

Saorview's frequencies are changing.



saorview.ie/changes

Retailer and installer information regarding Saorview frequency changes

Some of the spectrum that is currently used by Saorview is to be reallocated to other purposes in line with Government policy. The spectrum that is being cleared is the 700 MHz frequency band.

The Department of Communications, Climate Action and Environment (DCCA) has published information on its website detailing the parties responsible for the change.

The DCCA has entrusted RTÉ with the task of enabling the 700 MHz migration, and managing the migration programme and communications with consumers and industry. Over the last two years RTÉ has been undertaking infrastructure changes to the transmission network and re-planned the broadcast frequencies.

As a result of the 700 MHz migration some Saorview customers will be affected. This bulletin provides information about the change.

The migration and consumer support

The migration will happen between Wednesday 4 September 2019 and Wednesday 4 March 2020. During this period 2RN will switch on new transmitters at the affected sites, while the old transmission frequencies will continue to be available in simulcast. On March 4 2020, the old frequencies will be switched off at the affected sites. Saorview will be providing information and advice to its viewers in order to ensure that they are aware of the migration and how it may affect them.

The Saorview website will feature a microsite for the 700 MHz migration – [saorview/ie/changes](https://www.saorview.ie/changes)

The microsite will go live with a holding page from 1 August. The full site will go live on 20 August and will be available into 2020.

Saorview customers can use the microsite to see if they will be affected by the frequency change by entering their Eircode or address.

About half of Saorview users will not be affected.

Customers that are affected by the change will need to retune their Saorview box or TV, and some customers may need to have some work done on their aerial and/or installation.

The Saorview call centre will be available via phone at 1890 222012 and 01 2583540. The call centre provides Live Help via the Saorview website, and customers can email questions to info@saorview.ie. Call centre agents will be trained in how best to advise consumers about the 700MHz migration.

To help Saorview consumers, from late November, Saorview will broadcast a message on channels 17 and 18 on the Saorview frequencies that will be switched off on 4 March 2020. If a Saorview consumer sees those messages at channels 17 and 18 then they will know that are affected and will need to retune in order to continue to receive Saorview.

Viewers who receive both Saorview and Freeview

Saorview viewers in the Republic of Ireland that also receive Freeview from Northern Ireland will be affected by the Freeview switchover which happens on Wednesday 4 September 2019. Unlike Saorview, Freeview is not running a simulcast period so viewers will need to rescan on the day if they want to continue to receive the Freeview channels.

Viewers in Northern Ireland who receive Saorview will also be affected in that they will need to retune for the Freeview channels on Wednesday 4 September.

For most viewers that receive both Freeview and Saorview, retuning on or after Wednesday 4 September should also deal with the Saorview change. However, some viewers will have to make changes to their aerial. Information on Freeview's migration can be found on the website at <https://www.freeview.co.uk/tvchanges>

Technical information for installers

Technical measures will be in place to support the migration as follows:

| Measure | Date commencing | Purpose |
|--|------------------|--|
| -3dB power reduction on old frequencies | Sep 4 2019 | Autotune returns strongest received channel |
| Messages on LCN 17 and 18 (mux 1 & 2, old frequencies) | Mid - November | Advice to customers that they need to take action if message is seen on either channel |
| -6dB power reduction on old frequencies | 10 January 2020 | Autotune returns strongest received channel, reception of old frequencies will degrade in some areas |
| Now /next only EPG | Mid January 2020 | Now /next only available on old frequencies. 7-Day EPG continues on unaffected transmitters and on new frequencies |

A 'full-stop' will be placed in the EPG to assist installers in determining if they are receiving the new broadcast frequencies in areas affected by the migration. The symbol will appear next to the channel name on RTÉ One and RTÉ2 on transmissions nationally, EXCLUDING the new frequencies which will go live on September 4th. This measure is intended to aid installers around the border areas who may be asked to retune customer TV sets that receive both Freeview and Saorview. The full stop will not be visible in affected areas following a successful rescan. Information on this measure is not being published on the Saorview website.

