

CONSUMER INFORMATION - FCC EXPERT SERVICES DTV CONTRACTORS

WHAT CAN A FCC EXPERT SERVICES DTV CONTRACTOR DO?

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.

CAN THE EXPERT SERVICES DTV CONTRACTOR CHARGE ME FOR NEW EQUIPMENT?

- If the contractor determines that your converter box or antenna is defective or inadequate, the contractor may offer to sell you new ones. You are responsible for paying for these items, but the cost for each item must fall within the following ranges:
 - new converter box: \$40 – \$70 (the contractor may not be able to accept a coupon)
 - indoor antenna – grades: (low) \$5 – \$19.99; (medium) \$20 – \$49.99; (high) \$50 – \$80
 - miscellaneous parts such as cables, switches, and splitters: up to \$20
- 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.