



SEYCHELLES BROADCASTING CORPORATION

Press Release: Update on DTT

Confirmation of Services

Transmitters

SBC would like to confirm that all its transmitters on Mahé, Praslin, La Digue and Ste Anne are currently operational.

A lot of work has been done to ensure stability of the DTT network.

With this improved stability, the focus is now shifting to domestic installations. With many of the faults reported, the issue has been with the installations at home.

One main fault has been with the TV aerials. Many aerials have been found with poor or unsuitable connections.

Indoor antennas are also 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 consider changing this for an outdoor one in the first instance.

It is important that viewers point their antennas towards the location nearest to them and/or ideally where they have line of sight of the DTT transmitter.

The DTT transmitters are in the following locations:





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Available Channels

The following channels are available on SBC's DTT bouquet:

1. SBC1
2. SBC2
3. Al Jazeera
4. TV5 Monde
5. DW
6. CGTN English
7. CGTN French
8. France 24 English
9. France 24 French
10. RT

Radio Services

SBC also wants its audience to know that SBC's Radyo Sesel and Paradise FM are also on the DTT channel. BBC World Service radio service is also on DTT. RFI will be available soon.

Varying Audio Levels

SBC would like to acknowledge that this is an issue and one that is endeavouring to redress. This is no longer an issue on its DTT network itself, but now with the feeds that SBC provides to the local Cable TV providers (Intelvision and Cable TV).

Provision of SBC 2 to other TV providers

SBC has allowed its SBC2 channel to both private TV providers, Cable TV and Intelvision for the benefit of their audience.

Intelvision is yet to implement SBC2 on its service.

Gap Fillers for Black Spots

There will be areas where, invariably, the DTT signal will not cover, known as black spots. The solution is to implement Gap-Filler transmitters. SBC have not been able to address these for budgetary reasons, and is endeavouring to do so in 2019.

Set-Top-Boxes

The distribution of one free Set-Top-Box (STB) per household upon is on-going. We encourage all household, who have not done so already, to collect their free STB before the end of the year.

Warranty

All set top boxes distributed in December 2017 were covered under a one-year warranty. Some of these will expire this month since the distribution started on the 1st December 2017.

As a gesture of goodwill and in view of the delays we have had in stabilising the DTT system, SBC will extend the warranty for the STBs distributed in December 2017 by an additional 3 months. The warranty will expire on 1st March 2019.

We encourage members of the public who have never used their STB, to install and test it, and to contact us if there are any issues. After the extended warranty period expires in March, we will not be able to replace any set-top-boxes free of charge.



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After-Care

Since July, we have started our After-Care service. We have established a phone line for this and the number is **4289673** during working hours and **4289600/4289683** after working hours and over the weekend. Members of the public can call these lines for advice or to report a fault. Some issues are also easily sorted out on the phone. If the issue cannot be resolved, a technician can be dispatched to assist the household.

These callouts are done after working hours and over the weekend. This is a free service offered by SBC; the customer is not required to pay for these fault-finding callouts.

Since we started this service in July, we have been able to assist over 160 households in resolving their reception and other issues.

We apologise to the members of the public whom we have not been able to assist so far but will do so in the coming days and weeks.

New FTA STBs

We are putting on the market a new Free-to-Air Set-Top-Box. This STB is able to receive all of SBC's DTT Channels. (That is SBC channels, SBC 1 & SBC 2, and all the foreign channels that the SBC is currently transmitting.)

This STB will retail at Rs400 each inclusive of VAT. It will be sold at our Kanna Mall Office from 9 a.m to 3 p.m on weekdays and from 9 a.m to 12 noon on Saturdays.

As this Set Top Box is for sale only, there is no requirement for an electricity bill. This STB will benefit people who are renting and those sharing the same electricity bill for more than one households.

In order to purchase this particular STB, only bring your National Identity card.

This new STB will come with a six months' warranty period.

It is important for the public to understand that this new FTA STB will not be able to decode encrypted signals if SBC decides to allow encrypted channels on its DTT platform. They will continue to receive the above-listed Free-To-Air channels regardless.

Reception of DTT without a Set Top Box

We remind members of the public that the digital broadcasting standard adopted by the Seychelles is DVB-T2 and the video encoding used by the SBC is HEVC (High Efficiency Video Coding), also known as H.265.

All the channels in the SBC bouquet are Free-to-Air and consequently, any TV that meets the above-mentioned standards will receive these non-encrypted channels without the use of a Set Top Box.

Analogue Switch-Off

Now that there is some stability in the network, and notwithstanding the black spots issue, it is important that the analogue TV system is decommissioned as soon as practicable.

SBC will soon announce when it will switch-off its Analogue TV service.

Members of the public are therefore encouraged to migrate to the DTT service, if they have not already done so.