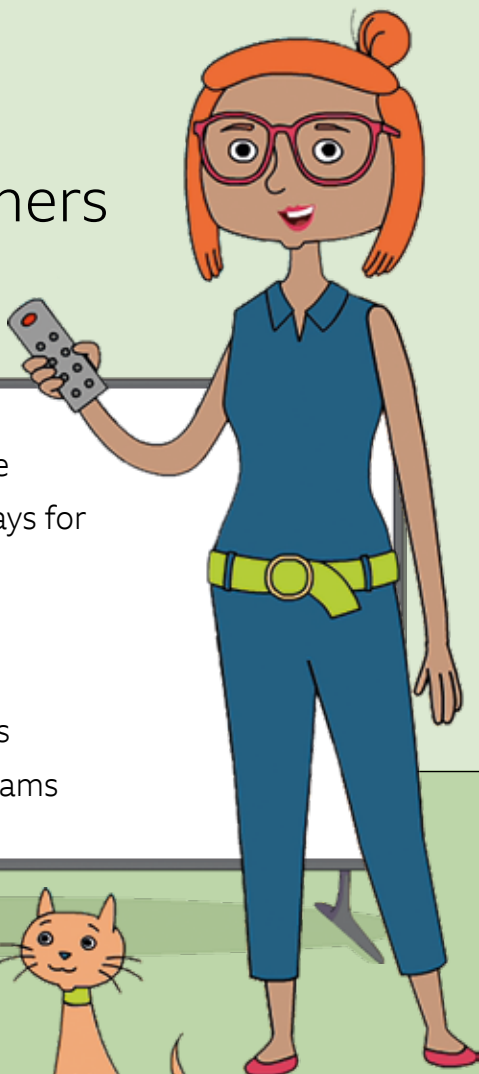


# All you need to know about the TV Licence

## Advice for Customers

- 01 – When you need a licence
- 03 – What your licence fee pays for
- 05 – Ways to pay
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# You need a TV Licence if...

## you're watching or recording any TV live

You need to be covered by a TV Licence to watch or record programmes as they're being shown on TV or streamed live on an online TV service. And that's not just the BBC; it's all channels and services.

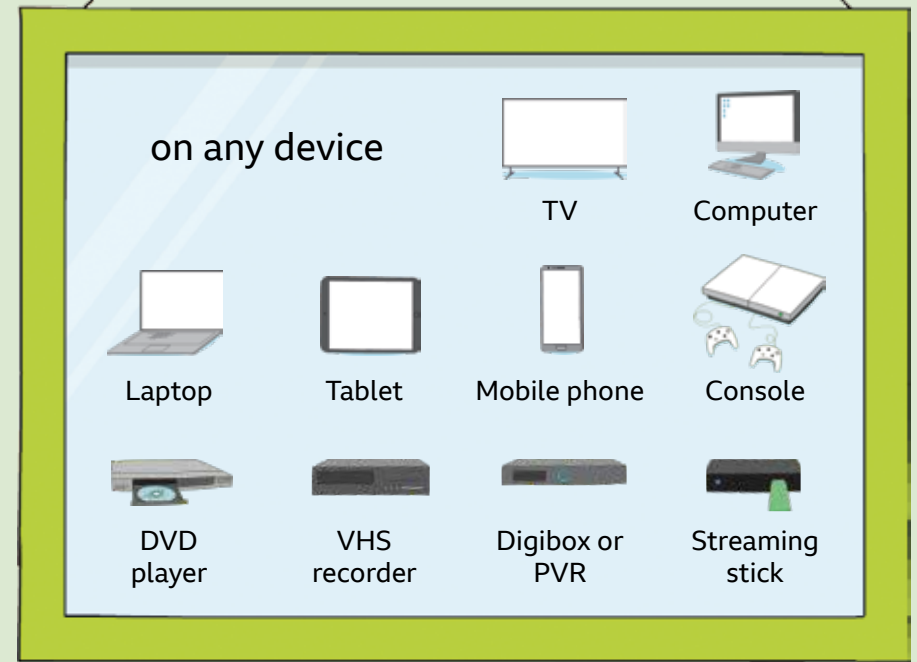
Likewise, if you record a programme to watch it later, if you watch a programme on delay, or if you watch or record repeats, if you watch +1, +2 or +24 channels... you need a TV Licence.

