

Information for ITV satellite viewers with SD-only set-top boxes in Channel, Border Scotland, UTV and Wales Regions

Published Mon 04 Dec 2023



[Corporate](#)

Information for ITV satellite viewers with SD-only set-top boxes in Channel, Border Scotland, UTV and Wales Regions

- **Channel and Border Scotland regions will be upgraded to HD on satellite on Tuesday 12 December 2023**
- **Viewers in Border Scotland, UTV, Wales and Channel will need to upgrade to an HD satellite receiver to view correct ITV1 regional content, ITV3, ITV4 and ITVBe from Tuesday 9 January**

Here at ITV, we are making some major improvements to complete our upgrade to all-HD on satellite for ITV1 and all our other linear channels, bringing the best picture quality to all satellite viewers.

We can confirm that ITV1 viewers in the Channel and Border Scotland regions will be upgraded to HD on satellite on Tuesday 12 December 2023, meaning that all regions in the country will now support HD viewing for ITV1.

Most viewers don't need to do anything to take advantage of these changes and will find the right regional HD service at button 103.

From 9 January 2024, households with an SD-only satellite set-top box in Border Scotland, UTV, Wales and Channel will still receive ITV1 in the usual way but will need to upgrade to a High Definition (HD) satellite receiver to continue to see the correct regional news and other regional content we provide for those regions.

ITV3, ITV4 and ITVBe will also no longer be available to viewers on SD-only boxes from Tuesday 9 January.

To ensure you continue to receive the correct regional content and ITV3, ITV4 and ITVBe you can easily upgrade your box by contacting your provider. If you are unsure if you have an SD-only box your provider will also be able to help.

The contact details are:

Sky

<https://www.sky.com/help/home>

0333 759 5121

Freesat

0345-3130051

There are no changes on Freeview and Virgin Media and Satellite HD is also unaffected (other than the launch of some additional ITV1 regions in HD).

And finally, a reminder that to receive the correct news service for your region in HD the channel to watch on Sky, Freesat and Virgin Media is 103. If you watch on an alternative ITV channel on satellite you may not see the news service we provide for your part of the region.

[end]

Press Contacts

laura.wootton@itv.com

Viewer enquiries

<https://www.itv.com/contact/how-to-get-in-touch>