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Description of document: Federal Communications Commission (FCC)  
Troubleshooting Guides developed for FCC Consumer Call  
Center staff to assist with the TV reassignment, 2018

Requested date: 26-November-2019

Release date: 19-December-2019

Posted date: 24-January-2020

Source of document: Freedom of Information Act Request  
Federal Communications Commission  
445 12th Street, S.W., Room 1-A836  
Washington, D.C. 20554

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Federal Communications Commission  
Washington, D.C. 20554

December 20, 2019

**BY ELECTRONIC MAIL**

Re: FOIA Control No. 2020-121

This letter responds to your Freedom of Information Act (FOIA) request for Troubleshooting Guides developed for FCC Consumer Call Center staff to assist with the TV reassignment. Your request has been assigned FOIA Control No. 2020-121.

The Incentive Auction Task Force and Consumer and Governmental Affairs Bureau, the Bureau that manages the Commission's consumer call center, searched for responsive records. The complete instructions provided to FCC call center staff to assist consumers with questions about the rescanning their televisions and other topics related to the broadcast television transition are attached to this letter. The document includes the standard script and talking points, answers to frequently asked questions, guidance for using FCC resources such as the FCC's interactive DTV map, and images of common remote controls to assist call center staff.

We are required by both the FOIA and the Commission's own rules to charge requesters certain fees associated with the costs of searching for, reviewing, and duplicating the sought after information.<sup>1</sup> To calculate the appropriate fee, requesters are classified as: (1) commercial use requesters; (2) educational requesters, non-commercial scientific organizations, or representatives of the news media; or (3) all other requesters.<sup>2</sup>

Pursuant to section 0.466(a)(8) of the Commission's rules, you have been classified for fee purposes as category (3), "all other requesters." As an "[a]ll other requester," pursuant to Section 0.470(a)(3) of the Commission's rules, the Commission would ordinarily charge fees that cover the full, reasonable direct cost of searching for and reviewing responsive records as well as the cost of reproducing any records released in response to your request, except that the first 100 pages of reproduction and the first two hours of search and review time would be furnished without charge.<sup>3</sup> In this case, we completed our work to date in responding to the above FOIA

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<sup>1</sup> See 5 U.S.C. § 552(a)(4)(A), 47 C.F.R. § 0.470.

<sup>2</sup> 47 C.F.R. § 0.470.

<sup>3</sup> 47 C.F.R. § 0.470(a)(3).

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request without releasing more than 100 pages or devoting more than two hours to search and review our records. Accordingly, no fee is being charged.

If you consider this to be a denial of your FOIA request, you may seek review by filing an application for review with the Office of General Counsel. An application for review must be *received* within 90 calendar days of the date of this letter.<sup>4</sup> You may file an application for review by mailing the application to Federal Communications Commission, Office of General Counsel, 445 12<sup>th</sup> St., SW, Washington, DC 20554, or you may file your application for review electronically by e-mailing it to [FOIA-Appeal@fcc.gov](mailto:FOIA-Appeal@fcc.gov). Please caption the envelope (or subject line, if via e-mail) and the application itself as "Review of Freedom of Information Action."

If you would like to discuss this response before filing an application for review to attempt to resolve your dispute without going through the appeals process, you may contact the Commission's FOIA Public Liaison for assistance at:

FOIA Public Liaison  
Federal Communications Commission, Office of the Managing Director, Performance  
Evaluation and Records Management  
445 12<sup>th</sup> St SW, Washington, DC 20554  
202-418-0440  
[FOIA-Public-Liaison@fcc.gov](mailto:FOIA-Public-Liaison@fcc.gov)

If you are unable to resolve your FOIA dispute through the Commission's FOIA Public Liaison, the Office of Government Information Services (OGIS), the Federal FOIA Ombudsman's office, offers mediation services to help resolve disputes between FOIA requesters and Federal agencies. The contact information for OGIS is:

Office of Government Information Services  
National Archives and Records Administration  
8601 Adelphi Road-OGIS  
College Park, MD 20740-6001  
202-741-5770  
877-684-6448  
[ogis@nara.gov](mailto:ogis@nara.gov)  
[ogis.archives.gov](http://ogis.archives.gov)

Sincerely,



Jean L. Kiddoo  
Chair, Incentive Auction Task Force

Attachment

cc: FCC FOIA Office

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<sup>4</sup> 47 C.F.R. §§ 0.461(j), 1.115; 47 C.F.R. § 1.7 (documents are considered filed with the Commission upon their receipt at the location designated by the Commission).