Other technical measures may be implemented in 2020 to assist with the 700MHz migration campaign. We will advise of these measures if they are deemed necessary.

Aerials

From September 2019, only the following outdoor aerial groups should be installed for Saorview reception.

| Aerial Group | Channel coverage |
|--------------|------------------|
| A | 21-37 |
| B | 35-53 |
| K (wideband) | 21-48 |

All other groups (C/D, E, T) should not be sold or installed. A full list of the affected transmitters is included with this bulletin.

Dual aerial (grouped) installations may need to be updated in border areas. Please consult attached frequency charts for details and refer to information provided by Digital UK.

Some installations may need the addition of new 5G filters to deal with interference from non-TV signals.

The following pages contain listings of the frequency changes and an analysis of the potential impacts by transmitter region.

Transmitters affected

Below is a list of transmitters where frequencies are being changed and what the changes mean. We have categorised these by colour code that shows what actions a customer may need to take.

● Yellow Areas

In a Yellow area, all homes receiving Saorview will require a re-scan and of those homes a number of them will need to upgrade their aerial installation due to additional interference / congestion.

| Transmitter | County | Original MUX 1 CH | Original MUX 2 CH | New MUX 1 CH | New MUX 2 CH | Overnight Switch (no Simulcast) |
|---------------|-----------|-------------------|-------------------|--------------|--------------|---------------------------------|
| Clonakilty | Cork | 48 | 52 | 48 | 46 | |
| Glanmire | Cork | 47 | 52 | 47 | 44 | |
| SPUR HILL | Cork | 45 | 49 | 45 | 39 | |
| HOLYWELL HILL | Donegal | 30 | 33 | 22 | 25 | |
| Clonmany | Donegal | 53 | 49 | 39 | 42 | X |
| Maamclassach | Kerry | 46 | 51 | 46 | 43 | X |
| Greenore | Louth | 43 | 40 | 41 | 44 | X |
| Ferrypoint | Waterford | 47 | 52 | 40 | 43 | |
| Kilmacthomas | Waterford | 46 | 49 | 46 | 43 | X |
| Laragh | Waterford | 47 | 49 | 47 | 44 | X |

● Orange Areas

In an Orange area, all homes receiving Saorview will require a re-scan and of those homes a number will need to upgrade their Group B or C/D aerial installations.

| Transmitter | County | Original MUX 1 CH | Original MUX 2 CH | New MUX 1 CH | New MUX 2 CH | Overnight Switch (no Simulcast) |
|------------------|-----------|-------------------|-------------------|--------------|--------------|---------------------------------|
| MAGHERA | Clare | 48 | 55 | 48 | 46 | |
| Castletownbere | Cork | 55 | 59 | 40 | 43 | |
| Collins Barracks | Cork | 50 | 40 | 32 | 34 | |
| Crosshaven | Cork | 46 | 56 | 46 | 41 | |
| Fanad | Donegal | 55 | 59 | 43 | 46 | |
| Glencolumcille | Donegal | 45 | 36 | 33 | 36 | X |
| Glenties | Donegal | 46 | 50 | 32 | 34 | |
| Letterkenny | Donegal | 53 | 57 | 39 | 42 | |
| Moville | Donegal | 45 | 42 | 32 | 34 | |
| CLERMONT CARN | Louth | 52 | 56 | 42 | 45 | |
| Monaghan | Monaghan | 55 | 59 | 40 | 43 | |
| TRUSKMORE | Sligo | 53 | 57 | 42 | 45 | |
| Clonmel | Tipperary | 55 | 59 | 42 | 46 | |
| Gorey | Wexford | 55 | 59 | 41 | 44 | |
| Greystones | Wicklow | 52 | 56 | 42 | 45 | |

● Red Areas

In a Red area, all homes receiving Saorview will require a re-scan and of those homes a number will need to upgrade their Group C/D, Group B or Group E aerial installation.

