

TV Converter Box Coupon Program

Frequently Asked Questions



Background on Digital Television Transition

1. What is the digital television transition?

Many full-power broadcast television stations in the United States have stopped analog broadcasting and are broadcasting only in digital. The remaining stations will stop broadcasting analog sometime between now and June 12, 2009. June 12, 2009 is the final deadline for terminating analog broadcasts under legislation passed by Congress. Digital broadcasting provides a clearer picture and more channels and will free up airwaves for use by emergency responders.

2. Will my television work after the transition?

Analog television sets receiving free TV using an antenna will not work after stations in your local area stop analog broadcasting, which will occur no later than June 12, 2009. Television viewers with these sets that are not connected to a pay TV service will need to take action now. Most consumers who purchase a converter box today connect it to their existing television and begin enjoying the benefits of digital television immediately.

3. What are my options so I can continue to get TV after the analog shut-off?

Consumers have a variety of options. If you're not sure what to do, take a quick quiz to help you figure out what to do at www.DTVTransition.org. Options to explore include:

1. Keep your existing analog TV and purchase a TV converter box with or without a government coupon. A converter box plugs into your TV and will keep it working after your local stations stop analog broadcasts no later than June 12, 2009, or
2. Connect to cable, satellite or other pay service, or
3. Purchase a television with a digital tuner.

4. What is a TV converter box?

A TV converter box plugs into your analog TV and, along with your antenna, will keep your analog set working after your local stations stop analog broadcasting. A TV converter box is a one-time purchase and usually costs between \$40 and \$80. A TV connected to cable, satellite or other pay TV service does not require a TV converter box. For a list of TV converter boxes that can be purchased with \$40 government coupons, please visit www.DTV2009.gov. Your coupons will also come with a list of nearby retailers—as well as online and telephone retailers—that you should keep and use to find a converter box.

5. What is the TV Converter Box Coupon Program?

Congress created the TV Converter Box Coupon Program for households wishing to keep using their analog TV sets after stations stop analog broadcasting no later than June 12, 2009. The Program allows U.S. households to obtain up to two coupons, each worth \$40 that can be applied toward the cost of eligible converter boxes.

6. How do I get my coupons?

Consumers can apply for up to two \$40 coupons per household by going online at www.DTV2009.gov, calling 1-888-DTV-2009 (1-888-388-2009), or by mailing their application to PO Box 2000, Portland, OR 97208-2000.

Requests from eligible households will be filled on a first-come, first-served basis. Supplies are limited. Coupons will be mailed to eligible households and are good for 90 days from the date they are mailed. Since most stations are already transmitting digital broadcasts, consumers with older model televisions using an antenna to receive their free channels can connect the converter box and begin to enjoy the benefits of digital TV now.



7. Where can I use my coupons?

When the coupon is mailed to you, it will include an insert with a list of nearby participating retailers as well as online and telephone retailers. You can expect to buy TV converter boxes and use your coupons at retail stores where you would normally buy consumer electronics products. You can also go online at www.DTV2009.gov, enter your zip code, and locate participating retailers on a map.

8. How do I install a TV converter box?

Converter boxes plug into TV sets, either in the back or front, depending on your TV. You will still need your antenna, which works with the TV converter box. Each TV converter box comes with installation instructions from the manufacturer. You should be able to install the converter box using the instructions provided by the manufacturer. For specific questions, you should ask your retailer or call the manufacturer's technical support hotline. A generic "Quick Start Guide" and installation video are available at www.DigitalTips.org (under the DTV/Video tab).

9. Why is the digital transition happening?

Broadcasters are transitioning to digital to provide important benefits to consumers. Because digital broadcasting is more efficient, broadcasters require less of the airwaves to provide a better television viewing experience. Once the DTV transition is completed, some television channels will be turned over to fire and police departments for emergency communication and others are being auctioned to companies to provide new wireless services.

10. What is NTIA's role in the transition?

The National Telecommunications and Information Administration (NTIA), part of the U.S. Department of Commerce, is operating the TV Converter Box Coupon Program at the direction of Congress.

