

## Submission 29

The Secretary,

I wish to comment on my experience with Digital Television in Griffith NSW as, I believe, it may be typical of users elsewhere. It addresses **technical issues** and **future options**.

### **Technical Issues.**

We purchased a set top box in January 2004 because analogue reception at our residence in Griffith (49 McNabb Cres) was poor quality. At that time, only ABC and (I think) SBS were broadcasting digital TV and there was a dramatic improvement in picture quality. Later, the commercial channels came on line with a marked improvement in their quality. We were very pleased with digital TV.

Since then, there has been a marked decline in the reliability of the ABC digital picture. Often there is no picture and sometimes a picture and no sound with the ABC channels. Almost each night the picture freezes and it is necessary to switch to the analogue signal. However, it appears that these problems do not occur to the same extent with the commercial channels.

When friends ask our views on digital TV, I repeat our experience and do not recommend it.

The major concern is that I do not know who I should tell about our problem. It is obviously a transmission problem and I do not know how to contact them to complain. I have received the "Digital TV is here!" flier but it does not help with my problem. Also, the ads for digital TV on analogue TV don't provide a contact.

We now find it preferable to watch the poorer quality picture on analogue TV and hope that some day soon that the ABC digital signal improves.

### **Future Options**

1. Ensure that there is a transparent and effective system for dealing with digital TV complaints.
2. Ensure that the entity responsible for transmission of ABC digital TV is penalised if they do not deliver a quality product all of the time.
3. I believe that adoption of these two points will improve the uptake of digital TV in Australia.

Warren Muirhead