## from anywhere in the world

If you watch streamed programmes online or via satellite from outside the UK, the Channel Islands and Isle of Man, such as foreign channels and overseas sports matches or TV shows – then you still need a TV Licence.

## on any channel

If you're watching cable, satellite or any other TV services live then you need a TV Licence.



## You also need a licence to watch BBC iPlayer

You need a TV Licence to watch BBC programmes on BBC iPlayer – whether that's live, on demand or on download.



# What your TV Licence fee pays for

## BBC TV

You probably already know your TV Licence fee pays for all the BBC's TV programmes. But you might not know about all the other things it funds:



## BBC iPlayer

BBC iPlayer lets you watch programmes live across all BBC channels. You can also catch up on programmes you may have missed, or enjoy the large range of box sets available.



## News, Sport & Live Music

Your licence fee helps to pay for the BBC's local and international news coverage, plus live coverage of sports and music events.



## Radio

The BBC's radio output includes 16 national radio stations, 40 local radio stations and the World Service.



## Content for children and young adults

Includes TV channels such as CBeebies and CBBC, plus online learning resources at BBC Bitesize.



## bbc.co.uk

The BBC's digital hub for news, features and sport.



## Apps for your smartphone or tablet

Including the BBC Sport app, the Weather app, the News app and BBC Sounds.

# Ways to pay for your licence

There are three main ways you can pay for your TV Licence – by Direct Debit, by joining the TV Licensing payment card scheme, or by paying in full using cash, a debit or credit card or a cheque.

## 1. Paying by Direct Debit

Let's start with Direct Debit, as that's the way 7 out of 10 people pay. They find it's easy and convenient, partly because once it's set up the payments are automatic and your licence is renewed each year. So you don't have to do anything else.

### Yearly – £169.50

With a yearly Direct Debit, your licence will be automatically renewed each year.

You'll make a single payment of £169.50 every 12 months for a colour licence, or £57.00 for a black and white licence.

### Monthly – from £14.12

You'll usually pay for your first licence over six months, at around £28.25 a month. If we have to spread the cost across less than six months, each payment may be slightly higher.

From month seven, your payments will halve. You'll pay for your next licence in 12 monthly instalments of around £14.12 – six payments before your licence is due to be renewed, and six after.

### Quarterly – from £43.62

Make four Direct Debit payments throughout the year. Unlike other payment methods, with quarterly payments you don't pay for any of your licence upfront. As a result, each quarterly payment includes a £1.25 charge.

Whichever Direct Debit you choose, we'll send your new licence and payment plan for the year, every 12 months.

If the licence fee increases, your monthly payments will be adjusted when your licence renews, to reflect the change in fee. (Please be aware, your payment plan can vary if you've switched to Direct Debit from another plan.)



### How to set up your Direct Debit

To set up a yearly, monthly or quarterly Direct Debit:

Visit [tvlicensing.co.uk/pay](https://www.tvlicensing.co.uk/pay)

Or call **0300 790 0368**.



## 2. Paying with the TV Licensing payment card

The TV Licensing payment card scheme gives you the flexibility to pay for your TV Licence either weekly, then fortnightly – or monthly.

### Paying weekly, then fortnightly

If you pay weekly then fortnightly, you'll pay for your first TV Licence in up to 26 weekly instalments. After those 26 weeks you'll pay the same amount, but every two weeks, towards your next licence.

### Paying monthly

If you choose to pay monthly, you'll usually pay for your first licence over the first six months. From month seven, your monthly payments will halve because you'll be paying towards your next licence over a 12-month period.



## How to apply for the TV Licensing payment card

Call **0300 790 0368**.