11. Will the transition affect me?

Many full-power broadcast television stations in the United States have stopped analog broadcasting and are broadcasting only in digital. The remaining stations may stop broadcasting analog sometime between now and June 12, 2009. June 12, 2009 is the final deadline for terminating analog broadcasts under legislation passed by Congress. You will need to take action before stations in your area stop analog broadcasts if you currently watch TV on an analog TV set that is not connected to cable, satellite or other pay TV service. If you own a television with a digital tuner or subscribe to a pay TV service, you will not need a converter box from this Program.

12. How do I know if I have an analog or a digital TV?

What you need to know is whether your TV set has something called a "digital tuner" already built in. If it does, your TV set will receive digital signals. The best way to determine whether your TV set has a digital tuner built in is to consult your owner's manual. If that's not possible, you may be able to look up information about your TV set on the manufacturer's website. Or, you can take an up-close look at your TV set. In any case, you're trying to find out if your set has an input connection labeled "digital input" or "ATSC" (for Advanced Television Systems Committee, which is the DTV format).

Here are some general guidelines that may help:

If you bought your TV set before 1998, it probably doesn't have a digital tuner at all. Almost every TV set made before 1998 was a traditional "analog" set. If you bought a big-screen, projection TV between 1998 and 2004, it may have a built-in digital tuner inside. But chances aren't great. Only a limited

percentage of projection TV sets (and generally only those 42 inches in diameter or larger) included digital tuners before 2004.

If you purchased a new TV set since 2004, your chances of having a built-in digital tuner improve dramatically. Starting in 2004, many of the TV sets sold at popular electronics stores feature digital tuners. But it's not a sure thing. Even some of the newer TV sets are purely display monitors that lack the internal circuitry needed to pick up digital broadcasts. Usually these sets have been advertised as "HD-ready" or "HDTV monitor" sets. That means they can display digital and high-definition signals, but they need help getting those signals in the first place. You'll still need a special converter or a cable TV connection.



13. I'm a cable customer. Will I be affected by the transition?

TVs connected to cable, satellite or other pay TV service will not require a TV converter box from this program. Cable and satellite subscribers should check with their providers to see whether there are or will be any cable- or satellite-specific changes to their pay service.

14. I live in a community with translator and low-power television service. Do I need to take action before the end of analog broadcasting?

Translator and low-power television stations are not required to go all-digital by June 12, 2009. Viewers of these broadcast stations should contact their station for details. As these stations go digital, consumers will need to take action to continue to receive their free channels with an antenna. For a list of low-power stations in your area, or more information on low-power television, visit www.LPTVanswers.com.

Consumer Options

15. What should I do to be ready for the end of the television transition?

Analog television sets receiving free TV using an antenna will not work after your local stations shut-off analog broadcasts between now and June 12, 2009. Television viewers with these sets that are not connected to a pay TV service should take action immediately to ensure their TV sets continue to work. Consumers have a variety of options.

Options to explore include:

1. Keeping your existing analog TV and purchasing a TV converter box with or without a government coupon. A converter box plugs into your TV and will keep it working after your local stations stop analog broadcasts no later than June 12, 2009. It usually costs between \$40 and \$80, or
2. Connect to cable, satellite or other pay service, or
3. Purchase a television with a digital tuner.

If you're not sure what to do, take a quick quiz to help you figure out your options at www.DTVtransition.org.

16. Where can I purchase a converter box?

The list of certified retailers is searchable at www.DTV2009.gov. Consumers will also receive a list of nearby participating retailers—as well as online and telephone retailers—when they receive their coupons.

17. Will I need to buy a new television after the end of the transition?

No, you will not need to dispose of your analog TV. If you receive your TV programs for free using an antenna—that is, your TV set is not connected to cable, satellite, or other pay TV service—you can purchase a TV converter box and plug it into your existing TV set to continue to receive TV programs after analog broadcasting stops. You can also use your existing television set and subscribe to a pay TV service, such as a cable or satellite provider.

18. Do I need a converter box if I have cable or satellite?

TVs connected to cable, satellite, or other pay services do not require a TV converter box from this Program to receive programs. Check with your cable or satellite provider to determine how they will support your analog set after the end of the transition. The Federal Communications Commission has issued two very helpful consumer advisories on the switch to digital for pay TV services at <http://www.dtv.gov/publications.html>.



19. Will I still need an antenna to receive programming? Will I need to purchase a “DTV antenna” or “HDTV antenna” to receive digital television signals?

You should be able to receive digital television signals with your existing broadcast antenna. If after you have installed your converter box you are having reception problems using your existing antenna, you may want to contact either your local broadcaster or the retail store where you purchased the converter box. Troubleshooting advice can be found at www.antennaweb.org or via the Federal Communications Commission at <http://www.fcc.gov/cgb/consumerfacts/dtvantennas.html> or 1-888-CALL-FCC.

Converter Box Options

20. How much do I have to pay for a TV converter box?

TV converter boxes usually cost between \$40 and \$80. Each U.S. household may request up to two \$40 coupons to help pay for the cost of converter boxes. After applying the coupon, participating retailers will charge consumers the remaining balance. Converter boxes may be purchased with or without a government coupon.

21. When can I buy a TV converter box?

TV converter boxes are available now at retailers where you would normally buy consumer electronics products. Before shopping for your converter box, you might want to call ahead to make sure retailers have converter boxes available. TV converter boxes may be purchased with or without a government coupon.

22. What is meant by an “eligible” TV converter box?

TV converter box models must meet technical and performance standards determined by the National Telecommunications and Information Administration (NTIA) in order to qualify for the Coupon Program. A list of eligible make and model numbers for purchase with the coupon can be found at our website, www.DTV2009.gov.

23. Which manufacturers are making the TV converter boxes? Are there differences?

See a complete list of eligible TV converter boxes at www.DTV2009.gov. TV converter box features may vary depending on the brand; however all models will allow your analog TV to continue to operate after your local broadcasters stop analog broadcasting. The best way to get information on individual converter boxes is to visit the manufacturer’s website—or ask a customer service specialist at a store that sells them. Comparisons of some converter box models are available online, including at www.ConsumerReports.org (search for “DTV converter box ratings”) and www.wikipedia.com (search for “Comparison of CECB units”).

24. Does someone have to come into my home to install the converter box?

No, you should be able to install the converter box yourself using the instructions provided by the manufacturer. For specific questions, you should call the manufacturer’s technical support hotline, ask your retailer or you may call the FCC at 1-888-CALL-FCC. A generic installation guide is also available at www.DigitalTips.org (under the DTV/video tab). The Coupon Program does not provide technical support.

25. How big is the converter box?

Converter boxes are about the size of a paperback book. Most will fit on top of a small to medium TV set.

26. Can I use the converter box along with my cable box?

No. Converter boxes from this program work only with over-the-air broadcast television signals, not cable or satellite service.

27. Will I receive Closed Captioning through a converter?

Yes. Manufacturers of converters are required to provide Closed Captioning for display on your television.

28. Do I need to purchase a TV converter box that is the same brand as my TV? No.

29. I have a handheld or battery-powered TV. Will this work after the end of the digital television transition? Can I connect it to a TV converter box?

Generally not. If a battery-powered TV is part of your emergency preparedness plan, one solution is to purchase a battery-powered digital TV. If that is a problem, make sure you have a battery-powered radio. Radio stations also provide emergency information. In addition, a number of TV stations simulcast their broadcasts on local radio stations. Finally, the National Oceanic and Atmospheric Administration (NOAA) recommends the purchase of a NOAA Weather Radio, available at many electronic and department stores. Broadcasting 24/7, the NOAA Weather Radio provides continuous weather information, and alerts listeners immediately to life threatening local severe storm warnings, along with the latest hurricane advisories from the National Hurricane Center and the Hurricane Local Statements from the National Weather Service. For more information, see: <http://www.srh.noaa.gov/mfl/radio.php>.

30. Will my VCR or DVD player still work once I plug my converter box into my TV?

The analog equipment you currently use will continue to work with (output to) your analog TV set just as before, but they will not be able to receive over-the-air programming without the TV converter box. Attach the converter to your VCR, TiVo, DVD-R, etc. instead of hooking it directly to your TV.

31. Can I start using my TV converter box now or do I need to wait until after my local broadcasters transition for it to work?

Consumers can enjoy the benefits of digital television today. Because full-power stations are currently broadcasting both in digital and analog, viewers can plug in their converter boxes and generally receive a clearer picture and more channels, where they are available.

