



**Australian Government**



## **Seasonal interference to digital TV reception in the Hunter region of NSW**

### ***Digital TV reception interference***

Some residents in the Hunter region may experience intermittent TV reception difficulties, probably during the summer months, including deterioration of picture quality and intermittent loss of signal.

During specific weather conditions, particularly high pressure systems and still conditions, signals from distant transmitter sites are carried further than normal. This is known as atmospheric ducting and can cause interference to reception of TV services in areas where signal levels are relatively weak.

While summer is the most common time for interference problems to occur, they can happen at any time and tend to impact viewers' TV reception in the late afternoon or early evening.

The problem is exacerbated if you are using an incorrect antenna type or your antenna is not correctly set up.

### ***What areas are most likely to be affected by seasonal interference?***

Seasonal interference is most likely to be experienced in coastal towns from Newcastle to the Port Stephens area. Viewers in some country areas such as Stroud, Dungog and Bulahdelah have also experienced reception difficulties probably caused by seasonal interference.

### ***Are the broadcasters trying to resolve the issue with seasonal interference?***

Broadcasters have made changes to the transmitter at Gan Gan Hill and have established a new transmitter at Anna Bay. Together, these changes will improve digital TV reception quality in the Port Stephens, Anna Bay and Boat Harbour areas.

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

### ***What can I do if I am experiencing these reception problems?***

The first step to improving reception problems caused by seasonal interference is to orient your antenna so that you receive all channels from one transmission site. You should also remove any old antennas that are no longer required. An Australian Government Endorsed Antennae Installer will be able to advise you on the best antenna type, placement and orientation for your home to reduce seasonal interference.

To find your nearest Australian Government Endorsed Antenna Installer you can call the Digital Ready Information Line or go to *mySwitch* on the Digital Ready website and click on '*Issues with your digital reception?*' on the left side of the webpage, then click on '*Endorsed Antenna Installers*' .

Detailed information about your local digital television services, including the expected coverage of the transmitters serving the local area, is available by entering your complete address in *mySwitch* on the Digital Ready website at **[www.digitalready.gov.au](http://www.digitalready.gov.au)** or by calling the Digital Ready Information Line on **1800 20 10 13**.

The Australian Communications and Media Authority website at **[www.acma.gov.au](http://www.acma.gov.au)** has further information on the condition known as atmospheric ducting.