## TV Spectrum Auction - Post Transition

### Quick Links:

<https://www.fcc.gov/consumers/guides/consumer-faqs-tv-spectrum-auction>

[www.TVAnswers.com](http://www.TVAnswers.com) (National Association of Broadcasters)

<https://www.fcc.gov/media/engineering/dtvmaps> (map of scheduled broadcast transitions)

### Top-Line Messaging:

The Federal Communications Commission recently held a spectrum auction to help improve and expand wireless broadband services across the country. As a result, many TV stations will change broadcast frequencies.

If you subscribe to a cable or satellite TV, you will not need to take any action – your cable or satellite provider will make the necessary changes for you. But if you use an indoor or rooftop antenna to watch television you will need to “rescan” your TV to continue to receive those channels that change frequencies. While the channel number that you see on TV will not change, your TV will need to be rescanned to find the channel’s new frequency.

You will need to rescan, auto tune, reprogram, or run the channel set-up on your television set or converter box whenever one or more of your local TV stations moves to a new frequency. This will take place over the next two years and may occur more than once in your area. Your local TV stations will provide notice in advance of such a change, and you should plan to rescan your TV on or after the date that they tell you. But even if you don’t see these notifications, all you need to do is rescan your TV if you find that a station is missing, and chances are it will be found.

Typically, you will use your remote to rescan. The process is a little different for each make and model of TV, so you should follow the steps in your owner’s manual or look up the instructions online on the manufacturer’s website. For more information on how to rescan, visit our guide, which includes an instructional video, at [www.fcc.gov/rescan](http://www.fcc.gov/rescan).

### How Call Center Staff Should Document Calls:

Consumers calling about the transition may raise the following types of concerns:

- I saw a message about needing to rescan my TV and need help.
- I can no longer receive my local ABC channel.

- I have cable; does the “plan to rescan” I heard about affect me?
- I heard I might lose my local channels because the FCC is making broadcasters go off the air.
- Other calls where the caller receives their local channels using an antenna.

First, you need to confirm that the caller receives their local channels over the air using a rooftop or indoor antenna (meaning they don't have cable, satellite, or another subscription service).

If the caller watches TV through a cable or satellite subscription, explain that they do not need to do anything and will not lose any channels.

If the caller does use an antenna to watch TV, document the call as follows:

- In the subject of the ticket, enter DTV. In the resolution field, select TV::TV Digital Television (DTV).
- If the call relates to repacking/rescanning, select the DTV Sub Issue of Repacking/Rescanning.
- Tell the caller you are going to transfer them to the rescan hotline so that an agent can assist them.
- For English callers, push the transfer button, dial 9 1 520-666-4501 and push the transfer button again to transfer the call. For Spanish callers, push the transfer button, dial 9 1 520-666-4502 and push the transfer button again to transfer the call.
- In the description field, note that you transferred the call to the rescan hotline.
- If the call does not relate to repacking/rescanning, select the DTV Sub Issue of All Other.
- In the description field, provide detailed notes about the purpose of the call and any information you provided to the caller.

Notes:

- The DTV Sub Issue is a required field.
- Do not under any circumstances provide the rescan hotline number to callers directly. Tell them that if they get disconnected to call us back at 1-888-CALL-FCC, select option 1 for English or 2 for Spanish and then select option 6 for the rescan hotline.
- If the caller receives their local channels through cable, satellite, or another subscription service and they have issues related to local channels, select the Resolution TV::Availability.