32. Will I receive High-Definition TV with a converter box?

No. Analog televisions are not capable of displaying High-Definition resolution, but the picture will generally be better with a TV converter box. If you want to view High-Definition TV, then you will need one of the newer sets rated for "High-Definition" resolution.

33. May coupons be used towards the rental or purchase of cable or satellite set-top boxes?

No. Cable and other pay TV set top boxes are not part of this Program. Coupons from this Program can only be used towards the purchase of TV converter boxes that work with TV sets receiving broadcast programming over the air via antenna.

34. I have heard that the dates communities are switching to all-digital broadcasting may vary. Is that right?

The digital transition is ending. On Feb. 17, many full-power broadcast television stations stopped analog broadcasting and are now broadcasting only in digital. The remaining stations may stop broadcasting analog sometime between now and June 12, 2009. June 12, 2009 is the final deadline for terminating analog broadcasts under legislation passed by Congress.



35. I have heard that stations are temporarily turning off their analog signals for short periods of time—10 seconds, 30 seconds—to help consumers see whether they need to take action?

These brief tests allow TV viewers the opportunity to “diagnose” whether they need to take action to prevent their TVs from losing programming after the transition ends. For example, a local broadcast station might “pull the plug” on its analog transmission for a short interval to allow viewers to tune their TV sets into this channel to see whether they can receive the broadcast. If their TV sets do not pick up the program, then consumers would need to take the action necessary to ensure they can receive a signal before the analog shut-off.



Coupon Program: Getting a Coupon

36. When can I apply for my coupons?

You can apply for a coupon now. Coupon requests from eligible households will be filled on a first-come, first-served basis. Supplies are limited. If funds are not available, eligible consumers may be placed on a waiting list. The Coupon Program has completed processing approved coupon applications that were placed on a waiting list beginning in January 2009.

37. How do I request a coupon?

While supplies last, you can request a coupon in one of four ways:

- Apply online at www.DTV2009.gov
- Call the Coupon Program’s toll-free, 24-hour automated system at **1-888-DTV-2009** (1-888-388-2009).
- Mail a coupon application to: PO BOX 2000, Portland, OR 97208-2000
- Fax a coupon application to 1-877-DTV-4ME2 (1-877-388-4632)
- Deaf or hard of hearing callers may dial 1-877-530-2634 (English/TTY) or 1-866-495-1161 (Spanish/TTY). TTY Service is available from 9 AM – 9PM Eastern Time, Monday through Friday.

The contact center is accessible for hearing-impaired persons through a TTY service. The contact center and website can help answer questions you may have about obtaining and redeeming coupons, and checking the status of your coupon request.

38. Are coupon applications available any place else such as the library or grocery store?

The Coupon Program is working with its partners to make applications available in the places where it makes the most sense for each community. The easiest way to apply, if you have Internet access, is online at www.DTV2009.gov. If you don’t have a computer, your local library probably has computer terminals for public use, or you can call 1-888-DTV-2009 (1-888-388-2009).

39. Will retailers make coupon applications available in their stores?

Some retailers may offer coupon application forms at their stores. Retailers, however, cannot provide the coupons; consumers must request them from the Government. The decision to provide applications is up to each retailer. The easiest way to apply, if you have Internet access, is online at www.DTV2009.gov, or you can call 1-888-DTV-2009 (1-888-388-2009).

40. When will I get my coupons?

The date you receive your coupon(s) will depend on when you submit your application. You can check the status of your request online at www.DTV2009.gov/CheckStatus.aspx. If you want to check the status of your specific application to see whether your coupon(s) has been mailed, you can enter your reference number, coupon ID or name and address on the appropriate form on the same Web page.

Note that coupons expire 90 days after they have been mailed. The expiration date is printed on the card.

The Coupon Program has completed processing approved coupon applications that were placed on a waiting list beginning in January 2009. Consumers who had been notified they were approved for coupons but placed on a waiting list due to a lack of program funds will be issued coupons.



41. What does the TV converter box coupon look like?

Coupons look like plastic credit cards or gift cards used widely in the retail industry. Unlike gift cards, TV converter box coupons will carry no stored value and can only be used towards the purchase of eligible TV converter boxes.

42. Are all consumers eligible for the Coupon Program?

Yes, but supplies are limited. If funds are not available, consumers may be placed on a waiting list. The Coupon Program has completed processing approved coupon applications that were placed on a waiting list beginning in January 2009.