We'll send you your TV Licensing payment card plus a payment plan, which tells you what you need to pay and when.



### How to pay

You can pay online, on your mobile via the TVL Pay app, with a phone call, or by text using a credit or debit card. Or by taking the TV Licensing payment card to any PayPoint store, to pay by debit card or cash. To find the nearest one, visit [paypoint.com/locator](https://www.paypoint.com/locator)



### 3. Paying in full

As well as a yearly Direct Debit, there are a number of ways you can pay for your licence in full each year:



#### Online

Visit [tvl.co.uk/pay](https://tvl.co.uk/pay) and pay using a debit or credit card.



#### At a PayPoint store\*

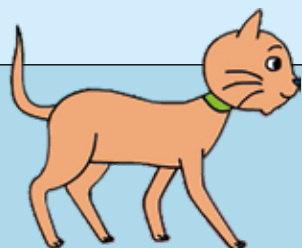
Go to any PayPoint store and pay by cash or debit card. To find your nearest one, visit [paypoint.com/locator](https://paypoint.com/locator)

\*If you live in the Channel Islands or Isle of Man, you can pay at a post office.



#### By phone

Call **0300 790 0368** and pay using a debit or credit card.



#### By cheque

Write a cheque for **£169.50** and make it payable to 'TV Licensing'. Write your name and address on the back – if you're renewing, write down your licence number too.

Post your cheque to:

**Customer Service  
TV Licensing  
Darlington  
DL98 1TL**



If you are in financial difficulty, you may be eligible for the Simple Payment Plan, which helps spread the cost of the licence fee. Find out more here: [tvl.co.uk/sppinfo](https://tvl.co.uk/sppinfo)



# Going paperless

Like your gas, phone, or council tax payments, your TV Licence can be accessed online whenever you need it. You don't actually need a paper copy.

90% of new online customers choose not to receive a paper copy. So why not join them?

## The benefits of going paperless

- You'll receive your new licence and any updates immediately by email – and avoid any delays in the post.
- You'll never have to worry about losing your paper licence – simply save the email we send you or find your licence online.
- Less money spent on sending you letters and other admin.
- More money for BBC programmes and services on TV, radio and online.
- You'll be helping to save trees.
- Reducing clutter in your home.
- If you pay by debit or credit card, we'll email you when it's time to renew.
- If you pay by Direct Debit, we'll email you a link to your new licence and payment plan.



