

## Freeview accredited set up and installation services

Consumer research has identified that there is demand within the remaining analogue households for a 'one-stop-shop' purchase, installation and/or set up solution.

To address this demand, Freeview have introduced an accreditation agreement for set up and installation services. The agreement provides the license of the Freeview logo subject to a set of criteria including the provision of ALL of the following:

- Sale of only [Freeview approved products](#)
- Set up of Freeview approved products (including those purchased via [accredited retail partners](#))
- Installation of satellite dishes and UHF aerials
- A clear process and transparent pricing structure
- Nationwide service coverage
- Monitor and maintain strong levels of customer service.

The purpose is to simplify the process for consumers to get Freeview and to ensure that they receive a positive customer experience.

Freeview will continue to offer a free directory service on their website for regional installers.

**Please note:** Use of the Freeview logo and trademarks is restricted to those who have signed an accreditation agreement with Freeview Limited. Those listed in the online directory do **not** have permission to use the Freeview logo and trademarks.

Freeview are open to applications for Freeview accreditation of set up and installation services and are happy to engage with installers who meet the minimum requirements listed above.

A Freeview accredited set up and installation provider will be listed under the banner "Freeview accredited set up and installation services" directly above the current installer directory which will remain on [the Freeview website](#).