



## CHANGES TO FREE-TO-AIR BROADCASTING IN YOUR AREA

### FREQUENTLY ASKED QUESTIONS

#### What is changing?

From Tuesday 16 August 2022, 7TWO, 7mate, 10 PEACH and 10 BOLD are transitioning from MPEG-2 to MPEG-4 channels.

The primary channels 7 and 10 will continue to be available in both MPEG-2 and MPEG-4 for the time-being.

#### Why is this change happening?

Transitioning channels to MPEG-4 enables broadcasters to improve the quality of the services they deliver to meet consumer demand.

#### Which areas are affected by this change?

This change affects all free-to-air television viewers in Tasmania.

#### Will I have to change channels to see my favourite programs?

No your programs will appear on the same channels.

#### What are the new channel numbers?

Channel		
6/61	7	SD MP2
60	7HD	HD MP4
62	7TWO	SD MP4
63	7MATE	SD MP4

Channel		
5 / 51	10	SD MP2
50	10HD	HD MP4
52	10PEACH	SD MP4
53	10BOLD	SD MP4
54	10SHAKE	SD MP4

#### Will I need to retune my TV?

It is unlikely that you will need to retune your television but there is a small chance your set will need to be retuned to receive all channels. If this is necessary, please refer to the instructions from the manufacturer of your television.

**I am unable to pick up the channel, or it appears in my channel list but there is no picture and/or audio. Help?!**

You may not have an MPEG-4 compatible television set. All major brands of televisions, set top boxes and personal video recorders (PVRs) purchased since 2009 will have this capability but some older models do not support this technology. Please refer to your TV manual or contact the manufacturer of your TV.

**Where else can I watch my favourite programs if I don't have an MPEG-4 compatible television set?**

You can stream or catch-up on your favourite programs online via the broadcasters websites:

7 Network: <https://7plus.com.au/>

Channel 10: <https://10play.com.au/>

These services are free, but please note you will require an internet connection.

**Why do I need to buy a new television set (or set top box)? Why can't you just leave the channels as they are?**

Eventually all channels, including the primary channels (10, 7, 9, ABC and SBS) will be available only as MPEG-4 channels. Transitioning channels to MPEG-4 enables broadcasters to improve the quality of the services they deliver to meet consumer demand.