If you have any questions, please speak with your supervisor

## **FAQs:**

### **When will I find out if or when stations in my area are moving frequencies?**

The main way to find out when you need to plan to rescan is to watch for public service announcements, on-screen “crawls,” and other notifications provided by your local television stations. These will typically start at least 30 days before the change takes place. You can also check the FCC’s website at <https://www.fcc.gov/media/engineering/dtvmaps>, which has a useful interactive map that allows you to enter your address and see most of the stations in your area and the timeframe in which they will be changing frequencies. The National Association of Broadcasters also has a website at <http://www.tvanswers.org/when.asp> where you can search by zip code to find out the schedule for stations in your area.

The illustrations below show the FCC's DTV map will display by searching by a location. In this example, WRC-TV was clicked to display details of that station.

[see illustrations at bottom]

### **Other than rescanning, will I need to do anything to continue watching TV over the air?**

In general, no. You will not need to buy a new TV or purchase a converter box like you may have done during the transition to digital television in 2009. When one or more of your local TV stations move to a new frequency, the only action that you will usually need to take is to rescan, auto tune, reprogram, or run the channel set-up on your television set or converter box using your remote control.

If you notice a station is missing from your TV, your first action should be to try a rescan, but in a few rare instances you may need to reposition your antenna or possibly replace it, so if rescanning doesn’t work you should call your local station to see if there is any other action that you need to take. The best way to locate contact information for your local station is to search the Internet by the name of the station or the call sign of the station.

There are sometimes technical reasons for not receiving signals having to do with temporary facilities being used by a station while it completes construction of its new permanent facilities. The precise viewership areas affected by this situation would only be known to the station. If you contact the station for more details, be ready to discuss the following:

- explain that you have rescanned several times;
- ask if they are on an interim antenna or have otherwise adjusted TV coverage areas;

- provide your address so the station can review its coverage of your location; and
- ask when they plan to resume coverage to your address so that you can rescan again at that time.

Note: Call Center agents should not use the Public Station File or other internal sources to provide contact information for callers.

For more information on how to rescan, visit our guide, which includes an instructional video, at [www.fcc.gov/rescan](http://www.fcc.gov/rescan).

### **What do you mean, “rescan”?**

Rescanning goes by a variety of names, including auto tuning, channel set-up, channel scan, channel search, auto scan, auto program, etc. Typically, your remote is required to rescan, but in many instances, you can also do so using buttons on the side or top of your TV. Instructions are usually available by pressing the “set-up” or “menu” button on the remote control or TV. You will need to select “scan,” “auto tune,” or other similar description on the TV or converter box control menu to begin the rescanning process. Once started, the television ‘scans’ the airwaves and stores the correct frequency for each available channel in your area. The television will appear to run through each channel (without you needing to use the channel up/down arrows on your remote) and will create and store an updated channel line-up. You will not be able to access the program guide, watch any shows, or change or select a channel while the scan is in progress. Once the scanning process is complete, the television will default to the first channel that it finds, and you will have full control of your TV set once again. You do not need to rescan on the exact time and date that channels in your area transition to a new frequency. If you rescan at any time after a channel’s “rescan day,” your TV should link the channel to its new frequency.

### **Remote Control Examples**

[see remote control examples at the bottom]

### **What if I rescanned early, but it’s still not working?**

Channel realignments do not go into effect until the exact date and time a station moves frequencies. If you rescanned your television before then, you will need to do so again on or after the date announced by your local TV station(s). You will also need to rescan each time a station in your area moves to a new frequency, as the transition date for each station may vary.

### **Will I need to buy a new antenna?**

In most cases, no. In very limited cases, a local station may move from a UHF frequency to a VHF frequency, which may affect those few viewers who have a UHF-only TV antenna. In other limited cases, a broadcaster may relocate its transmission facilities as part of this process. In those cases, you may need to reposition your antenna or possibly replace it. Therefore, if your rescan does not find a particular channel you should call that local TV station to see if there is any other action that you need to take.