The Coupon Program is now accepting applications from consumers whose coupons expired without being redeemed. The Coupon Program limits each U.S. household to a total of two redeemed coupons. Therefore, if you have redeemed one coupon toward the purchase of a TV converter box and the other has expired, you may request and be approved for one replacement coupon; if you have redeemed two coupons you will not be approved for additional coupons. Replacement coupons will only be issued to eligible households upon request.

43. How many coupons can I request?

Each household can redeem a maximum of two coupons. Each coupon may be applied towards the purchase of a single converter box. The coupons can be ordered one at a time or both at the same time.

The Coupon Program is now accepting applications from consumers whose coupons expired without being redeemed. The Coupon Program limits each U.S. household to a total of two redeemed coupons. Therefore, if you have redeemed one coupon toward the purchase of a TV converter box and the other has expired, you may request and be approved for one replacement coupon; if you have redeemed two coupons you will not be approved for additional coupons. Replacement coupons will only be issued to eligible households upon request.

44. What information do I need to provide the government to request my coupons?

The TV converter box coupon application requires that you provide your name, household address, number of coupons requested (maximum of two) and whether you subscribe to cable, satellite or other pay television service.

45. Will the government use my name and address for other purposes?

No. Your personal information is protected under privacy laws and will not be sold or used for other purposes other than administering the Coupon Program.

46. Are nursing homes, group homes and other institutions eligible for coupons?

Residents of state-licensed nursing homes, intermediate care facilities, and assisted living facilities are eligible to apply for and receive one \$40 coupon from the TV Converter Box Coupon Program. Applicants must use a special mail-in application, which is available (in English and Spanish) on the Coupon Program homepage (www.DTV2009.gov). A family member or a representative from the licensed facility may apply for one coupon for a nursing home resident, but the coupon will be mailed directly to the nursing home resident.

Coupon requests from residents of state-licensed nursing homes, intermediate care facilities and assisted living facilities will be filled on a first-come, first-served basis. Supplies are limited. If funds are not available, eligible consumers may be placed on a waiting list. (The Coupon Program has

completed processing approved coupon applications that were placed on a waiting list beginning in January 2009).

47. Can I assist someone who is unable to apply for themselves, such as an elderly parent?

Yes. You can assist someone else to complete an application.

48. What if I receive my mail at a Post Office Box?

Applicants who utilize a post office box for mail delivery may request coupons through the normal application process. Applicants are required to provide their physical residence in addition to their post office box number. Coupon requests from eligible households will be filled on a first-come, first-served basis. If funds are not available, eligible consumers may be placed on a waiting list. (The Coupon Program has completed processing approved coupon applications that were placed on a waiting list beginning in January 2009).



Using a Coupon

49. If I can't find a retailer in my area that carries TV converter boxes, can I purchase one online?

Check the TV Converter Box Coupon Program material that comes with your coupons or our website, www.DTV2009.gov, to see a list of participating online retailers.

50. Can I use my coupons to purchase any TV converter box?

No. The government will provide a list of coupon-eligible converter boxes and participating retailers on its website, www.DTV2009.gov. You may also ask participating retailers whether TV converter boxes in their stores can be purchased with the government coupon.

51. Can I use my coupon to purchase other consumer electronics products, such as DVD recorders or televisions?

No. Coupons will be electronically coded to be used only for purchases of coupon-eligible converter boxes.

52. Can I use my coupon to get \$40 off a TV converter box I've already purchased?

No. The TV Converter Box Coupon Program is not a rebate program. Coupons must be presented at the point of sale and must be redeemed at the time TV converter boxes are purchased.

53. What happens to my coupon after I use it?

It is instantly deactivated and cannot be used again. Stores may keep them or you can throw them away. You should keep your receipt and a record of your coupon number in case you decide to exchange or return the converter box.