| Transmitter | County | Original MUX 1 CH | Original MUX 2 CH | New MUX 1 CH | New MUX 2 CH |
|----------------|-----------|-------------------|-------------------|--------------|--------------|
| Ennistimon | Clare | 52 | 56 | 33 | 36 |
| Bantry | Cork | 52 | 56 | 33 | 36 |
| Fermoy | Cork | 52 | 56 | 33 | 36 |
| Rosscarbery | Cork | 53 | 57 | 32 | 34 |
| Knockmoyle | Kerry | 52 | 56 | 33 | 36 |
| Suir Valley | Kilkenny | 52 | 56 | 33 | 36 |
| Ballina | Tipperary | 58 | 50 | 23 | 26 |
| Kilduff | Tipperary | 52 | 56 | 31 | 37 |
| Dungarvan | Waterford | 55 | 59 | 32 | 34 |
| Forth Mountain | Wexford | 52 | 56 | 33 | 36 |
| KIPPURE | Wicklow | 54 | 58 | 34 | 35 |

● Blue Areas

In Blue areas, all homes should upgrade and / or redirect their aerial installation to receive Saorview from the new 'best server' transmission site.

| Transmitter | County | Original MUX 1 CH | Original MUX 2 CH | New MUX 1 CH | New MUX 2 CH |
|-------------|---------|-------------------|-------------------|--------------|--------------|
| Drogheda | Louth | - | - | 22 | 25 |
| Wicklow | Wicklow | - | - | 22 | 25 |

Saorview transmitter changes

| County | Site | Pre Sept 2019 DTTN | | From Sept 2019 DTTN | | Aerial Polarity | Max Erp Kw | Overnight Switch (No Simulcast) | Original Aerial Group | New Aerial Group | Category |
|-----------|------------------|--------------------|----------|---------------------|----------|-----------------|------------|---------------------------------|-----------------------|------------------|----------|
| | | Mux 1 Ch | Mux 2 Ch | Mux 1 Ch | Mux 2 Ch | | | | | | |
| Cork | Clonakilty | 48 | 52 | 48 | 46 | H | 0.05 | | B | B | ● Yellow |
| Cork | Glanmire | 47 | 52 | 47 | 44 | H | 0.2 | | B | B | ● Yellow |
| Cork | Spur Hill | 45 | 49 | 45 | 39 | H | 50 | | B | B | ● Yellow |
| Donegal | Holywell Hill | 30 | 33 | 22 | 25 | H | 20 | | A | A | ● Yellow |
| Donegal | Clonmany | 53 | 49 | 39 | 42 | V | 0.02 | X | B | B | ● Yellow |
| Kerry | Maamclassach | 46 | 51 | 46 | 43 | V | 0.2 | X | B | B | ● Yellow |
| Louth | Greenore | 43 | 40 | 41 | 44 | V | 0.2 | X | B | B | ● Yellow |
| Waterford | Ferrypoint | 47 | 52 | 40 | 43 | V | 0.05 | | B | B | ● Yellow |
