

## **DTV Hotline and FCC Consumer Call Center IVR Menu**

### **Greeting:**

Thank you for calling the DTV Hotline and FCC Consumer Center. Our options have changed:

### **Option 1: English/Spanish**

To continue in English please press 1

Para continuar en Español Oprima numero 2

### **Option 2: FCC Consumer Center (FCC issues) or DTV Hotline (DTV information)**

If your call concerns the Digital TV Transition please press 1. Call will continue through the DTV Hotline IVR.

For all other matters please press 2. Call will be transferred to the FCC Consumer Center.

### **Option 3: Zip Code**

To better serve you please enter your 5 digit home zip code.

### **Main Menu Message**

The DTV Hotline has been established to assist you during the DTV transition.

Regulations require all full power broadcast stations to switch to digital. Please have a pen and paper ready to capture important phone numbers and web information.

Please make your selection after all four options have been played.

### **Main Menu Options:**

During the DTV Transition you have several options:

**Main Menu Option 1:** To apply for a DTV converter box coupon, please press 1.

**Main Menu Option 2:** For information on where to purchase a digital converter box, please press 2

**Main Menu Option 3:** If you would like to speak to a representative for assistance, please press 3.

**Main Menu Option 4:** For more information on options for pay TV services, please press 4.

To repeat this menu, please press star (\*).

### **Response to Main Menu Option 1:**

The TV Converter Box Coupon Program has reached its funding ceiling. You may apply for a coupon if you are eligible but you will be placed on a waiting list until funds become available.

To repeat this menu, please press star (\*).

To return to the main menu, please press pound (#).

To apply for a converter box coupon, please press 1. Call will be transferred to NTIA 1 (888) DTV-2009

If you need additional support, please press 9. Call will be transferred to an agent.

**Response to Main Menu Option 2:**

Converter boxes and antennas are sold at many retail locations in your area. Best Buy, K-Mart, Radio Shack, Sears, Target, Wal-Mart. Best Buy and Radio Shack offer 800# help desk service as well as in store assistance for DTV support.

For Best Buy call 1(877) 229-3889. For Radio Shack call 1(800) 843-7422.

If you received the information you need please press 1.

If you need additional support, please press 9. Call will be transferred to an agent.

**Response to Main Menu Option 3:**

Please hold for the next available representative.

**Response to Main Menu Option 4:**

Please hold for the next available representative.