Customizable Customer Service Phone Scripts

Quick Answers to Phone Calls

Q: Why can’t I see some of my channels anymore?

A: If you watch television over the air with an antenna, it may be that your local TV stations have moved to new frequencies. This requires you to rescan your TV or converter box to continue to receive the station signal.

Nationwide, nearly 1,000 local TV stations were directed to move to new frequencies by the Federal Communications Commission (FCC), the government agency that regulates the public airwaves. These station moves will take place between now and 2020. The channel number that you know will not change.

This does not affect cable or satellite TV subscribers or people who watch TV on the Internet.

Q: What do I do?

A: Rescan your TV or converter box to continue receiving the station signal. To rescan, select "scan" or "autotune" from your TV or converter box control menu to start the process. You can usually find instructions by pressing the "set-up" or "menu" buttons on your remote control. This may take a few minutes to complete. (TV Manufacturers: Please include instructions specific to your products if applicable).

You likely won’t need new equipment or services, but because stations must move frequencies at different times as directed by the government, you may need to rescan your TV more than once between now and 2020.

Q: Where can I find additional answers?

Visit w-w-w dot T-V-Answers dot o-r-g for additional instructions on how to rescan your TV and to learn which stations in your area are moving frequencies and when. That’s w-w-w dot T-V-Answers dot o-r-g.
Automated Phone Recording: Frequency Changes on Your Antenna

If your company utilizes an automated answering system for your phone lines, please consider making one of your options to get information about local stations moving frequencies. Below is a sample script.

Option:
To learn more about upcoming TV frequency changes in your local area, press <<X>>.

Recording after pressing <<XX>>:

Many of your local stations will be moving to new frequencies as directed by the government between now and 2020.

If you watch television over the air with an antenna, you will need to rescan your TV set each time a local station moves frequencies continue receiving the signal. You may need to rescan your TV set or converter box more than once. It is unlikely that you will need new equipment or services.

This does not affect cable or satellite TV subscribers or people who watch TV over the internet.

Visit w-w-w dot T-V-Answers dot o-r-g. for more details on how to rescan your TV and learn which stations are moving in your local area. Plan to Rescan!