

RTÉ NL



RTÉNL

Frequently Asked Questions

(FAQ's)

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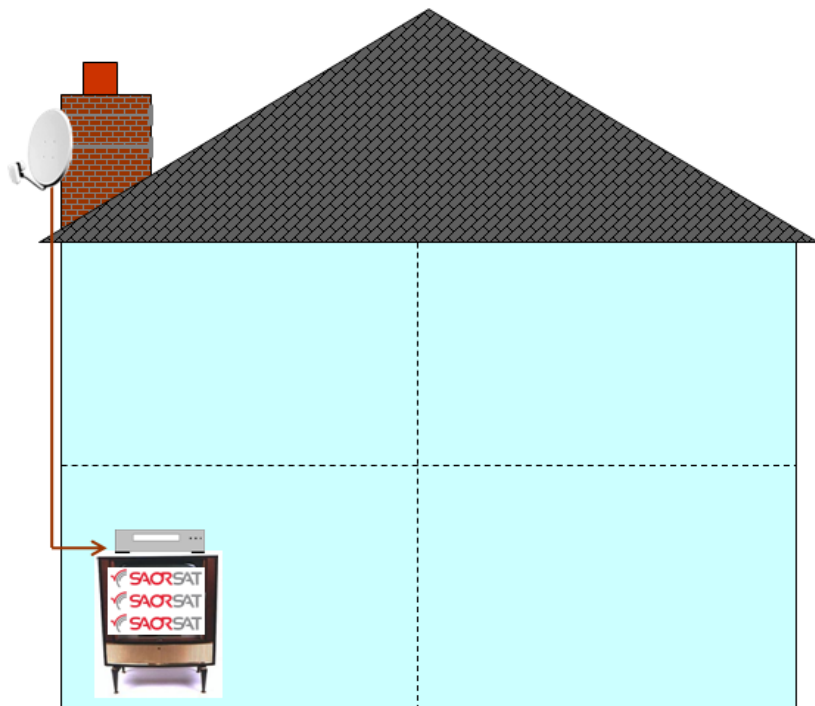
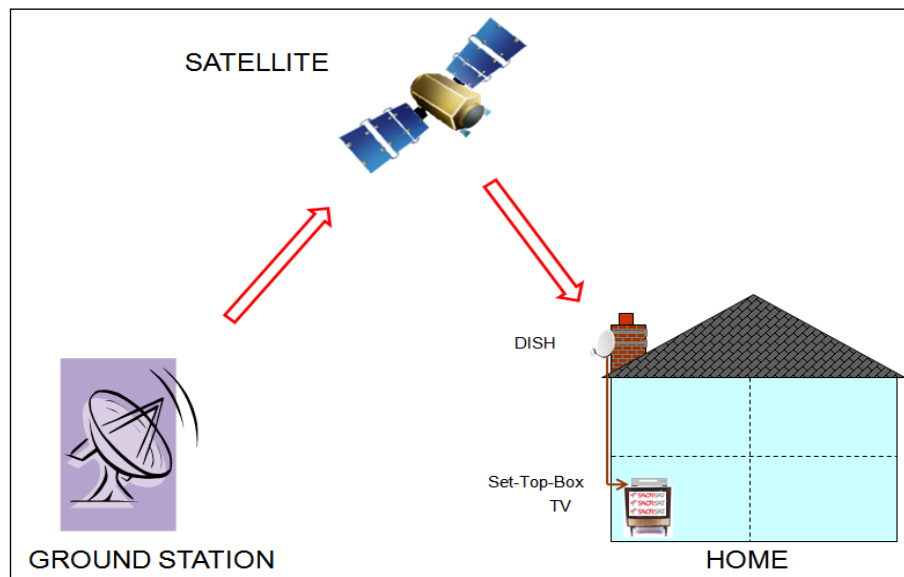
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1. WHAT IS SAORSAT?

1.1 What Is SAORSAT?

SAORSAT is the name given to the new infill Free-To-Air Direct-To-Home satellite television service put in place by RTÉNL to deliver the Irish television services to the 1% to 2% of homes that are not covered by the SAORVIEW Digital Terrestrial Television service (www.saorview.ie).



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2. WHY IS SAORSAT BEING MADE AVAILABLE?

2.1 Why Is SAORSAT Being Made Available?

Because of the topography of Ireland it is not possible to reach 100% of the population by terrestrial television transmission means in either analogue or digital.

Analogue Terrestrial Television

The Analogue Terrestrial Television transmission network developed and expanded over a 50 year period and achieved the following Free-To-Air population coverage:

RTÉ One	98% Population Coverage
RTÉ Two	98% Population Coverage
TV3	85% Population coverage
TG4	95% Population Coverage

Analogue Terrestrial Television will be switched off on the 24 October 2012.

