



Are your Direct Debit payments safe?

Yes they are. If you pay by Direct Debit, your payments are protected by the Direct Debit Guarantee.

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, TV Licensing will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request TV Licensing to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

- If an error is made in the payment of your Direct Debit by TV Licensing or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when TV Licensing asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



Could you get a concession?

Are you, or is someone you live with:

- **Blind (severely sight impaired)?** If so, you may qualify for a 50% concession.
- **Aged 75 or over, and receiving Pension Credit?** You can apply for a free TV Licence. You need to be receiving Pension Credit in your name, or this can be in your partner's name if you are a couple and living at the same address.

If you live in the Channel Islands or Isle of Man, different conditions may apply.

To apply for a concession, go to tvlicensing.co.uk/concessions or call 0300 790 6116.



What if your details change?

If you're moving, or if any of the details we have about you are wrong or have changed, please let us know by going to tvlicensing.co.uk/update. You can also change your address or bank account details using our 24 hour automated service on 0300 790 6031. Please have your licence number and old and new address to hand when you call. Or you can write to TV Licensing, Darlington DL98 1TL.



What should you do if you don't need a licence anymore?

You don't need a TV Licence if you:

- never watch or record programmes as they're being shown on TV or live on an online TV service, and
- never download or watch BBC programmes on demand, including catch up TV, on BBC iPlayer.

This could be on any device, including a TV, desktop computer, laptop, mobile phone, tablet, games console, digital box or DVD/VHS recorder.

Please tell us you don't need a licence by calling 0300 790 6116. We may confirm this with a visit.



Would you like this in a more accessible format?

If you have sight problems, you can get this information by email or in Braille, large print or audio by calling 0300 790 6076.

If you are deaf, hard of hearing or speech impaired, we support the Next Generation Text (NGT) Service. For more information see tvlicensing.co.uk/accessibility

Do you still have questions? Call us on our main number **0300 790 6116**

About your TV Licence

This licence lets you use and install TV receiving equipment at the licensed place. You are covered to:

- watch and record programmes as they're being shown on TV or live on an online TV service, including programmes streamed over the internet and satellite programmes from outside the UK, and
- watch and download BBC programmes on demand, including catch up TV, on BBC iPlayer.

This can be on any device, including TVs, desktop computers, laptops, mobile phones, tablets, games consoles, digital boxes, DVD, Blu-ray and VHS recorders, or anything else.

You and anyone who normally lives here with you can:

- Use and install TV receiving equipment here at the licensed place.
- Use and install TV receiving equipment in vehicles, boats and caravans (except non-touring caravans when someone is watching or recording TV at the licensed place).
- Use TV receiving equipment anywhere on any device powered solely by its own internal batteries.

You and anyone who normally works here with you can:

- Use and install TV receiving equipment here at the licensed place.
- Use and install TV receiving equipment in vehicles, boats or caravans used for business purposes.

This licence does not cover areas occupied solely by tenants, lodgers or paying guests. The licence might also not cover areas that are self-contained, areas covered by separate legal arrangements or areas of business premises used for a different purpose. Please contact us to find out more.

Other conditions. We can cancel or change your licence. If we cancel it, we will let you know. If we change the licence conditions, we will publish a general notice on the BBC website and, if we consider it appropriate, in other national media. Our Officers may visit to check our records and inspect your TV receiving equipment. You don't have to let them in. Your TV receiving equipment must not cause unreasonable interference to radio or TV reception.

Even if you have a black and white TV, you need a colour licence to record any live TV or download BBC programmes on iPlayer. Please contact us to find out more.