54. Can I replace a lost or stolen coupon?

The Coupon Program is accepting applications from consumers whose coupons expired without being redeemed. The Coupon Program limits each U.S. household to a total of two redeemed coupons. Therefore, if you have redeemed one coupon toward the purchase of a TV converter box and the other has expired, you may request and be approved for one replacement coupon; if you have redeemed two coupons you will not be approved for additional coupons. **Replacement coupons will only be issued to eligible households upon request.** Consumers who wish to apply for a replacement coupon can do so at www.DTV2009.gov, by calling 1-888-DTV-2009 (1-888-388-2009), mailing an application to P.O. Box 2000, Portland, OR 97208 or faxing it to 1-877-DTV-4ME2 (1-877-388-4632). Deaf or hard of hearing callers may use 1-877-530-2634 (TTY).

55. Can I use both coupons toward the purchase of one converter box?

No. Only one coupon can be used per coupon-eligible converter box.

56. Can coupons be used by other members of a household?

Yes. Coupons can be redeemed by anyone in your household. However, only two coupons can be issued per household regardless of the number of occupants or families.

57. Can I transfer the coupon to someone else?

It is illegal to sell coupons, but giving a coupon for free to a family member, friend, or neighbor is not prohibited under Program regulations.

58. Do the coupons have cash value? No. The coupon has no cash value.

59. Can coupons be sold? No. It is illegal to sell, duplicate or tamper with the coupon.

60. Can a retailer refuse to accept the coupons?

Retailers that are not participating in the Coupon Program will not be able to accept the coupons. Only retailers certified by the NTIA will accept the coupons. A list of certified retailers in your area can be found on the Program website at www.DTV2009.gov.

61. How long are coupons active?

Coupons expire 90 days after they are mailed. Each coupon has an expiration date printed on it.

62. How long should I wait before checking on the status of my coupon?

Please allow approximately three weeks after you applied before contacting us to check on the status of your application if you have not received your coupons. You can check the status of your request online at www.DTV2009.gov/CheckStatus.aspx.

Coupon requests from eligible households will be filled on a first-come, first-served basis. Supplies are limited. If funds are not available, eligible consumers may be placed on a waiting list. Consumers who apply and are placed on the waiting list can check the status of their application online at www.DTV2009.gov/CheckStatus.aspx. (The Coupon Program has completed processing approved coupon applications that were placed on a waiting list beginning in January 2009).

63. If I used the coupon to buy a TV converter box and then return it for credit with the retailer, can I use that credit for any other purchase at the retailer?

You will not be able to receive cash or credit for the coupon amount, but you can receive cash or credit for any amount you paid out of pocket, if the store policy permits returns or exchanges.

64. Can I exchange my TV converter box for another one?

If the retail store permits exchanges, you can exchange the converter you purchased for another coupon-eligible converter box.

65. If a coupon expires before it is used, can a consumer re-apply?

The Coupon Program is accepting applications from consumers whose coupons expired without being redeemed. The Coupon Program limits each U.S. household to a total of two redeemed coupons. Therefore, if you have redeemed one coupon toward the purchase of a TV converter box and the other has expired, you may request and be approved for one replacement coupon; if you have redeemed two coupons you will not be approved for additional coupons. Replacement coupons will only be issued to eligible households upon request. Consumers who wish to apply for a replacement coupon can do so at www.DTV2009.gov, by calling 1-888-DTV-2009 (1-888-388-2009), mailing an application to P.O. Box 2000, Portland, OR 97208 or faxing it to 1-877-DTV-4ME2 (1-877-388-4632). Deaf or hard of hearing callers may use 1-877-530-2634 (TTY).



66. Can coupons be used toward the price of an upgraded converter box (for example, a box that includes a DVR)?

No. Coupons are only valid for eligible converter boxes. The intent of the Program is to allow consumers to continue to view TV over-the-air on the same TV they used prior to the transition, not to enable upgrades in technology.



67. Can a coupon be used to pay for sales tax?

No. The \$40 coupon can only be used towards the price of an eligible TV converter box, excluding any sales tax.

68. Can a consumer purchase two TV converter boxes with two coupons in a single transaction?

Yes, if the consumer is purchasing two TV converter boxes with two valid coupons.

69. What is the last day to redeem coupons?

Coupons expire 90 days after they are mailed and will have the expiration date printed on the coupon. The last day to apply for coupons is July 31, 2009, or until supplies are exhausted.

70. If the TV converter box costs less than \$40, can I get cash back or use the difference for another purpose?

No, the coupon can only be used for the price of an eligible converter box. Consumers will not get change back. If the converter box is priced below \$40, then consumers will only pay any applicable sales tax.

