

Name withheld

Additional comments:

Hi

I am a user of the freeview service at the moment and seem to randomly lose channels. I am in line of site to Emley Moor transmitter and have a suitable ariel fitted. It would appear I am not the only person affected by this problem. Just Google Emley Moor and you will find similar issues reported by other users.

The solution always seems to blame the ariel and a rescan of the channels. This is really not the best solution as it means wasting several minutes for all the channels to be picked up and then deleting the adult channels from the list and having to reset all my favourites. At least I know what I am doing with this but if you consider the many people who are not tech savvy who will feel frustrated with this experience. There is no other alternative then to go for satellite which can be expensive and again may be overkill for digital channel viewing.

Perhaps the best solution would be to stabilise the signal so that once tuned, the channels stay available which would improve the customer experience.

Can you do something about this?

Additionally, the 4G channel suppliers should also be made responsible to avoid interference with existing services. This way the technology issues can be avoided with a direct line of responsibility for compensation claims if any in the future. I do not wish to be contributing to any compensation claims in future.

Regards

Question 1: Do you have any comments on our modelling approach and assessment of numbers of households affected?:

Question 2: Do you agree with our high level conclusions on mitigation options?:

Question 3: Do you have any comments, views or evidence that you would wish to be considered in our further work looking at the appropriate level of consumer support?:

Question 4: Do you have any comments or views on how we have assessed the approaches and our preference for the hybrid approach?:

Question 5: Do you agree with the options, the assessment approach and our initial conclusions? What are your views on cost risks and how to deal with them?: