



Australian Government



Channel 12 in regional Queensland

Areas of regional Queensland will be switching to digital-only television on 6 December 2011*. To receive free-to-air digital TV, your television must be able to receive digital signals. You will need to add a digital set-top box or digital video recorder to your existing analog TV, or have a television with a built-in digital tuner.

Where can I get information about television services in my area?

To get information about your local television services, the frequencies they are transmitted on, and the expected coverage of the transmitter serving your local area, go to **mySwitch** on the Digital Ready website www.digitalready.gov.au

Why can't I get all of the channels available in my area clearly?

In some parts of Queensland, digital services are broadcast on channel 12. This channel was not used for analog services and many VHF antennas were not designed to receive this channel.

If you are having trouble picking up services broadcast on channel 12, you may need to replace your current VHF antenna with a new antenna designed to receive channel 12. If you have a combination UHF/VHF antenna, you may prefer to replace the whole antenna.

You may wish to consider engaging an antenna installer to assess your antenna to ensure that it is correctly set up to receive the digital television services available in your area, and to help you with any adjustments you might need to make to your antenna.

To find your nearest Australian Government Endorsed Antenna Installer you can call the Digital Ready Information Line on **1800 20 10 13** or go to **mySwitch** and click on 'Endorsed Antenna Installers' in the box headed 'Switchover information' on the left side of the page. Keep this factsheet handy to use when discussing your reception difficulties with your antenna installer.

What if I still can't receive adequate terrestrial reception?

If your antenna is correctly set up and you still can't receive adequate terrestrial reception from your local transmitter, you may be eligible to access the new government-funded digital Viewer Access Satellite Television (VAST) service. Refer to the VAST factsheet for information about the VAST service.

VHF Channel 12 areas

Note: all areas except Mitchell and St George also have channel 11.

Site/are served	Channel 11	Channel 12
Cairns	7QLD	WIN
Charleville	ABC	SBS
Mitchell		ABC
Rockhampton	ABC	WIN
St George		ABC

Digital Ready Information Line **1800 20 10 13**

* Switch off may occur earlier in some towns relying on a self-help transmission tower. Residents in these areas will be informed about the switchover dates. Visit mySwitch at www.digitalready.gov.au

August 2011