone number is prioritised for those over 65, the clinically vulnerable, and other vulnerable people with carers. Please only call if you really have to.

What can I buy?

You can use the e-voucher to purchase any streaming device. Visit www.currys.co.uk to see what is available, or speak to a member of staff in any Currys store. An example of what you can buy is an Amazon Fire TV Stick at £29.99. You will need a good Wi-Fi connection (usually 10Mb or above) and an HD TV to make use of the streaming devices.

If you don't have these, please call us on **0800 121 4828** and we can assess whether we can get you engineer support via our Home Support team.

Where can I go for more information?

If you have any questions about Bilsdale Mast Project Restore, you can find more information at www.bilsdalemast.co.uk

If I claim the e-voucher, can I still get support from Arqiva / Project Restore?

We will not be providing any additional support to those who claim a e-voucher, even if you don't end up using it. Therefore please check you're able to make use of the e-voucher before claiming it.

What if I don't have the right set up in my home for any of the streaming options? (E.g. no or slow WiFi)

Please call us instead on **0800 121 4828** and we can discuss other options with you. This freephone number is prioritised for those most vulnerable in society, please only call if you really have to.

What happens if the item I want is out of stock with Currys?

The e-voucher provided is of a high enough value so you can choose from a range of TV streaming devices at different prices. You have until late 2023 to use your e-voucher. The exact expiry date will be shown on your e-voucher. Currys are doing their best to make stock available as quickly as possible. Please keep checking the Currys website for availability.

What if I purchase one of the lower cost devices (e.g. £29.99 for an Amazon Fire TV Stick Lite)?

You are welcome to keep the change, which will be presented to you as a revised gift card balance with Currys.

What if I want a device that costs more than the £50 e-voucher provided?

You will be responsible for paying the difference.

What if I've already purchased an alternative device to watch TV through?

We are unable to reimburse you for money already spent but please keep the e-voucher and spend it on another item of your choice.

What happens if the item I purchase from Currys is faulty?

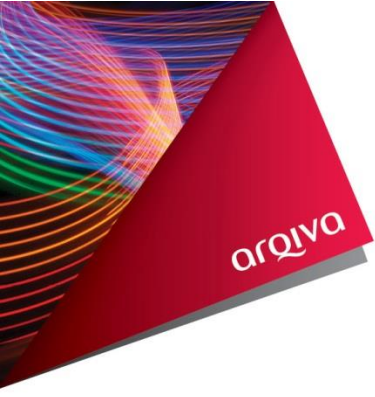
Please return the item to Currys and ask for a replacement. It's important to keep your receipt as proof of purchase.

What happens if I move home – do I need to leave any device I've purchased in the home?

If you have a landlord, you should discuss it with them. If you are selling the property, you can discuss it with the new owners.

The prices for the media players are different to what you've mentioned. Why?

Our prices were taken from the Currys website on 12th October 2021. In normal trading practice, prices can change over time.



About Arqiva:

Arqiva is at the heart of the broadcast and utilities sectors in the UK and abroad, providing critical data, network and communications services.

We work in partnership with our customers – major broadcasters and utilities like the BBC, ITV, Sky, Global, Bauer, Thames Water and Anglian Water – to meet everyone’s demand for information, content and entertainment and enabling a switched-on world to flow.

We are the only supplier of national terrestrial television and radio broadcasting services in the UK, consistently delivering digital TV, analogue and digital radio to people in all four corners of the country. We distribute over 1,000 channels internationally using our fibre and satellite infrastructure. Our advanced, secure and dedicated networks are also supporting the management of critical data for a range of smart metering networks in the energy and water sectors.

For more information, news and insights from Arqiva, please visit the website at: www.arqiva.com

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