71. If the converter box is more than \$40, how can the consumer pay the difference?

The consumer may pay the difference with any other form of payment acceptable to the retailer. Two coupons may not be combined towards the purchase of a single converter box.

72. What happens if a consumer purchases more than one converter box and has only one coupon?

Consumers may purchase as many converter boxes as they choose. However, a single coupon can only be used to purchase one coupon-eligible converter box. If the consumer decides to purchase additional converter boxes, they must pay the full cost.

73. Can two coupons be combined towards the purchase of a single converter box? No.

Coupon Program and Nursing Homes

74. I reside in a state-licensed nursing home and have my own “rabbit ears” analog TV set in my room. Does this new rule mean that I am now eligible for converter box coupon?

Yes. The amended regulation permits residents of state-licensed nursing homes, intermediate care facilities and assisted-living facilities to apply for and receive one \$40 coupon, which may be redeemed toward the purchase of an NTIA-certified converter box. Applicants must use a special mail-in application, which is available (in English and Spanish) on the Coupon Program homepage (www.DTV2009.gov).

Coupon requests from residents of state-licensed nursing homes, intermediate care facilities and assisted living facilities will be filled on a first-come, first-served basis. Supplies are limited. If funds are not available, eligible consumers may be placed on a waiting list. (The Coupon Program has completed processing approved coupon applications that were placed on a waiting list beginning in January 2009).

75. How do I know whether I reside in an eligible facility?

The Coupon Program has used established definitions to describe the facilities that are now eligible to receive one coupon for each resident who makes a valid request. Facilities must be licensed by the state and applicants may be asked to provide proof for eligibility purposes. See page 54333 of the regulations for definitions: http://www.ntia.doc.gov/frnotices/2008/Nursing_Home_PO_Box_Final_Rule.pdf.

76. If I believe I am residing in one of the facilities you describe above, how do I apply?

Residents or their caregivers must fill out the special application and mail it to P.O. Box 2530, Portland, OR 97208-2530. Consumers can download the special nursing home application at www.DTV2009.gov or request an application by writing to us at P.O. Box 2530, Portland, OR 97208-2530. Please be sure to specify that you would like the nursing home application, not the regular application, used by household residents. Coupon applications from nursing home residents cannot be completed through the toll-free hotline or via the website.



77. For nursing home residents who may be unable to fill out an application on their own, what are their options?

A caregiver or an administrator of a state-licensed facility may fill out an application on behalf of a resident who may need special assistance. The application provides instructions to administrators who wish to apply for more than one resident.

78. My application has been denied even though I think I am eligible. What can I do?

Applicants who believe they have been denied in error can appeal the decision by providing proof, such as a copy of the facility's state license, that the institution is a nursing home, an intermediate care facility or an assisted-living facility as defined in the regulations. Appeals should be addressed care of the DTV Converter Box Coupon Program, P.O. Box 2530, Portland, OR 97208-2530.

Other

79. Who runs the Coupon Program website, www.DTV2009.gov?

The website is run under the supervision of the Department of Commerce and the National Telecommunications and Information Administration.

80. What is the NTIA?

The **N**ational **T**elecommunications and **I**nformation **A**dministration (NTIA), part of the U.S. Department of Commerce, is the Federal government agency in charge of administering the TV Converter Box Coupon Program. More information on the NTIA can be found at www.ntia.doc.gov.

81. Who do I contact to comment on the TV Converter Box Coupon Program?

To comment on the Coupon Program, you may contact us in writing at the following address:

DTV 2009 Coupon Program Comments
PO BOX 2000
Portland, OR 97208-2000

82. Where can I find out more information about the digital transition?

There are several useful websites you can visit:

- Coupon Program www.DTV2009.gov administered by NTIA
- Private sector - Digital TV transition www.dtvtransition.org administered by the DTV Transition Coalition
- Government – Digital TV transition www.dtv.gov or 1-888-CALL-FCC, administered by the Federal Communications Commission
- Retailer participation – www.ntiadv.gov administered by NTIA for retailers
- Consumer electronics industry – Tips for consumers on navigating the digital transition at www.DigitalTips.org
- Broadcasters and consumer electronics industry – Tips for enhancing antenna reception at www.antennaweb.org