| Waterford | Kilmacthomas | 46 | 49 | 46 | 43 | V | 0.01 | X | B | B | ● Yellow |
| Wicklow | Laragh | 47 | 49 | 47 | 44 | H | 0.025 | X | B | B | ● Yellow |
| Clare | Ennistimon | 52 | 56 | 33 | 36 | H | 0.02 | | C/D | A | ● Red |
| Cork | Bantry | 52 | 56 | 33 | 36 | V&H | 2 | X | C/D | A | ● Red |
| Cork | Fermoy | 52 | 56 | 33 | 36 | V | 0.05 | | C/D | A | ● Red |
| Cork | Rosscarbery | 53 | 57 | 32 | 34 | H | 0.05 | | C/D | A | ● Red |
| Kerry | Knockmoyle | 52 | 56 | 33 | 36 | V | 1 | | C/D | A | ● Red |
| Kilkenny | Suir Valley | 52 | 56 | 33 | 36 | V | 2 | | C/D | A | ● Red |
| Tipperary | Ballina | 58 | 50 | 23 | 26 | V | 0.1 | | C/D | A | ● Red |
| Tipperary | Kilduff | 52 | 56 | 31 | 37 | H | 25 | | C/D | A | ● Red |
| Waterford | Dungarvan | 55 | 59 | 32 | 34 | H | 10 | | C/D | A | ● Red |
| Wexford | Forth Mountain | 52 | 56 | 33 | 36 | V | 0.5 | | C/D | A | ● Red |
| Wicklow | Kippure | 54 | 58 | 34 | 35 | H | 160 | | C/D | A | ● Red |
| Clare | Maghera | 48 | 55 | 48 | 46 | H | 160 | | C/D | B | ● Orange |
| Cork | Castletownbere | 55 | 59 | 40 | 43 | V | 4 | | C/D | B | ● Orange |
| Cork | Collins Barracks | 50 | 40 | 32 | 34 | V | 0.08 | | B | A | ● Orange |
| Cork | Crosshaven | 46 | 56 | 46 | 41 | V | 0.5 | | E | B | ● Orange |
| Donegal | Fanad | 55 | 59 | 43 | 46 | V | 1.5 | | C/D | B | ● Orange |
| Donegal | Glencolumcille | 45 | 36 | 33 | 36 | H | 0.2 | X | B | A | ● Orange |
| Donegal | Glenties | 46 | 50 | 32 | 34 | H | 0.1 | | B | A | ● Orange |
| Donegal | Letterkenny | 53 | 57 | 39 | 42 | V | 2 | | C/D | B | ● Orange |
| Donegal | Moville | 45 | 42 | 32 | 34 | H | 2 | | B | A | ● Orange |
| Louth | Clermont Carn | 52 | 56 | 42 | 45 | V | 160 | | C/D | B | ● Orange |
| Monaghan | Monaghan | 55 | 59 | 40 | 43 | H | 2 | | C/D | B | ● Orange |
| Sligo | Truskmore | 53 | 57 | 42 | 45 | H | 160 | | C/D | B | ● Orange |
| Tipperary | Clonmel | 55 | 59 | 42 | 46 | H | 0.5 | | C/D | B | ● Orange |
| Wexford | Gorey | 55 | 59 | 41 | 44 | H | 0.08 | | C/D | B | ● Orange |
| Wicklow | Greystones | 52 | 56 | 42 | 45 | V | 0.5 | | C/D | B | ● Orange |
| Louth | Drogheda | - | - | 22 | 25 | V | 0.25 | | New | A | ● Blue |
| Wicklow | Wicklow | - | - | 22 | 25 | V | 0.5 | | New | A | ● Blue |