SAORVIEW

The analogue terrestrial transmission network has been upgraded to digital. On this new digital platform called SAORVIEW, all four of the above traditional Irish television services, and some new additional television and radio services, will reach in excess of 98% of the population:

SAORVIEW	98% Population Coverage
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Infill Solution - SAORSAT

The fact that it is not possible to terrestrially deliver the Public Service Broadcast television services, Free-To-Air, to circa 100% of the population has not been a satisfactory situation for homeowners or for the Public Service Broadcasters alike.

SAORSAT has been put in place to provide a means of reaching this 1% to 2% of homes that cannot be reached by SAORVIEW.

3. WHEN WILL SAORSAT BE AVAILABLE?

3.1 When Will SAORSAT Be Available?

SAORSAT is available now.

4. WHAT ARE THE BENEFITS OF SAORSAT FOR ME?

- 4.1 What Are The Benefits Of SAORSAT For Me?.
- 4.2 What Services Are On SAORSAT?
- 4.3 When Will More Services Be Added To SAORSAT?

4.1 What Are The Benefits Of SAORSAT For Me?

If you can receive SAORVIEW

There is no advantage in getting SAORSAT over SAORVIEW.

RTÉNL recommends that each home should exhaust all options for receiving SAORVIEW before reverting to SAORSAT. Even if you were previously unable to receive traditional Analogue Terrestrial Television we recommend that you investigate getting SAORVIEW first, as its Digital Terrestrial Television coverage exceeds traditional Analogue Terrestrial Television coverage in many areas.

- SAORVIEW is the primary Free-To-Air service for Ireland carrying all of the national services (Public Service Broadcast & Commercial).
- While there is capacity for all SAORVIEW services on SAORSAT there are also additional costs for broadcasters. Some services may choose not to be carried on SAORSAT.
- SAORVIEW has a wide range of Approved iDTV's and Set-Top-Boxes available and can be received on a standard UHF television aerial.
- SAORSAT will have a limited number of Approved Set-Top-Boxes. It is unlikely that a SAORSAT iDTV will emerge in the immediate future.

If you cannot receive SAORVIEW

SAORSAT will provide Free-To-Air access to the RTÉ Public Service Broadcast television and radio services. Other television and radio services may join the services at some time in the future.

Current SAORSAT Services

For up to date information and current service line-up check www.saorsat.ie.

Television Services:

RTÉ One
RTÉ Two HD
TG4
RTÉ News Now
RTÉjr
RTÉ One +

Digital Teletext:

RTÉ Digital Aertel

Radio Services:

RTÉ Radio 1
RTÉ Radio 1 Extra
RTÉ 2FM
RTÉ Lyric
RTÉ RnaG
RTÉ Pulse
RTÉ 2XM
RTÉ Choice
RTÉ Gold
RTÉ Chill / Junior.

High quality picture

- Better quality picture on all services and High Definition (HD) ready.
- RTÉ Two broadcasting sports, movies and drama programming in High Definition.

High quality sound

- Clear stereo sound and options for broadcasters to use more than one language at the same time.

Digital Teletext

- Clearer text display and easier to navigate.

7 Day Electronic Programme Guide (EPG)

- Displays the programmes that will be on for the next week for each channel.
- For receivers with built in Personal Video Recorders (PVRs) it's as simple as clicking on the program on the EPG to set it up to be recorded.

Assistive Services

More broadcaster options for subtitling, audio description and other services.

4.2 What Services Are On SAORSAT?

For up to date information and current service line-up check www.saorsat.ie

The current SAORSAT services are as follows:

Television Services:

RTÉ One
RTÉ Two HD
TG4
RTÉ News Now
RTÉjr
RTÉ One +

Radio Services:

RTÉ Radio 1
RTÉ Radio 1 Extra
RTÉ 2FM
RTÉ Lyric
RTÉ RnaG
RTÉ Pulse
RTÉ 2XM
RTÉ Choice
RTÉ Gold
RTÉ Chill / Junior.

Digital Teletext:

RTÉ Digital Aertel

4.3 When Will More Services Be Added To SAORSAT?

This is a question for the television and radio service content providers / broadcasters rather than SAORSAT or RTÉNL.

Capacity is available on the SAORSAT platform carry a number of additional services.

RTÉNL will be happy to facilitate any content provider / broadcaster that seek carriage on SAORSAT on a Fair Reasonable and Non-Discriminatory basis.

5. WHAT DO I HAVE TO DO TO RECEIVE SAORSAT?

- 5.1 Stay Calm.**
 - 5.2 Check To See If Your Area Is Currently Covered By The SAORVIEW Service.**
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5.1 Stay Calm.

Nothing is going to change overnight and you have until 24 October 2012 to consider and implement the options available.

Check to see if your home can receive SAORVIEW in the first instance. Seek advice from your retailer and/or a competent local television aerial or satellite installer (see section 9). Plan ahead so that you are switched to digital in advance of the 24 October 2012.

As an introduction to SAORVIEW read the booklet that can be downloaded from this link:

[Receiving SAORVIEW Digital Television](#)

5.2 Check To See If Your Area Is Currently Covered By The SAORVIEW Service.

RTÉNL recommends that each home should exhaust all options for getting SAORVIEW before reverting to SAORSAT.

Even if you were previously unable to receive traditional Analogue Terrestrial Television we recommend that you investigate getting SAORVIEW first, as its coverage exceeds traditional Analogue Terrestrial Television coverage in many areas.

Digital transmissions technology differs from traditional analogue technology and requires a re-configuration of the transmission network. All of the large television transmission sites will remain in use and a number of new transmission sites are being built. A number of small transmission sites that are currently in use for analogue television will cease operation when analogue switches off on the 24 October 2012.

In all cases you can use the 'Coverage Checker' tool at the following location to see if your home is covered.

Read all of the information and instructions. Remember to check which direction your aerial should be pointing and the required polarization of the aerial.

<http://coverage.rtenl.ie/>

Local environment (hills, forestry, trees, buildings, and other large obstructions and local interference from other wireless services) will cause coverage to vary. RTÉNL recommends consultation with a local competent aerial installer (see section 9) to confirm coverage in your area and to confirm the suitability or otherwise of your aerial system.

5.3 Is My Area Covered By SAORSAT?

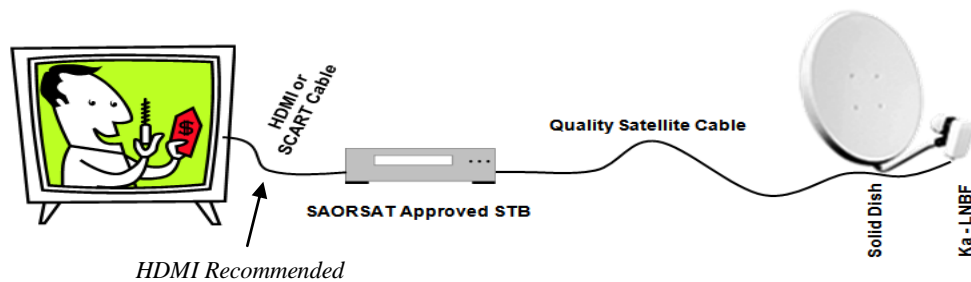
SAORSAT coverage is available in all areas shaded in green on the map below. RTÉNL recommend that only homes that cannot get SAORVIEW use SAORSAT.



A clear view of the sky in the direction of the satellite is required, see section 7.2 for details.

5.4 Install An Appropriate Satellite Dish And An Approved SAORSAT Receiver.

Installing and lining up a satellite dish requires experience and specialist equipment RTÉNL recommends that a competent local satellite system installer (see section 9) is used.



6. TECHNICAL TV / RECEIVER INFORMATION

- 6.1 Why Does RTÉNL Only Recommend SAORSAT Approved Receivers?
- 6.2 What Does SAORSAT Approved Mean?
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- 6.8 How Do I Connect My Television?

6.1 Why Does RTÉNL Only Recommend SAORSAT Approved Receivers?

There are 1000s of different digital receivers out there on the market, integrated Digital Televisions (iDTVs) and Set-Top-Boxes (STBs), computer TV cards. Some unknown makes and models may work fine and some big brand models may not.

RTÉNL recommends the use of SAORSAT approved receivers as these are the only receivers that have been independently tested for compliance against the SAORSAT minimum receiver requirement specification.

6.2 What Does SAORSAT Approved Mean?

SAORSAT Approved means that the receiver has been put through a rigorous set of tests, at an RTÉ approved independent test facility, to ensure that it is capable of operating properly with the signals that carry the SAORSAT services (television, audio, radio, data, electronic program guide, digital teletext services).

Additionally before any future changes are made to the SAORSAT satellite signal (the signal received by your aerial and your receiver) the proposed change will be tested against all approved SAORSAT receivers in a laboratory environment before it is changed. This will ensure that the new signal format works properly with the entire population of SAORSAT approved receivers in use in Ireland.

SAORSAT approved does not mean that any other part of the receiver is SAORSAT approved it is purely the SAORSAT element (television tuner, audio, radio, data, electronic program guide, digital teletext services). Some receivers will have integrated Personal Video Recorders (PVRs), USB media players, DVD/Blue Ray players, satellite receivers, terrestrial receivers, internet interfaces and / or combinations of devices. SAORSAT approved means that the SAORSAT element of the receiver works fine alongside any integrated devices but the operation of the other integrated devices have not been tested or approved by SAORSAT.

6.3 Will Non SAORSAT Approved Receivers Work?

There are many receivers that will work. Some will work fully and some will not support all the functionality of the SAORSAT platform. RTÉNL recommends the use of SAORSAT approved receivers as these are the only receivers that have tested for full compliance against the SAORSAT minimum receiver requirement specification and are the only receivers that will be tested against any proposed future changes to the SAORSAT satellite signals.

6.4 I Want To Buy A Receiver That Is Not SAORSAT Approved What Should I Do?

RTÉNL only recommends the use of SAORSAT approved receivers as these are the only receivers that we have tested for full compliance against the SAORVIEW minimum receiver requirement.

6.5 Where Can I Get SAORVIEW Approved Receivers?

SAORSAT approved receivers are currently available from a number of electrical goods retailers and supermarkets.

To ensure that approved set-top-boxes are widely available across the country SAORSAT has set up a process of registering and providing ongoing support to retailers who choose stock SAORSAT approved receivers.

For up to date information on SAORSAT approved receivers check www.saorsat.ie

6.6 Is There An Easy Way To Identify SAORSAT Approved Receivers?

Yes. SAORSAT Approved receivers will carry the SAORSAT logo on their packaging and marketing materials.

Only SAORSAT approved receivers can legitimately carry this logo.



6.7 Will A SAORVIEW Receiver Work For SAORSAT?

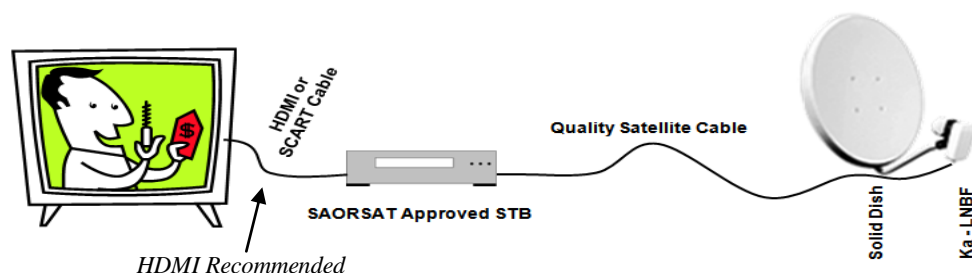
SAORVIEW is a terrestrial service and its signal differs to that used for satellite services. A SAORVIEW receiver will not be able to decode SAORSAT and will not work.

There are some combination receivers available that have inbuilt decoders for the signals of both terrestrial and satellite transmissions. The receivers may, in some cases, be capable of receiving both SAORSAT and SAORVIEW. Both a satellite dish and a terrestrial aerial would be required to receive the satellite and terrestrial services. If Approved these receivers will carry the SAORSAT and SAORVIEW logos.

RTÉNL only recommends the use of SAORSAT and SAORVIEW Approved receivers as these are the only devices that have been independently tested against the SAORSAT and SAORVIEW minimum receiver requirement specification.

6.8 How Do I Connect My Television?

There are currently no televisions with an integrated SAORSAT Approved tuner so you will require a SAORSAT Approved Set Top Box.



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7. TECHNICAL DISH / LNBF INFORMATION

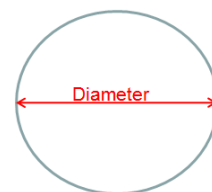
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- 7.10 How Do I Put SAORSAT In More Than One Room?

7.1 What Is A Television Satellite Dish?

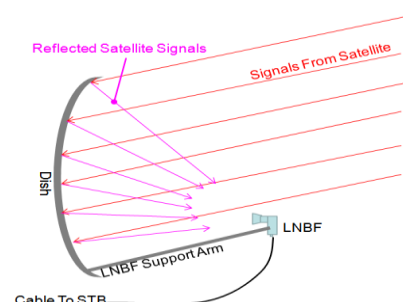
A satellite dish used for Direct To Home (DTH) satellite television services is usually made up of two parts, the dish with a support arm, and an LNBF. These can be purchased separately.



Satellite dishes come in many sizes and dish size usually refers to the diameter of the dish. Having the correct size dish is important to ensure a reliable signal. Satellite dishes also come in variety of colours to blend in with your home.



The support arm comes with the dish and is designed to place the LNBF in the optimum position to collect the signals from the satellite when they are reflected by the satellite dish. The support arm usually comes with a bracket at the end to attach the LNBF.



The Low Noise Block down converter - Feedhorn (LNBF) sits on the end of the support arm. The Feedhorn at the front collects the signals reflected by the satellite dish and directs them to the LNB down converter (part of the same unit). The LNB receives the signals from the Feedhorn and converts it to a signal suitable for delivery to the satellite receiver, Set-Top-Box, via a cable.

What you need to look for when ordering a satellite dish for SAORSAT:

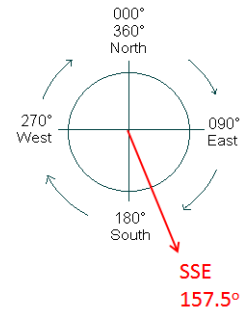
- 1) Minimum diameter dish required for your location, ensure the dish has a narrow focus.
- 2) Look for a SAORSAT Ka LNBF (pronounced Kay-A and any reputable supplier/installer will know exactly what you are looking for).
- 3) Bracket on LNBF support arm/dish arm suitable for the SAORSAT Ka LNBF.

Eutelsat (the party operating the satellite on which SAORSAT is carried) recommend the use of an inverto dish and LNBF. RTÉNL recommend the use of an inverto dish and LNBF, or a dish and LNBF with equivalent technical performance.

7.2 Where Can I Put My Satellite Dish?

Anywhere that the dish has a clear view of the sky in a South Southeast direction.

Depending on where exactly you are located in Ireland the direction will vary between 155° in the West of Ireland to 163° in the East of Ireland (geographical azimuth).



AND

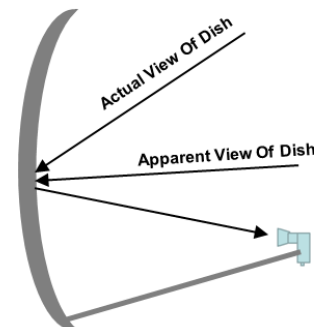
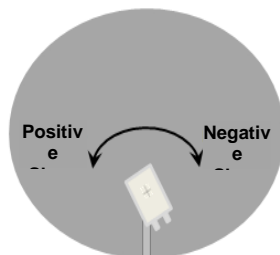
Where the dish the dish can see the sky at an elevation of not less than 24°. In the South of the country it can be up to 28°



Note 1: If you have a Smartphone download the free “Ka-Sat Finder” Application (App) and it will show you exactly where the dish needs to point (available for Android and Apple).



Note 2: For some satellite services, SKY, UK Free-To-Air, the rotation/skew of the LNBF is important as they are vertically and/or horizontally polarized. Because the polarity of the SAORSAT signal is circular the rotation/skew of the SAORSAT LNBF does not matter other than to keep the connections pointed downwards to keep out the rain.

Note 3: Many dishes have an in-built elevation offset and can appear to be looking less elevated than they actually are. If, for example, the dish has an in-built elevation of 24° and you location requires 25.5° then you only need to tilt your dish up by 1.5°.



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7.3 How Big Does My Dish Have To Be?

See the map below. RTÉNL recommend a standard 80 cm dish in the green  areas and a standard 100 cm dish in the shaded areas . In many situations smaller high performance or Ka specific dishes can be used, talk to you local installer.



7.4 Can I Install The Dish Myself?

Technically, legally and if you are competent and capable there is nothing to stop you installing your own satellite dish.

RTÉNL recommends the use of a competent local satellite system installer (see section 9). The installer will know the best dish size, how to correctly align the dish for maximum reliability and will have the appropriate installation and test equipment.

If you are going to install yourself be very aware:

Working At Height Is Dangerous

RTÉNL recommend that only competent, trained and experienced people install or adjust aerial systems. Working on the vast majority of aerials requires the use of some means of gaining height. All working at height (ladders, trestles, roofs, etc.) is dangerous and RTÉNL recommends that only people qualified to do so should work at heights. For further information and guidance contact the Health and Safety Authority. http://www.hsa.ie/eng/Topics/Work_at_Height.

Damage

A simple thing like letting a hammer or wrench fall on a roof slate or tile can cause it to crack. If spotted straight away then you can get it replaced but if not it can let water into your roof. The amount of damage that can be caused is dependant on how soon the leak is spotted.

The cable has to get into your house at some point. Extreme care has to be taken when drilling holes in walls to make sure you don't hit anything in the wall and when the drill bit comes out the other side of the wall. You need to make sure that you don't hit water pipes or electrical or phone cables on the way through the wall.

A small job, with a bit of bad luck, can turn into a nightmare.

Apart from having adequate insurance a competent aerial installer will be familiar with working at heights, on ladders and roofs, and used to installing cables through walls and will be far less likely to cause damage.

RTÉNL recommend that only competent, trained and experienced people (see section 9) install or adjust satellite dishes.

7.5 Will My Existing Dish Work?

Most solid satellite dishes of the appropriate size and with the correct Ka LNBF may work.

You need to install a Ka LNBF on the end of the LNBF support arm. With most satellite dishes the LNBF can be easily swapped however for some dishes you may need a new bracket on the end of LNBF support arm.

You will need to align the dish, horizontally and vertically to the appropriate satellite, see section 7.2.

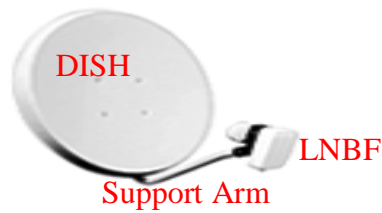
Some dishes are not designed with a specific focus and therefore care needs to be taken when selecting a dish. A properly focused 60cm dish can outperform a less focused 100cm dish.

Some existing satellite dishes are mesh (holes through surface). Because of the frequencies used RTÉNL would not recommend the use of mesh dishes. RTÉNL recommends the use of solid dishes.

Eutelsat (the party operating the satellite on which SAORSAT is carried) recommend the use of an inverto dish. RTÉNL recommend the use of an inverto dish, or a dish with equivalent technical performance.

7.6 What Is A LNBF?

The Low Noise Block down converter - Feedhorn (LNBF) is the unit that sits on the end of the support arm, in front of the satellite. The Feedhorn at the front of the LNB collects the signals reflected by the satellite dish and directs them to the LNB down converter (part of the same unit). The LNB receives the signals from the Feedhorn and converts it to a signal suitable for delivery to the satellite receiver, Set-Top-Box, via a cable.



7.7 What Type Of LNB Do I Need For SAORSAT?

You need an LNB capable of receiving the SAORSAT specific frequencies.

RTÉNL would recommend:

- Low Noise
- Circular dual polarity
- Ka - 19.7-20.2GHz (LO 21.20 GHz)
- DVB-S2 Compliant

Eutelsat (the party operating the satellite on which SAORSAT is carried) recommend the use of an inverto LNB. RTÉNL recommend the use of an inverto LNB, or a LNB with equivalent technical performance.

7.8 I Already Have A Dish For Another Satellite Service, Will I Need To Use 2 Dishes To Keep My Existing Service And Get SAORSAT?

No it is not necessary to have two satellite dishes on your house if you wish to receive SAORSAT and another typical television satellite service such as ASTRA / UK Free-To-Air satellite, for example.

The LNB's necessary for SAORSAT and ASTRA / UK Free-To-Air satellite can be accommodated on one satellite dish. If necessary LNB's for three, or more different satellites can be accommodated on the one dish.

2 LNB Arrangement SAORSAT & ASTRA / UK FTA Satellite example.



IMPORTANT NOTE

For a reliable SAORSAT service, because of its frequency and the different locations of satellites, **the SAORSAT Ka LNB must always be directly on the end of the support arm and pointed directly towards the centre of the dish.** LNB's for other services such and ASTRA / UK Free-To-Air can be offset to the left and slightly elevated, as shown above. With this arrangement services from both satellites can be reliably received.

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If the SAORSAT LNBF is offset away from the centre of the dish (to the right and lower down) the services will not be reliable.

Setting up a dish with one LNBF is not easy and it gets even more difficult when there is more than one LNBF. RTÉNL recommend the use of a competent local satellite system installer (see section 9).

Our understanding is that planning permission is needed to have a dish of more than one meter in diameter on your house or to have more than one satellite dish on your home. Check with your local planning authority as requirements do vary from area to area.

7.9 I Already Have A Satellite Receiver For Another Satellite Service, Will I Need Another Receiver / Set-Top-Box?

Yes you will need a different receiver*. RTÉNL only recommends the use of SAORSAT Approved receivers for SAORSAT.

If you want to receive more than one satellite service talk to your local satellite system installer as there are combination receivers that can receive a number of satellites, including SAORSAT and/or SAORVIEW terrestrial service in the one Set-Top-Box.

* *With specialist knowledge, it may be possible to tune some existing receivers to SAORSAT.*

7.10 How Do I Put SAORSAT In More Than One Room?

SAORSAT can be distributed to a number of rooms in a similar manner to traditional UHF or VHF television aerials. A single cable from the satellite dish to a distribution amplifier (you need a good quality satellite distribution amplifier / distribution unit / multiswitch type device) and then a cable to each room is required. A special multi-feed LNBF is not required. It can also be split locally to the receiver/Set-Top-Box to feed a second device such as a Personal Video Recorder (PVR).

A traditional UHF television distribution amplifier will not work for SAORSAT. Talk to a competent local satellite system installer (see section 9).

8. WHO PAYS AND WHAT DOES IT COST?

- 8.1 Is A Television Licence Still Required If I Move to SAORSAT?**
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- 8.4 Will There Be A Fund To Help Genuine Hardship Cases?**
- 8.5 What Does The SAORSAT Equipment And Installation Cost?**

8.1 Is A Television Licence Still Required If I Move To SAORSAT?

Yes a television licence is still required. In basic terms the Licence is for having a television set rather than what services it shows, satellite, terrestrial or cable.

Television licences are granted by the Minister for Communication, Energy and Natural Resources to a person to keep and have possession of a television set. Section 140 of the Broadcasting Act 2009 defines a television set as “any electronic apparatus capable of receiving and exhibiting television broadcasting services broadcast for general reception (whether or not its use for that purpose is dependent on the use of anything else in conjunction with it) and any software or assembly comprising such apparatus and other apparatus”. In basic terms if you have a ‘television set’, you must have a licence. The licence is for having a television set regardless of whether it is in use or not, regardless of whether a signal is available or not and regardless of what signal is used (terrestrial, cable, MMDs, satellite, broadband, etc.).

If you have any issues in relation to the purpose and / or payment of TV Licence fees in Ireland that require further clarification please raise these with An Post and / or the Department of Communications, Energy and Natural Resources.

8.2 Will The Television Licence Cost Increase Because Of the Move To Digital SAORVIEW And SAORSAT?

No. There is no increase in the licence fee for the move to digital television, SAORVIEW and SAORSAT?

Rolling out the national infrastructure necessary to transmit SAORVIEW and SAORSAT to the population of Ireland has required a substantial up front capital investment by RTÉNL. The efficiencies created by the move to digital technology for SAORVIEW and SAORSAT enables RTÉNL to transmit the individual services (RTÉ One, RTÉ Two, TV3 & TG4) to more people for less than it costs using traditional Analogue Terrestrial Television service.

RTÉ, as the provider of two national public service television channels (RTÉ One and RTÉ Two), four national public service radio channels (RTÉ Radio 1 FM, RTÉ Radio 1 LW, RTÉ 2FM, RTÉ Lyric FM & RTÉ RnaG), digital radio services (RTÉ 2XM, RTÉ Choice, RTÉ Junior / Chill, RTÉ Gold, RTÉ Pulse and RTÉ Radio 1 Extra) and other services (RTÉ National Symphony Orchestra, RTÉ Concert Orchestra, RTÉ Vanbrugh Quartet, RTÉ Philharmonic Choir, RTÉ Cór na nÓg, www.rte.ie, RTÉ player, RTÉ Guide, etc.) is the grateful recipient of the largest proportion, but not all, of TV Licence monies collected by An POST on behalf of the Department of Communications, Energy and Natural Resources.

In addition to An POST's own collection costs, a significant percentage of the total

licence fee collected is allocated to the Broadcasting Authority of Ireland's Sound & Vision Fund and a further circa €10 million goes to TG4 before the remaining balance is allocated to RTÉ by way of grant-in-aid by the Department of Communications, Energy and Natural Resources. Out of its grant-in-aid allocation RTÉ's provides services to the value of circa €10 million to TG4 without recharge.

RTÉ is not itself involved in the sale of TV Licences as under current legislation the only party legally entitled to sell TV Licences to the general public is An POST (acting the Agent of the Minister for Communications, Energy and Natural Resources). In addition, the Department of Community & Family Affairs (DCFA) distributes TV Licences to eligible social welfare recipients.

Television licences are granted by the Minister for Communication, Energy and Natural Resources to a person to keep and have possession of a television set. Section 140 of the Broadcasting Act 2009 defines a television set as "any electronic apparatus capable of receiving and exhibiting television broadcasting services broadcast for general reception (whether or not its use for that purpose is dependent on the use of anything else in conjunction with it) and any software or assembly comprising such apparatus and other apparatus". In basic terms if you have a 'television set', you must have a licence. The licence is for having a television set (or apparatus) regardless of whether it is in use or not, regardless of whether a signal is available or not and regardless of what signal is used (terrestrial, cable, MMDS, satellite, broadband, etc.). If you have any issues that require further clarification in relation to the purpose and payment of TV Licence fees in Ireland you should be raised these with An Post and / or the Department of Communications, Energy and Natural Resources.

8.3 This Technology Change Is Being Forced On Us By the European Union And The Government. Who Is Going To Pay For My Satellite Dish And My Set-Top-Box?

Unfortunately you have to pay for your own receiver equipment, SAORSAT Set-Top-Box and any necessary satellite dish install or upgrade.

8.4 Will There Be A Fund To Help Genuine Hardship Cases?

This is an issue for the Department of Communications, Energy and National Resources (DCENR).

8.5 What Does The SAORSAT Equipment And Installation Cost?

Set-Top-Box (STB) / Receiver

At time of printing the only SAORSAT Approved receiver on sale is a combination receiver that will work for any combination of SAORVIEW, FTA Satellite & SAORSAT. This combination STB costs around €180.

NEW to the market and available from retailers from July 2012

- Approved basic SAORSAT STB, starting at around €70.
- Approved Combi SAORSAT / FTA Satellite STB, starting at around €70.
- Approved Combi SAORVIEW / FTA Satellite STB, starting at around €130.

Each television needs a Set-Top-Box unless it's a SAORSAT approved iDTV.

iDTVs

There are currently no SAORSAT approved iDTV's on sale.

NEW to the market and available from retailers from July 2012

SAORSAT & SAORVIEW Approved combination iDTV's. Receivers work with all of, or any combination of, SAORSAT, UK FTA Satellite & SAORVIEW.

Basic SAORSAT approved iDTV's, starting at, or close to, the following price points:

- 26 inch screen c. €270
- 32 inch screen c. €300

Satellite Dish

A good quality satellite dish should cost no more than €45 for a 80cm dish and no more than €75 for a 100cm dish (including wall mounting brackets).

A good quality ka LNBF should cost no more than €35.