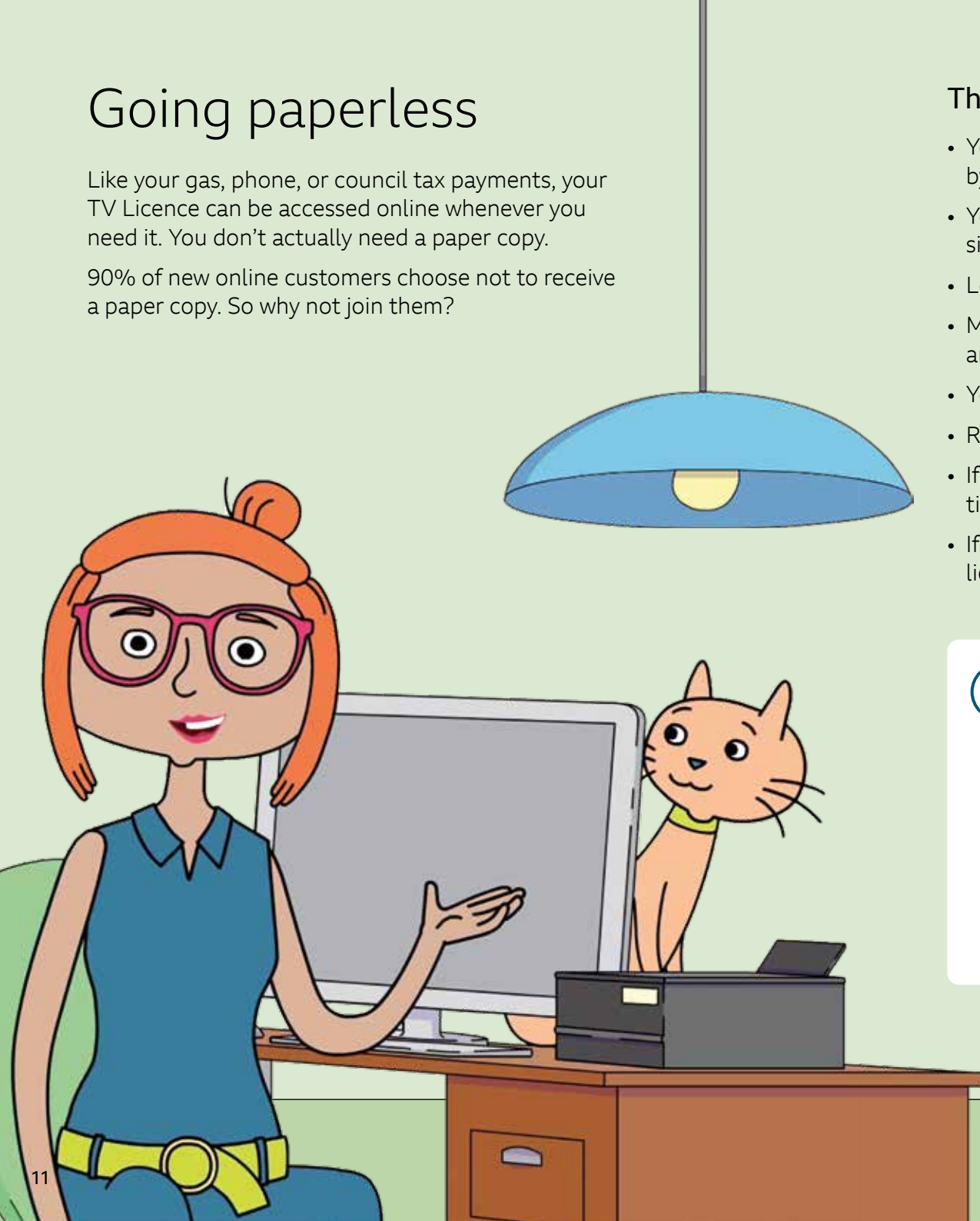
### How to go paperless

You need to tell us you want to go paperless, so we can stop sending you the paper licence.

- 1. Sign in to our secure website at [tvf.co.uk/paperless](http://tvf.co.uk/paperless)**

You'll need your licence number, last name and postcode to sign in.

- 2. Enter your email address, press continue and confirm your changes.**



# Concessions

You could be eligible for a free TV Licence if you're 75 or over and receiving Pension Credit. Or a 50% blind concession, which is available to people of all ages.

## The free over 75 TV Licence

To receive a free TV Licence you must be aged 75 or over and be receiving Pension Credit (either Guarantee Pension Credit OR Savings Pension Credit). This can be in your partner's name if you are a couple and living at the same address.

You can apply for a free TV Licence online or by post.

## What you'll need to apply

You will need to provide us with both of the following:

- 1. Proof of your age** – this can be any Government issued photo ID, or your birth certificate.
- 2. Proof that Pension Credit is being received at your address** – this can be a photocopy or scan of one page from a letter dated within the last 12 months that you've received from the Department for Work and Pensions or the Pension Service. Or, in Northern Ireland, the Department for Communities or the Northern Ireland Pension Centre.

## How to apply by post

Please call **0300 790 6083** to request a free TV Licence application pack.

Your pack will include clear instructions on how to apply and will also include a pre-paid envelope for you to return your application to TV Licensing.

## How to apply online

1. Go to **tvlicensing.co.uk/75apply**
2. Sign in with your licence number, last name and postcode
3. Complete the online application form
4. Upload scans that prove your age and receipt of Pension Credit, then press submit.

Your application will be sent automatically and then processed.

