

## **MEDIA RELEASE**

5 June 2026

### **COUNCIL PROVIDES AN UPDATE ON RESTORING TV SERVICES**

Norfolk Island Regional Council (Council) is continuing to work on solutions to fully restore television services until a replacement tower can be erected and new transmitters arrive.

The arrival of the new digital transmitters will enable better quality reception island wide.

Some residents will have their television services restored now, depending on their physical location on the island and the current reception level.

Some residents may find that they no longer can receive channels that they previously could. This is due to having to change location of the VHF antenna on the available Mt Pitt mast and it is affecting reception levels.

If you are experiencing issues, in the first instance please complete a channel rescan on your television by following these steps:

1. Open the Menu settings (cog-wheel icon)
2. Select Auto Tune and allow the scan to complete

If the rescan does not restore your services, unfortunately it may mean that your reception level will not allow access at the moment.

Please note that the SBS channel is still unavailable island wide.

Council is continuing to work on this issue to rectify all channels island wide and will provide updates to the community.

Council thanks the community for their patience and understanding while these restoration works are being carried out, and apologies for any inconvenience caused.

For enquiries please contact Customer Care at (+6723) 22001, local free call 0100 or email [customercare@nirc.gov.nf](mailto:customercare@nirc.gov.nf).

**ENDS**