



TASMANIAN TV SERVICES UPGRADES






FROM 5TH OCTOBER, 2023

WHAT IT MEANS FOR YOU

Over the last year we've been upgrading your free-to-air TV services in Tasmania to improve picture quality and deliver more High-Definition channels.

From 5 October 2023, the channel numbers of some of your favorite TV services are changing. Most people won't even notice the difference, although their picture might suddenly look better. But a minority of viewers, with very old TV sets, will find the channels no longer display. If this affects you, you will need to use your TV remote to enter a new, two-digit channel number to view the channels in future. Or you can simply scroll up and down till you find the channels again.

The changes affect all five primary TV channels in Tasmania

Primary TV Channels	 ABC	 SBS	 7	 WIN NETWORK	 10
Network	ABC 1	SBS 1	7 Tas	WIN 9	10 Tas
Channel No. before 5 Oct	2	3	6	8	5
Channel No. after 5 Oct	21	30	61	88	51

Am I going to be affected?

Probably not, as modern TVs will make the change automatically. But if you are using a TV that is more than ten years old, or you aren't sure how old it is, there are easy ways to tell if the change will affect you.

All TVs sold since 2012, and many sold since 2008, should be MPEG-4 ready.

If you can tune to all of the local free-to-air services available in Tasmania, including secondary channels such as 7Mate, 9Gem, 10 Bold and SBS WorldWatch, you can relax – the TV set supports MPEG-4. The changes taking place on 5 October should have no effect. But if you still aren't sure, it's easy to check if you have one of these older sets.

- Select channel 35, by keying '3' then '5' into the TV set's remote control.

You should see and hear the SBS World Watch news channel. If you can see SBS WorldWatch, relax – your set is MPEG-4 ready, and no further action is needed. However, if you see a black screen on Channel 35, or an error message, the TV does not support MPEG-4. It will not be able to receive any of the local secondary TV channels that are MPEG-4 only. To continue to watch the 5 network primary channels after 5 October, you will need to use the new, two-digit channel numbers.

How do I get the best out of free-to-air TV?

If your TV is affected, then you aren't seeing free-to-air TV at its best. In order to see the ABC, SBS, 7, 9 and 10 main channels in High Definition, or watch any of the secondary TV channels you are currently missing out on, you should consider upgrading your TV. If you are already thinking it might be time to invest in a better screen, buying a new TV is your simplest option. TVs sold today are able to receive the full range of high definition programming and TV multi-channels that are available, free, in your area. If you would prefer to keep using your old TV, the most cost-effective way to upgrade is to install a digital set top box. These can be obtained from most electronics stores for around \$50. They are easy to set up and don't take up much space.

Please note it will be the householder's responsibility to meet any costs incurred.

Why do we have to change channel numbers?

The TV channel changes on 5 October 2023 will ensure most viewers are watching the higher-quality, High Definition version of TV network primary channels. They are part of a progressive upgrade to MPEG-4 digital compression, which will improve the free-to-air TV offering, with better picture quality and more services than before. For viewers with very old TV receivers, upgrading to MPEG-4 will unlock the full range of content and higher picture quality available on free-to-air TV. The Tasmanian pilot is expected to provide essential information to TV networks ahead of a likely national upgrade.

Help is available

If you experience difficulties finding your favourite TV services after 5 October, or just want to check whether the change will affect you, further information including an online video is available at

freetv.com.au

There is also a free hotline staffed during business hours for four weeks either side of the change.

The hotline number is:

1800 489 755



AUSTRALIA

This initiative is supported by the Australian Government.