If you experience problems with your online application, call us on **0300 790 6083**.





## The 50% Blind Concession

If you are blind (severely sight impaired), you may be eligible to receive a 50% concession on your licence fee. A blind concession colour licence costs £84.75. It's available to people of all ages and your licence will also cover anyone who lives with you.

## What you'll need to apply

You will need to provide us with a photocopy or scan of one of the following:

- CVI (Certificate of Visual Impairment)
- BD8 Certificate
- A certificate or document issued by a Local Authority that shows you are registered as blind (severely sight impaired)
- Certificate from an Ophthalmologist (eye surgeon), stating that you are blind (severely sight impaired).

## How to apply by post

1. Photocopy evidence that you are blind from the list shown above
2. Provide your name and address on a separate piece of paper, including your email address if you'd prefer us to contact you via email
3. Post them back to us at:

**TV Licensing  
Blind Concession Group  
Darlington  
DL98 1TL**

## How to apply online

1. Go to [tvlicensing.co.uk/blind](https://www.tvlicensing.co.uk/blind) and select 'Apply for your first blind licence'
2. Complete the online application form
3. Upload a scan as proof that you are blind, then press submit.

Your application will be sent automatically and then processed.

If you experience problems with your online application, you should call **0300 790 6083**.

## Applying on behalf of someone else

If you're not blind, but you live with someone who is and they have the right documents, you can transfer your TV Licence to them, even if they're under 18 years of age. You can then apply for a 50% blind concession in their name.



### How to find out more about concessions

For help with applying for a free over 75 TV Licence or the 50% blind concession, please visit [tvlicensing.co.uk/concessions](https://www.tvlicensing.co.uk/concessions)

And if you still have questions, please call **0300 790 6083**.



# Advice on second homes

Most people only need a TV Licence for their main home. If you have a second home in the UK, Channel Islands or Isle of Man, you may need a separate TV Licence, depending on the type of property and how you use it.

## If your second home is a permanent property

That means a house, flat, bungalow, cottage or any other type of permanent property, you will need a separate TV Licence to watch in the same way you do at home.

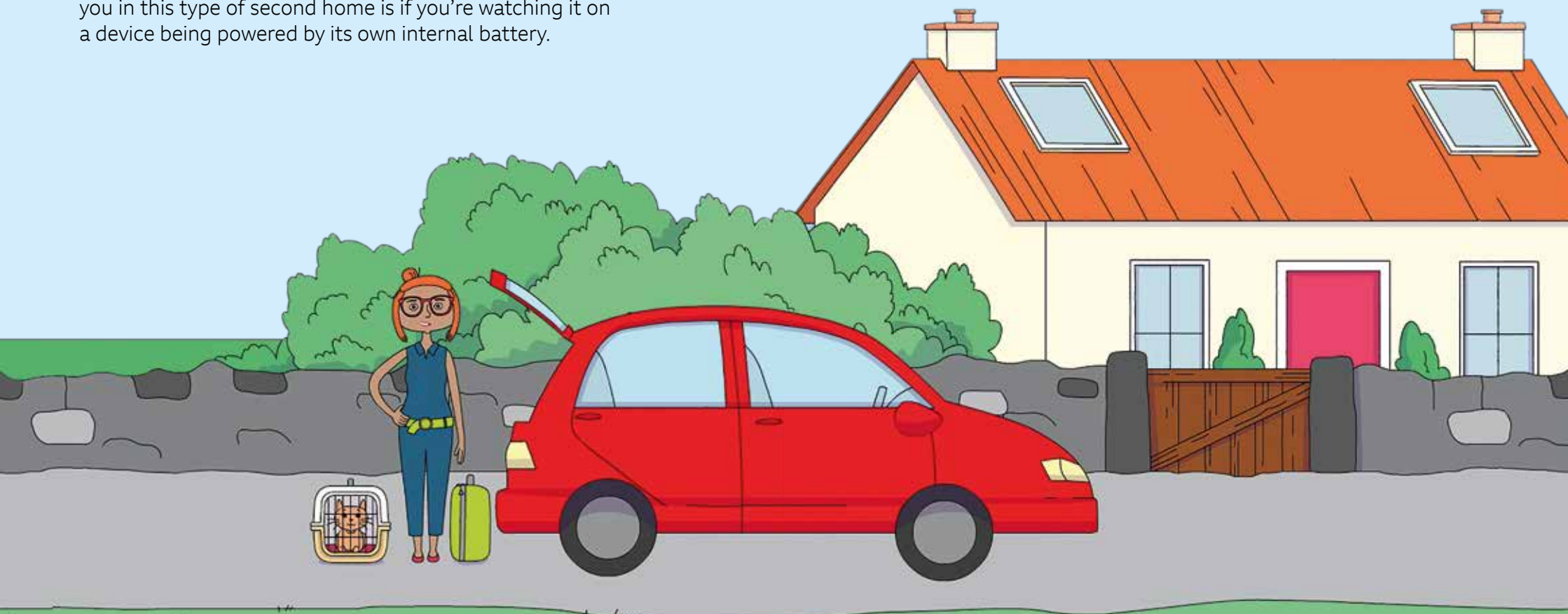
The only time your TV Licence from your main home covers you in this type of second home is if you're watching it on a device being powered by its own internal battery.