Installation

The installation costs will vary with the complexity of the job and vary depending on your location in the country. For your average house based on a competent system installer (see section 9), 20 mile round trip and 1 year guarantee:

- **Full Installation of a new satellite dish with LNB** for SAORSAT to a single television should cost a maximum of around **€210** (including VAT) fully installed (dish, LNBF, chimney/wall bracket, cable-surface clipped, installation). Excludes STB or iDTV.
- **A service call** to fit a new LNBF to a suitable existing satellite dish, redirect the satellite dish to the SAORSAT KA-SAT satellite, and check over the rest of the installation will cost somewhere **between €70 and €120** (including VAT, + €35 if it includes the supply of the LNBF). Excludes STB or iDTV.
- Splitters and amplifiers to split SAORSAT to an additional room will cost in the order of **€10** (including VAT).
- **Cabling each additional room will cost somewhere between €30 and €40 per room** (including VAT).

With any installation if you are disconnecting an old or different aerial or satellite dish and the installer can use the existing cables the cost should drop significantly.

9. HOW DO I IDENTIFY A COMPETENT LOCAL SATELLITE SYSTEM INSTALLER

TAKE THE TIME TO BE COMFORTABLE THAT YOU KNOW EXACTLY WHO YOU ARE LETTING INTO YOUR HOME

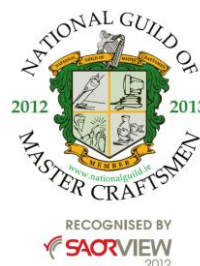
It is important to understand what you need and what you don't need to receive the SAORVIEW or SAORSAT service. If after reading through the available material you are still unsure as to what to do call the SAORVIEW information line or visit a SAORVIEW registered retailer for more information. For a list on SAORVIEW registered retailers in your area go to: [Find a SAORVIEW Registered Retailer](#). There are always people who will try to take advantage of people on the back of something new, like the change to digital television. As a general rule, if an offer seems too good to be true – in a leaflet, advert, by phone, e-mail or personal approach – it probably is. Be wary and read the details of the deal carefully.

If you think you've been deceived or misled in relation to the purchase of digital TV receiving equipment, for example a TV, set-top box, aerial or satellite dish or the installation of any of this equipment, contact the National Consumer Agency on 1890 432 432 or 01 402 5555.

Finding A Competent Local Installer

The aerial installation trade in Ireland is unregulated at present. SAORVIEW and or RTÉNL is not in a position to confirm the competence of any aerial installer and therefore **there is no such thing as a SAORVIEW installer**. However, SAORVIEW can direct you to a number of trade bodies with competence in this area who undertake vetting and registration of their members. If you require an aerial installer, the following organisations are recognised by SAORVIEW will be able to provide you with a list of registered members in your area.

- Confederation of Aerial Industries Ltd.
- Irish Satellite and Aerial Association
- National Guild of Master Craftsmen



<http://www.cai.org.uk/component/content/article/474>
<http://www.isaa.tv/isaamap.htm>
<http://www.nationalguild.ie/>

As with any service, make sure the companies or individuals you deal with are well established. If someone is coming to your home to do some work, it is always advisable to check their track record and ask for references from previous clients. Ask your friends, relatives and neighbours who may have received similar services for recommendations - it is always best to deal with someone you know.

Be safe. Neither SAORVIEW nor RTÉ will ever send anyone to your door to check your television or aerial.

Neither SAORVIEW nor RTÉ has commissioned or endorsed any door-to-door sales activities under the SAORVIEW, SAORSAT or RTÉ brands. The SAORVIEW or SAORSAT logos are not permitted for use by any direct sales companies. Any approach from door-to-door sellers purporting to be acting for SAORVIEW or SAORSAT is categorically not endorsed by SAORVIEW or RTÉ.

We are aware of a small number of people misrepresenting themselves as employees of RTÉ, SAORVIEW or SAORSAT. Some of these people may be wearing clothing with the RTÉ, SAORVIEW or SAORSAT logos, these people are not employees or agents of RTÉ, SAORVIEW or SAORSAT.

Appropriate action is being taken against anyone misusing either brand to further their sales activities. There may be genuine door-to-door sales people in your area offering legitimate services associated with digital switchover. As with any stranger appearing on your doorstep, please exercise caution when dealing with any person offering to install a set-top-box or suggesting you need a new aerial installation*.

Please be advised that aerial installers are not permitted to use the SAORVIEW, SAORSAT or RTÉ logos on clothing or vehicles. When choosing an aerial installer, our advice is to ask friends or neighbours for a recommendation or to choose one from one of the three recognised registration bodies listed above; installers registered with these bodies will have the necessary competence to complete the installation. If someone is coming into your home to do some work, it is always advisable to check their track record and ask for references from previous clients.

If you feel that you have been misled in relation to the sales of equipment or installation services please contact the National Consumer Agency on 1890 432 432 or 01 402 5555.

* Most people with aerials already have an UHF aerial which will receive the SAORVIEW service, however, the decision to upgrade your aerial is up to you.

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