For more information about over-the-air TV antennas, visit our guide at [www.fcc.gov/consumers/guides/antennas-and-digital-television](http://www.fcc.gov/consumers/guides/antennas-and-digital-television).

### **Will cable and satellite still carry my local TV stations?**

You will not need to rescan your TV if you obtain service from a cable or satellite provider. In the vast majority of cases, your provider will continue to provide the same local TV station on the same channel.

In very rare circumstances, a few broadcast TV stations may have moved their transmission facilities in a way that affected the TV markets in which they're carried by your cable or satellite provider as "local" TV stations. Please check with your cable TV or satellite TV provider if at any time you cannot find one of your local TV stations on their system.

### **Will I be notified if a station is changing frequencies or going away?**

Many of the stations that are changing frequencies are required to notify consumers with daily on-air announcements for at least 30 days prior to any change. During that time, stations will continue to operate on their current frequencies. While not required to do so, certain other TV stations will likely provide similar notices to their viewers when they change frequencies. But even if you do not see such notices, it's always a good rule of thumb to try a rescan if for any reason you cannot find a particular channel on your TV set. Rescanning will almost always find the new frequency for the missing channel, but in rare instances you may need to reposition your antenna or possibly replace it. If rescanning doesn't work, you should call your local station to see if there is any other action that you need to take.

### **I live in an apartment building (or nursing home, or any multi-dwelling facility with a private cable or "single master antenna" system) and I am still not getting channels after a rescan. What do I do?**

Please contact the property manager or TV service provider for your building. They may need to reorient the building's antenna so that all units can receive all available local TV channels.



## DTV Coverage

### Signal Legends

Strong	Moderate	Weak	No Signal

### Incentive Auction (IA) Information

Mouse over the letter for more details about that callsign.

Callsign	Network	Ch#	Band	IA
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Click on callsign for detail

WJLA-TV	ABC	7	HI-V	
WUSA	CBS	9	HI-V	
WJAL	IND	68	HI-V	
WTTG	Fox	5	UHF	
WDCA	MNT	20	UHF	
WFDC-DT	UNIV	14	UHF	
WDCW	CW	50	UHF	
WRC-TV	NBC	4	UHF	R
WZDC-CD	TELE	44	UHF	
WPXW-TV	ION	66	UHF	R
WIAV-CD	IND		UHF	
WMDO-CD	Unim		UHF	
WHUT-TV	PBS	32	UHF	
WETA-TV	PBS	26	UHF	R
WMPT	PBS	22	UHF	R

### Enter Location:

OR



### Please note:

These predictions are based on a terrain-sensitive propagation model resembling but not identical to the propagation model used when calculating service and interference contours for licensed broadcast television stations. Actual signal strength may vary based on a variety of factors, including, but not limited to, building construction, neighboring buildings and trees, weather, and specific reception hardware. Your signal strength may be significantly lower in extremely hilly areas. Click on a callsign for details about that station's Incentive Auction repacking plans.

WRC-TV	NBC	4	UHF	R
WZDC-CD	TELE	44		

WRC-TV Facility ID: 47904

WRC-TV (Licensing) (Public File)

City of License: WASHINGTON, DC

RF Channel: 48

RX Strength: 110 dbuV/m

Tower Distance: 3 mi; Direction: 313°

Repacked Channel: 34

Repacking Dates: 6/22/2019 to 8/2/2019

WZDC-CD Facility ID: 50347 (sharing on 47904)