## If you rent out your second home

If your second home is a house, flat, bungalow or cottage, and you've provided your tenants with a TV – then it's also your responsibility to ensure that the property has a TV Licence. The only exception is if the tenancy agreement clearly states the tenant is responsible for buying one.



For more information about TV Licences and second homes, visit [tvl.co.uk/secondhome](https://www.tvl.co.uk/secondhome)



## More on second homes

### Boats

If your second home is a boat, you don't need another TV Licence. But if you live full-time on a houseboat, you do need a TV Licence, as you would with any other primary residence.

### Touring caravans or motorcaravans

You don't need another licence if your second home is a touring caravan or motorcaravan.

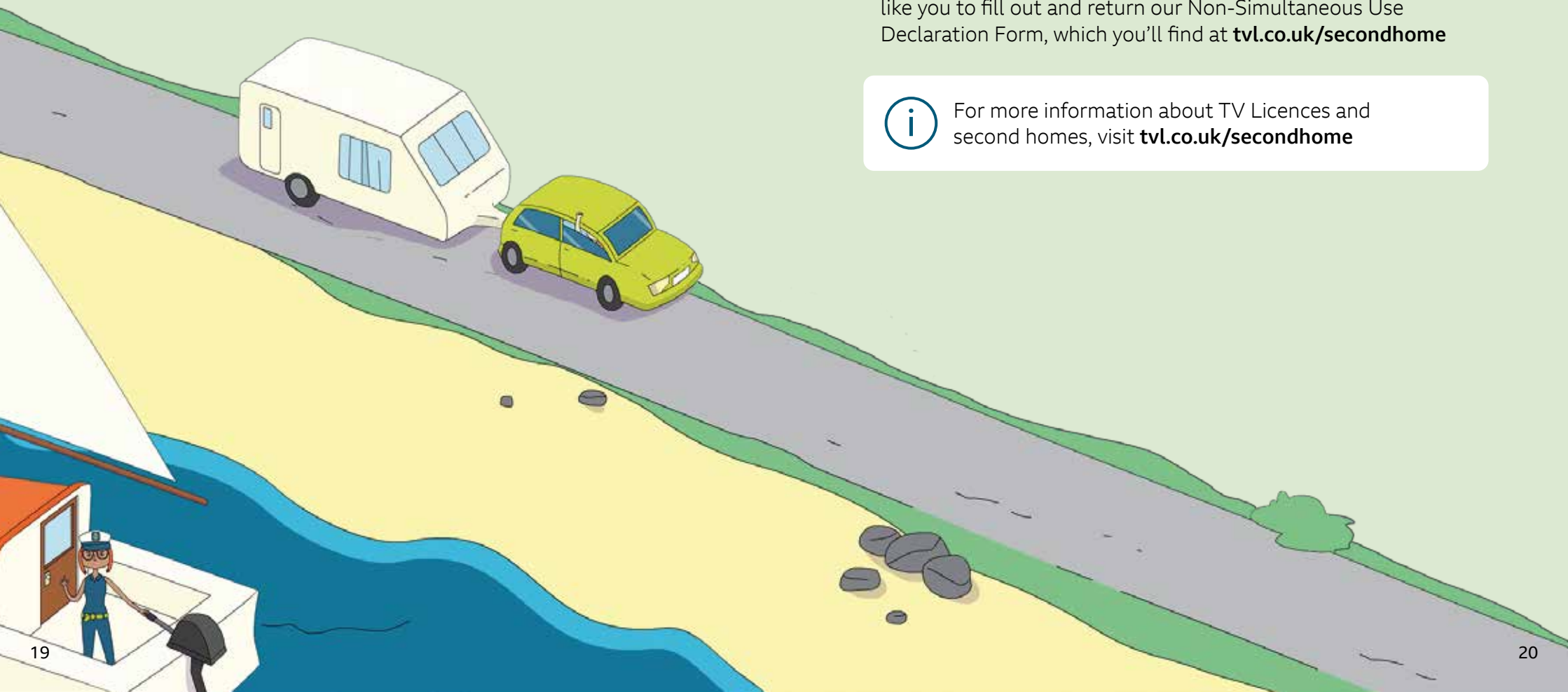
### Static caravans, mobile homes or moveable chalets