Digital Television Transmission Network from 4 September 2019

Main Stations

| Site | County | Mux 1 Ch. | Mux 2 Ch. | Aerial Polarity | Max Erp Kw |
|----------------|----------|-----------|-----------|-----------------|------------|
| Cairn Hill | Longford | 47 | 44 | H | 160 |
| Clermont Carn | Louth | 42 | 45 | V | 160 |
| Holywell Hill | Donegal | 22 | 25 | H | 20 |
| Kippure | Wicklow | 34 | 35 | H | 160 |
| Maghera | Clare | 48 | 46 | H | 160 |
| Mount Leinster | Wexford | 23 | 26 | H | 160 |
| Mullaghanish | Kerry | 21 | 24 | H | 200 |
| Spur Hill | Cork | 45 | 39 | H | 50 |
| Three Rock | Dublin | 30 | 33 | H | 125 |
| Truskmore | Sligo | 42 | 45 | H | 160 |
| Woodcock Hill | Clare | 47 | 44 | H | 10 |

Relay Stations

| Site | County | Mux 1 Ch. | Mux 2 Ch. | Aerial Polarity | Max Erp Kw |
|------------------|-----------|-----------|-----------|-----------------|------------|
| Achill | Mayo | 47 | 44 | V | 2 |
| Aranmore | Donegal | 47 | 44 | V | 4 |
| Arklow | Wicklow | 21 | 24 | V | 0.25 |
| Ballina | Tipperary | 23 | 26 | V | 0.1 |
| Ballybofey | Donegal | 47 | 44 | V | 0.1 |
| Bandon | Cork | 47 | 44 | H | 0.04 |
| Bantry | Cork | 33 | 36 | V&H | 2 |
| Cahir | Tipperary | 28 | 25 | V | 0.06 |
| Casla | Galway | 45 | 41 | V | 2.5 |
| Castlebar | Mayo | 22 | 25 | H | 2 |
| Castletownbere | Cork | 40 | 43 | V | 4 |
| Clifden | Galway | 26 | 23 | V | 5 |
| Clonakilty | Cork | 48 | 46 | H | 0.05 |
| Clonmany | Donegal | 39 | 42 | V | 0.02 |
| Clonmel | Tipperary | 42 | 46 | H | 0.5 |
| Cnoc An Óir | Kerry | 47 | 44 | V | 1.5 |
| Collins Barracks | Cork | 32 | 34 | V | 0.08 |
| Crosshaven | Cork | 46 | 41 | V | 0.5 |
| Dingle | Kerry | 30 | 26 | V | 0.5 |
| Dooncarton | Mayo | 27 | 32 | V&H | 0.5 |
| Drimoleague | Cork | 42 | 39 | V | 0.05 |
| Drogheda | Louth | 22 | 25 | V | 0.25 |
| Dungarvan | Waterford | 32 | 34 | H | 10 |
| Ennistimon | Clare | 33 | 36 | H | 0.02 |
| Fanad | Donegal | 43 | 46 | V | 1.5 |
| Fermoy | Cork | 33 | 36 | V | 0.05 |

Digital Television Transmission Network from 4 September 2019

Relay Stations

| Site | County | Mux 1 Ch. | Mux 2 Ch. | Aerial Polarity | Max Erp Kw |
|----------------|-----------|-----------|-----------|-----------------|------------|
| Ferrypoint | Waterford | 40 | 43 | V | 0.05 |
| Forth Mountain | Wexford | 33 | 36 | V | 0.5 |
| Gallows Hill | Waterford | 22 | 25 | V | 0.25 |
| Glanmire | Cork | 47 | 44 | H | 0.2 |
| Glencolumcille | Donegal | 33 | 36 | H | 0.2 |
| Glenties | Donegal | 32 | 34 | H | 0.1 |
| Gorey | Wexford | 41 | 44 | H | 0.08 |
| Greenore | Louth | 41 | 44 | V | 0.2 |
| Greystones | Wicklow | 42 | 45 | V | 0.5 |
| Kilduff | Tipperary | 31 | 37 | H | 25 |
| Kilkeaveragh | Kerry | 47 | 44 | V | 8 |
| Kilmacthomas | Waterford | 46 | 43 | V | 0.01 |
| Kinsale | Cork | 30 | 26 | V | 0.05 |
| Knockmoyle | Kerry | 33 | 36 | V | 1 |
| Laragh | Wicklow | 47 | 44 | H | 0.025 |
| Leap | Cork | 46 | 48 | H | 0.02 |
| Letterkenny | Donegal | 39 | 42 | V | 2 |
| Maamclassach | Kerry | 46 | 43 | V | 0.2 |
| Magheraroarty | Donegal | 22 | 27 | V | 0.5 |
| Malin | Donegal | 28 | 26 | H | 2 |
| Mitchelstown | Cork | 40 | 43 | V | 0.5 |
| Monaghan | Monaghan | 40 | 43 | H | 2 |
| Moville | Donegal | 32 | 34 | H | 2 |
| Mt. Gabriel | Cork | 37 | 31 | V&H | 0.5 |
| Rosscarbery | Cork | 32 | 34 | H | 0.05 |
| Suir Valley | Kilkenny | 33 | 36 | V | 2 |
| Timoleague | Cork | 26 | 29 | V | 0.01 |
| Tonabrocky | Galway | 26 | 23 | V | 0.25 |
| Wicklow | Wicklow | 22 | 25 | V | 0.5 |