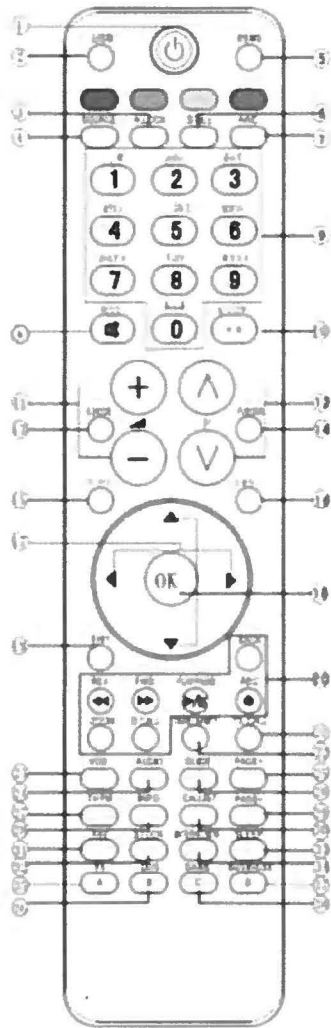
WZDC-CD (Licensing) (Public File)

#### Definitions for the map:

- IA: Incentive Auction (meaning that column indicates whether or not the station will be changing frequencies)
- R: Repack (if the station has an "R" in the "IA" column, that means it is moving as part of the repack, which is the term for moving all of the TV broadcasters into one portion of the spectrum band to free up spectrum for wireless)
- The repacking dates, which you'll only see for stations with an "R," are when that particular station will be testing and then moving frequencies as discussed

## REMOTE CONTROL EXAMPLES

### HAIER



#### Using Your Haier Remote

- Click the Menu Button, button 16 in the illustration to the left.
- Then hit the "Channels".
- Then click "Auto tuning".

[www.haier.com](http://www.haier.com)

### HITACHI



#### Using Your Hitachi Remote

- Click the Menu Button
- Then hit the "Channels".
- Then click "Air".
- You will be asked "Are You Sure You Want to Auto Channel Scan?"
- Click the "Yes" Button.

[www.hitachi.com](http://www.hitachi.com)

## INSIGNIA



### Using Your Insignia Remote

- Click the Menu Button.
- Then hit the "Antenna" button as your source.
- Then click "Scan".

[www.insigniaproducts.com](http://www.insigniaproducts.com)

## LG

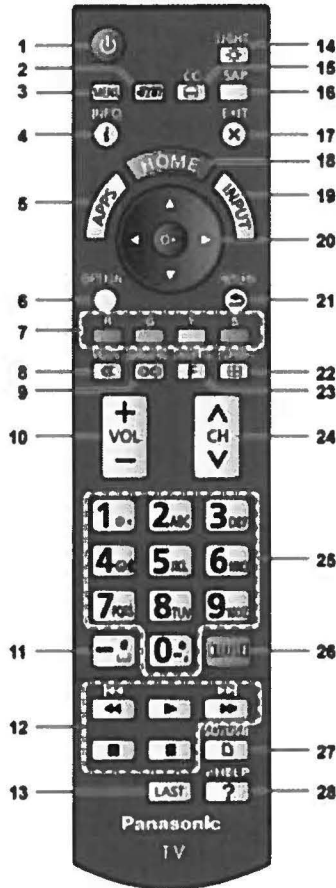


### Using Your LG Remote

- Click the "home" button.
- Then hit the "Settings" button.
- Then click the "Channels" button.
- Then click the "auto-tuning" button.

[www.lg.com](http://www.lg.com)

## PANASONIC



### Using Your Panasonic Remote

- Click the Menu Button (Button #3 in the photo to the left).
- From the menu, click the "Set-Up" button.
- Then click the "Antenna" button.
- Then, click the "Scan" button.