If it's where you live full-time, you will need a TV Licence. And if it's your second home, there are occasions when the licence from your first home won't cover you:

- If you're watching or recording programmes as they're being shown on TV, or watching BBC programmes on BBC iPlayer, at the same time as someone back in your first home. Except if the device you're watching on is being powered by its own internal battery.
- If there will never be an occasion when someone will be watching TV programmes in both locations at the same time, then you don't need a separate TV Licence. But we'd like you to fill out and return our Non-Simultaneous Use Declaration Form, which you'll find at [tvl.co.uk/secondhome](http://tvl.co.uk/secondhome)



For more information about TV Licences and second homes, visit [tvl.co.uk/secondhome](http://tvl.co.uk/secondhome)



# Protect yourself from scams

## STOP

Sadly, scams are on the increase and TV Licensing is one of the organisations that scammers may try to impersonate.

If you receive something that says it's from TV Licensing that you're not sure about, the first thing to do is STOP. Don't rush into giving away any of your personal information.

## CHECK

Scammers will use a variety of methods to try and obtain information from you – maybe through an email, letter, QR code, text, phone call, or even a visitor at your door. Check our website for help with spotting the kind of tricks they may use.

## ASK

If you're unsure about any communication that you've received from TV Licensing, we're always happy to help.

Visit [tvlicensing.co.uk/scam](https://www.tvlicensing.co.uk/scam)

