



**Technical Advisory Bulletin – Trade & Industry Stakeholders  
- Not for Publication -**

**Press Release to be issued by Nine Network Australia**

**GO! – Australia-wide Digital TV Upgrade**

From Wednesday, August 5th, 2009 **GO!** will be established on the Digital Television system across Australia.

As a result of the introduction of **GO!** some digital viewers may experience a small disruption to **Nine / WIN / NBN** channels on their digital TV, set-top-box or PVR.

If viewers experience disruption to their viewing, Nine Network recommends they access the setup menu of their digital television or digital set-top-box and "rescan" using the automatic tuning function. This should rectify any problems.

Hotels and apartment buildings with an MATV system are advised to check with their service provider.

**Viewers with enquiries can call the GO! Digital TV help line on 1300 152 231 or the supplier or installer of their set-top-box or digital TV.**

There will be substantial publicity provided to viewers about the change and the possible need to retune digital receivers by Television, Press and Internet.

**Generic Technical Advice to viewers**

*If you are experiencing difficulty receiving Channel 9 digital TV, please re-tune the channels on your digital set top box or digital TV.*

*To do this, press the Menu or Setup button on the remote control for your digital TV or digital set top box, and select the Tuning or Settings menu. Select the automatic tuning function and follow the on-screen prompts. Please check the manual for your digital receiver for more details.*

*If you are still experiencing problems, you can call the GO! Digital TV help line on 1300 152 231*

**Consumer Information about GO!**

<http://ninemsn.com.au/go>

## **Detailed Technical Information**

Changes are being made to the Service Information parameters (SI) of the digital television multiplex that is broadcast terrestrially by Nine Network and Affiliate stations around the country. These changes are being made to support the introduction of Nine Network Australia's new SD television channel **GO!**

Please note that **GO!** is not being introduced in all markets around Australia. Due to technical constraints, some markets will not get access to the new channel until later in 2009. So while some regions might have to retune their digital receivers if they do not handle the change correctly, those viewers may not get the new channel for several months.

The changes are different in each market, and will have a differing level of impact on viewers. Nine Network Engineering has tested the changes on a range of different digital receivers and has found that some products handle the transition with no disturbance while other products can suffer a loss of existing stored digital channels 9 & 90 or 8 & 80 in regional markets.

This is due to a number of products sold in Australia that do not conform to the Free TV Australia Engineering Guidelines or the Freeview Australia Technical Specifications. Some products store information during the tuning process, such as the Service ID for a particular channel, and when these parameters change they do not automatically update the channel table or handle the change gracefully.

Nine Network is also aware of various professional products used in retransmission and distribution systems by cable and satellite service providers, apartment blocks, hotels and other commercial premises that may need to be reprogrammed. This may require attention by the company responsible for support and maintenance of the system.

If you require further detailed technical information regarding the parameters, or have any specific queries you can make contact with the Engineering Manager of the Nine Network or Affiliate broadcast station in your region.

However in most cases, it will simply be a matter of retuning all channels on Wednesday.

**Charles Sevier**

**Network Manager Broadcast Technology**