

# TV reception in the Shoalhaven area Fact sheet

**The ACMA's investigation of TV reception issues in the Shoalhaven area has revealed that some viewers should improve their antenna system, and that some reception difficulties are caused by seasonal ducting.**

## TV reception and seasonal ducting

If you live in the Shoalhaven area, your TV coverage is provided by several broadcasting stations. These include Knights Hill (Illawarra), Cambewarra Lookout (Nowra North), Brokers Nose (Wollongong), and Little Forest Trig (Ulladulla).

Seasonal or atmospheric ducting causes distant television transmissions operating on the same channels (in this case, Newcastle services) to travel further than they normally would and cause interference to services from Knights Hill.

Ducting is seasonal. It is more common during summer but can happen during other seasons on warmer days. It occurs in many parts of Australia – predominately coastal regions – and is not unique to the Shoalhaven area.

The television services from the Knights Hill (Illawarra) site are prone to interference due to ducting.

Households affected by interference from ducting should first check to see if there is an alternative TV tower they can get their television services from. The TV services from Brokers Nose and Little Forest Trig are not affected by ducting.

## Upgrade to the Nowra North (Cambewarra Lookout) site

To resolve the ducting issues for viewers receiving (or capable of receiving) services broadcast from the Nowra North site and increase the coverage of this site, the commercial broadcasters implemented an upgrade to the Cambewarra Lookout site.

## Options to improve your reception

### Point your antenna to the right service

Depending on your location, try to position your antenna to receive TV services from Cambewarra Lookout (Nowra North), Brokers Nose (Wollongong) or Little Forest Trig (Ulladulla) sites if adequate signals from any of these sites are available, even if the signals from the Knights Hill tower appear to be stronger. Picking up these alternative signals reduces the chance of interference from ducting, as these services are not affected by ducting.

Use the [mySwitch website](#) to find the best available TV signals for your location, including signal level, frequencies and the best TV tower at which to point your antenna.

### Tune your receiver to the right channels

As multiple transmission sites provide coverage to this area, some TVs or set-top boxes may automatically tune into services affected by ducting. If you're getting multiple, different versions of the same channel, try *manually* re-tuning your TV. Information about ducting-free channels is over the page.

## Other options – satellite TV

If none of these options help, the government's Viewer Access Satellite Television (VAST) service provides an alternative reception option for individual households who are unable to receive terrestrial digital TV services. Access to VAST is free, but viewers must buy a VAST-approved satellite set-top box and a satellite dish, and pay for an equipment installer.

Find out more, including to how to apply, at [www.mysattv.com.au](http://www.mysattv.com.au).

## Ducting-free channels in the Shoalhaven area

Service	Freq (MHz)	Channel	Polarisation
<b>Little Forest Trig channels (Ulladulla)</b>			
ABC	529.5	28	Vertical
SBS	550.5	31	Vertical
Prime	543.5	30	Vertical
WIN	564.5	33	Vertical
Southern Cross	557.5	32	Vertical
<b>Brokers Nose channels (Wollongong)</b>			
ABC	620.5	41	Horizontal
SBS	641.5	44	Horizontal
Prime	627.5	42	Horizontal
WIN	613.5	40	Horizontal
Southern Cross	634.5	43	Horizontal
<b>Cambewarra Lookout channels (Nowra North)</b>			
ABC*	662.5	47	Vertical
SBS*	655.5	46	Vertical
Prime	669.5	48	Vertical
WIN	676.5	49	Vertical
Southern Cross	683.5	50	Vertical

\*These channels may still be affected by ducting.

## Channels to use if signals from other sites are not available

Service	Freq (MHz)	Channel	Polarisation
<b>Knights Hill channels (Illawarra)</b>			
ABC	578.5	35	Horizontal
SBS	606.5	39	Horizontal
Prime	599.5	38	Horizontal
WIN	585.5	36	Horizontal
Southern Cross	592.5	37	Horizontal

Viewers watching Knights Hill services in marginal coverage areas, who have an inadequate antenna system or are located in an elevated position with clear views in the northerly direction, are more likely to be affected by ducting. In this case, contact an antenna installer to get advice about whether your receiving system can be improved to reduce the impact of interference from the Newcastle services.

## Further information

- > Visit [www.acma.gov.au/tvreception](http://www.acma.gov.au/tvreception).
- > Call the ACMA's Customer Service Centre on 1300 850 115 or email [info@acma.gov.au](mailto:info@acma.gov.au).