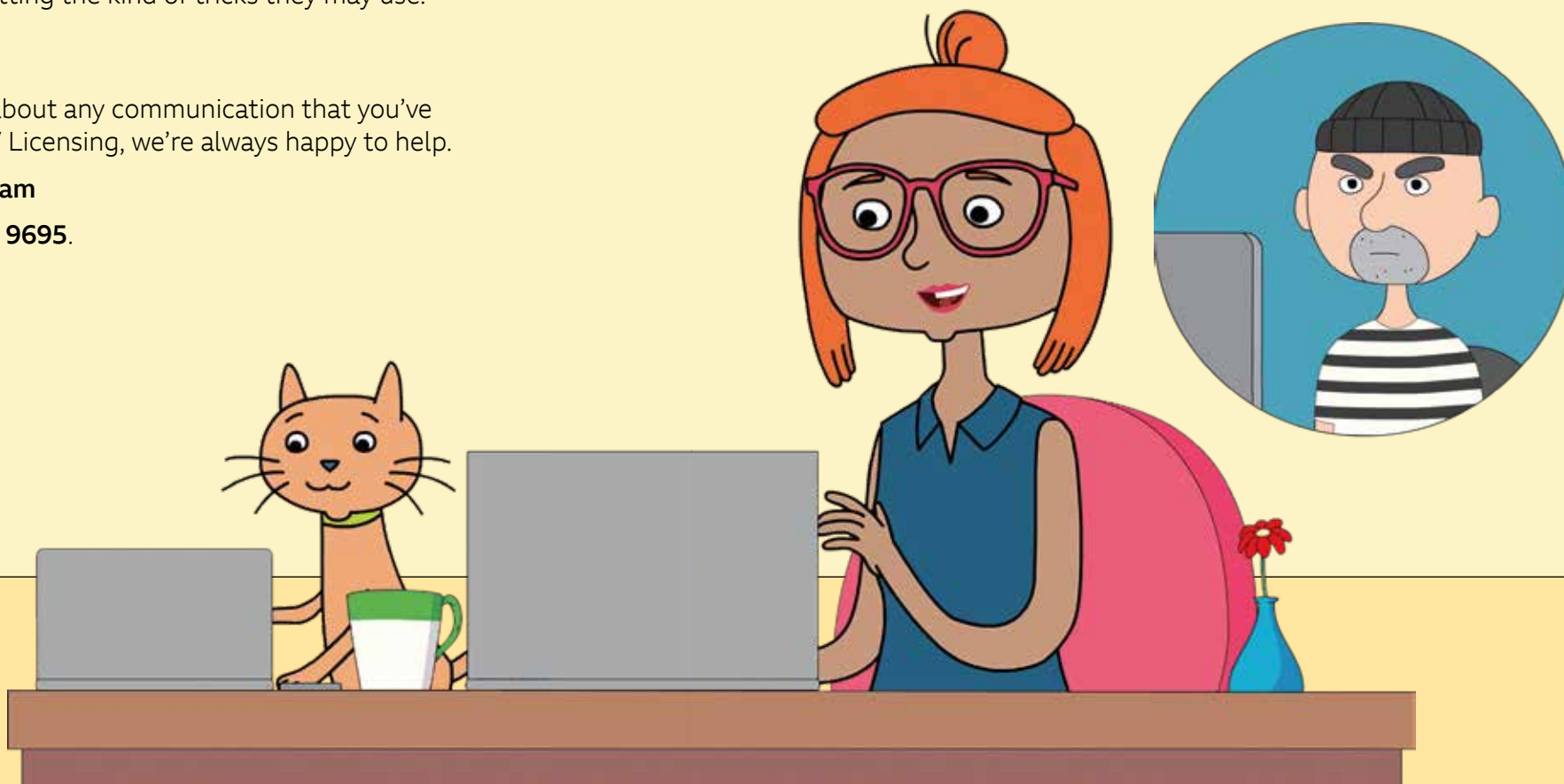
Or call **0300 303 9695**.



### Do you think you may have been scammed already?

If you've already entered your personal details on a suspicious site, report it to Action Fraud immediately at [www.actionfraud.police.uk](https://www.actionfraud.police.uk) or call **0300 123 2040**. And if you've provided any card or bank details, you should also speak to your bank straight away.

To report any scam or suspicious emails, forward them to [report@phishing.gov.uk](mailto:report@phishing.gov.uk) and the National Cyber Security Centre (NCSC) will investigate. If the email links to a scam website it will be blocked or taken down.



# Where to find out more

Our website contains all the information you need about the TV Licence and how to pay. We've also produced a series of easy-to-follow videos, which can help to explain things further.

Visit [tvl.co.uk/advice](http://tvl.co.uk/advice)



When do you need a TV Licence?



What your TV Licence pays for



Direct Debit and ways to pay



Helping you protect yourself from scams



Going paperless



Students



Second homes



Concessions