



# SEYCHELLES BROADCASTING CORPORATION

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## **Press Release: Update on DTT**

### **General Update**

This month will mark 10 months since the SBC migrated to DTT. Most of the challenges that were encountered during the first few months after the launch have been put under control.

All of the SBC's 17 transmitters on Mahé, Praslin, La Digue and Ste Anne have been fully operational since November last year.

This means that all households should be receiving the DTT signal provided they have an outdoor aerial and a Set-Top-Box (STB).

There are, however, some parts of Mahé, Praslin or La Digue where DTT signal will not be received. These are 'black spot' areas. This is due to their geographical isolation from the aforementioned 17 transmitter sites. SBC is in the process of identifying these black spots with a view to decide whether it is feasible, financially and technically, to provide gap-filler transmitters.

Since the Set-Top-Box (STB) distribution started in December 2017, we have so far distributed a little over 20,000 STBs (this includes those given out free and those that we have sold)

Our policy of distributing one free STB per household based on the provision of an electricity bill remains. Members of the public who have not yet collected their STB can do so at our Kanna Mall Office in town during working hours.

Members of the public without an electricity bill and others who require more than one STB can still purchase either the Free-To-View (FTV) STB at Rs 1100 or the Free-To-Air (FTA) STB at Rs 400.

### **Reception Issues**

There should be no reception issues if you have an outdoor UHF aerials turned towards one of our 17 transmitters closest to you and if your STB has been connected correctly and scanned. If, having done this, you are not receiving DTT you are either not in the line-of-sight of the Transmitter Site or in a Black Spot (mentioned above)

We have also noticed that, with many of the faults reported, the issue has been with the installations at home.

The most common fault is aerials with poor or unsuitable connections.

We recommend an outdoor UHF antenna. Indoor antennas are not recommended, except for households with close proximity to a DTT transmitter site. If viewers have an indoor antenna and are having issues with their reception, they should change this for an outdoor one.



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We have recorded several instances where problems were linked to the Set-Top-Box set up including failure to scan the available channels. We advise the public to read and check the manual available with their STB for guidance. They can also call our DTT number 4289673 during office hours for assistance via the phone.

We also inform members of the public that our engineers are regularly servicing our transmitters. When this happens, there will be a downtime on the DTT services and we will inform members of the public accordingly via TV, radio and also on our Facebook page.

### **After Sales Services**

Our After-Care line is still operational. Members of the public can report a fault on **4289673**. In some cases, assistance or instructions will be provided on the phone. If the problem cannot be resolved on the phone, the officer will fill in a form to send out a technician. It should not take more than a week for a Technician to visit the residence following a registered fault.

Our technicians are deployed to help with the setting up of the STB and reorienting the aerials. They are not installing aerials and cables. The installation of an aerial and its cable is the responsibility of the household. Our technicians can subsequently test the installation. Households should ensure that they have an outdoor UHF aerial in place before requesting the assistance of our technician.

**SBC reminds the public that its After-Care Service is free of charge to the household. No payments are to be made to SBC's technicians or contractors for after-care service.**

All SBC DTT After-Care contractors can be identified by their badges.

### **Services on Praslin and La-Digue**

Our Office on Praslin is offering similar services for Praslin and La Digue. Members of the public can collect or buy their STB from the office. They can also call the office on 4233000 for any issues including assistance with your connection.

### **Warranty**

The warranty period for the FTV STB is 12 months and for the FTA STB it is 6 months. All Free-To-View STB collected between December 2017 and April 2018 are no longer covered by a warranty.

We, again encourage members of the public who have collected their STB, but have not used it yet, to install and test it, and to contact us if there are any issues. After the warranty period expires, we will not be able to replace any set-top-boxes free of charge.

### **Sound issues for people watching via Intelvision/Cable**

Whilst SBC has been able to redress the varying audio level issue on its DTT network itself, it is still a problem for viewers watching SBC via other local TV providers (Intelvision and Cable TV).



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SBC is buying equipment that will redress this issue for the viewers on the Cable TV platforms.

For this, we had to go through established procurement process and we expect to receive these equipment by June and for the loudness issue to be mitigated during the same month.

SBC wishes to apologise to its audience for this issue.

### **Conclusion**

As previously communicated, SBC will continue to maintain the dual illumination, the old analogue transmission alongside the DTT one, until it is satisfied that all households wishing to do so have been able to migrate to DTT.

SBC is therefore encouraging all households still on analogue to collect and connect their Set-Top-Box and to migrate to its DTT service.