

# **CONSUMER INFORMATION - FCC BASIC INSTALL DTV CONTRACTORS**

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## **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.

## **CAN A FCC BASIC INSTALLATION DTV CONTRACTOR CHARGE ME FOR NEW EQUIPMENT OR PROVIDE ME WITH OTHER SERVICES?**

- **No.** As noted above, basic in-home installation services are provided free of charge. The contractor is not allowed to sell you any equipment. The contractor is also not allowed to sell you a paid service such as cable or satellite TV.

## **WHAT CAN I DO IF THE INSTALLATION IS NOT SUCCESSFUL?**

- If the contractor is unable to perform a successful installation, this contractor may provide you with the name and number of other FCC contractors in your area who may be able to help. If you call the second contractor, you should let them know that the first contractor was not able to install your converter box successfully.
- If there are no other FCC contractors in your area, if you are having difficulty receiving your broadcast stations after the contractor visits your home, or if you 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.