



Australian Government

Department of Broadband,
Communications and the Digital Economy



Early Switch to Digital TV in Flame Tree and Jubilee Pocket

Regional Queensland is switching to digital TV

As part of the Australian Government's switchover to digital television, regional Queensland is likely to be switching to digital-only television in early December 2011.

Early switchover for Flame Tree and Jubilee Pocket on **24 May 2011**

Analog TV services in **Flame Tree** and **Jubilee Pocket** have to be switched off earlier to make way for digital-only TV services in May 2011. Broadcasters will be introducing the new digital TV channels on **24 May 2011**. This will mean that residents in the **Flame Tree** and **Jubilee Pocket** will have access to all of the digital free-to-air TV channels for the first time in the region.

Residents in the **Flame Tree** and **Jubilee Pocket** will need to switch to free-to-air digital TV earlier than other parts of regional Queensland. The early switch to digital-only TV is happening because the equipment at your local TV transmitter at Mandalay Hill in Airlie Beach needs to be replaced so that the new digital TV services can be provided. To install the new equipment, the analog TV signal in the local area will be switched off. When the new equipment has been installed and switched on, only digital TV services will be available. This process is usually completed on the same day.

Switching analog TV off when digital TV is turned on is required in some areas of Australia because of issues such as a lack of available frequencies to provide both the analog and digital TV signals at the same time; or limited facilities at the broadcast site to support two sets of transmission equipment.

The transmitter that provides TV services to residents in the **Flame Tree** and **Jubilee Pocket** area is scheduled to be switched to digital-only transmissions by the broadcasters on **24 May 2011**. Viewers reliant on this site in the **Flame Tree** and **Jubilee Pocket** area will need to be ready for digital-only TV prior to the switchover of this transmitter to continue to watch free-to-air TV channels.

When the transmitter that serves Flame Tree and Jubilee Pocket is switched to digital on **24 May 2011**, viewers will receive all of the digital TV channels including ABC1, ABC2, ABC3, ABC News 24, SBS ONE SBS TWO, Seven, 7TWO, 7mate, Southern Cross Ten, OneHD, Eleven, WIN, Gem and GO!

Get ready now for digital TV

To keep receiving free-to-air TV, viewers in **Flame Tree** and **Jubilee Pocket** will need a television that is capable of receiving the digital TV signals. You do not have to buy a new TV as you can convert your existing analog TV by connecting a set-top box or a digital TV recorder. If you decide to buy a new TV make sure it has a built-in digital tuner. One set-top box or digital TV recorder is required for each TV you wish to convert.

If you currently have a good analog TV signal from the local transmitter, you should expect a similar level for digital TV reception.

The new digital channels are broadcast in standard definition (SD) and high definition (HD). You will need a high definition set-top box, digital TV recorder or TV set to receive both SD and HD channels. For example, OneHD, 7mate and GEM are all broadcast in HD.

Most antennas that are in good condition should work after analog TV signals are switched off, but antennas in poor repair may require an upgrade or replacement. You may also need a new cable connection from the antenna to your television if you experience poor reception.

A qualified antenna installer should be able to measure analog and digital television signal levels at residences and recommend ways to optimise television reception from your local transmitter.

mySwitch

To find out the level of digital television coverage from the transmitter that serves your area, go to **mySwitch** on the Digital Ready website www.digitalready.gov.au. **mySwitch** provides you with all the information you will need to prepare for the switchover in your area.

Enter your full address into **mySwitch** to retrieve specific information about digital TV coverage for your location. You can also use **mySwitch** to see what other digital TV coverage is available in your location.

If you do not have access to the internet, call the Digital Ready Information Line on **1800 20 10 13**. It will also assist in assessing whether you are affected by the early switchovers in your area.

Household Assistance Scheme

The Household Assistance Scheme helps eligible households make the switch to digital TV. You may be eligible for the Scheme if you own a functioning TV, have not converted to digital TV, and receive the maximum rate of the Age Pension, Disability Support Pension, Carer Payment, Department of Veterans' Affairs Service Pension or Income Support Supplement. Under the Scheme, a government-contracted installer will visit the household to supply, install and demonstrate the use of a high definition set top box, at no cost to the recipient.

Households that are eligible for assistance through the Scheme have been contacted directly by Centrelink and were invited to participate.

Where a person lives in an area that cannot receive terrestrial TV signals (ie. from a broadcaster transmitter tower, they will be able to receive digital TV by satellite through the government funded Viewer Access Satellite TV (VAST) service. The Household Assistance Scheme will cover the supply and installation of a high definition satellite set top box and a satellite dish antenna, again at no cost the eligible householder.

Viewers in **Flame Tree** and **Jubilee Pocket** who believe they are eligible for assistance through the Household Assistance Scheme should receive assistance by the day of the switchover to facilitate their transition to the new digital services. These households should ensure that they have responded to their letter or otherwise call 1800 556 443 to register for assistance on the day.

Digital TV by satellite

Households that cannot receive adequate television reception from a local transmitter will be able to receive all of the digital TV channels from the new government funded satellite service, the Viewer Access Satellite Television (VAST).

The new VAST satellite service will show the following 16 digital channels:

High Definition channels: ABC News 24 HD, SBS HD, 7mate, GEM, One HD.

Standard Definition channels: ABC1, ABC2, ABC3, SBS ONE, SBS TWO, Southern Cross Seven, Imparja Nine, Southern Cross Ten, 7TWO, GO!, Eleven.

There will also be a dedicated local news channel which will, for the first time, give viewers who are reliant on satellite access to their local news.

To find out more about the VAST service visit the Digital Ready website at **www.digitalready.gov.au**

*More information about available digital channels, coverage predictions, retailers, installers and switchover events are available through **mySwitch** at **www.digitalready.gov.au**.*