



DTT SWITCHOVER

FREQUENTLY ASKED QUESTIONS (FAQ)

1. When will the SBC officially switchover to DTT?

The official switchover to DTT is set for the 28 June 2018. When the official DTT switchover happens, we will have two SBC channels, SBC 1 & SBC 2 and 8 other channels mostly news and entertainment on a free-to-view basis.

2. Will the interruptions in broadcast continue?

During the testing period leading up to the official switchover on the 28th June, the intermittent blacks will continue. The testing period is very important and will allow us to rectify all issues in time for a smooth switchover. We apologise for these interruptions and count on the public's understanding.

3. When will the Set Top Box (STB) distribution resume?

Distribution of Set Top Boxes will resume in mid-May when the SBC will receive a second batch of 15,000 STBs. At the beginning of May, we will provide further details as to when and where the distribution will be done.

4. Will the Set Top Boxes still be free?

If you have not collected your free STB, you will still be able to do so in May by bringing your ID card and your most recent electricity bill.

The SBC has also earmarked a limited stock of STB for sale to households with no electricity bills and households in need of more than one STB. The selling price of the STB will be announced later.

5. I have installed my Set Top Box but have been unable to receive any signals so far. What should I do?

We are aware that some households switched on their STB while there was no signal in their region and that some households have never connected their STB yet.

Once all our transmitters are operational, we will inform the public accordingly so that they can switch on their STB and capture the registration code. This is a one-off process.