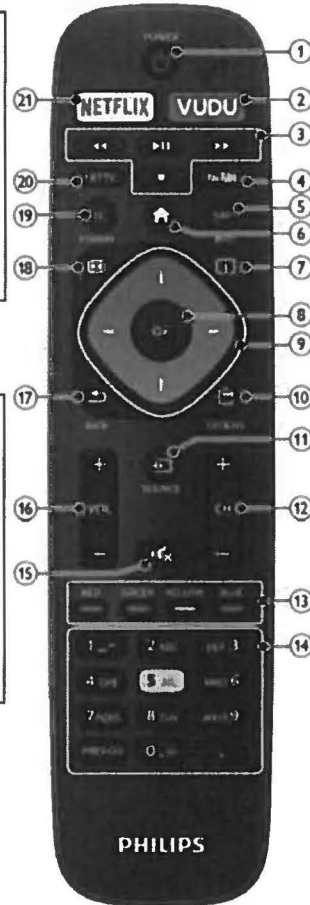
[www.panasonic.com](http://www.panasonic.com)

### Using Your Phillips Remote

- Click the Home Button (Channel 6 in illustration to the left).
- Use the left/right button to hit the "Set up" button.
- Use the directional buttons to hit the "Search for Channels" button.
- Hit the OK button.

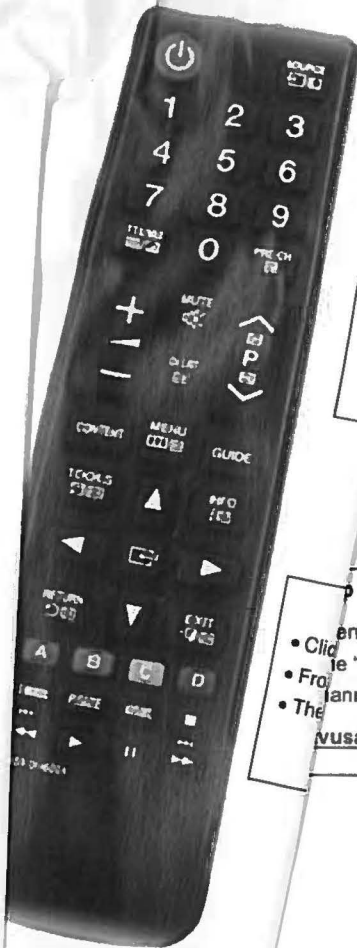
[www.philips.com](http://www.philips.com)

## PHILLIPS



SAMSUNG

SHARP

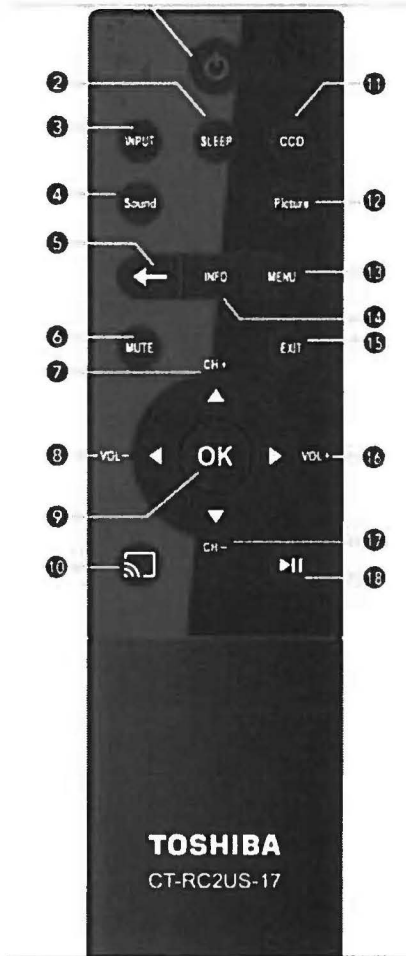


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vusa.com



## TOSHIBA



### Using Your Toshiba Remote

- Click the Menu Button (#13 in the photo, left).
- Using the up/down buttons, click into the Set Up menu.
- Using the up/down buttons, click into the "Auto tune" button.

[www.tvna.compal-toshiba.com/us/en/](http://www.tvna.compal-toshiba.com/us/en/)

### Using Your Vizio Remote

- Press the Menu Button.
- Use the Up/Down Buttons to click into the "Set-Up" Button.
- Use the Up/Down Buttons to click into the "Re-Tune" Button.
- Click the "OK" Button.

[www.vizio.com](http://www.vizio.com)

## VIZIO

