

Information for ITV satellite viewers with SD-only set-top boxes

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Here at ITV, we have completed our upgrade to all-HD on satellite for ITV1, bringing the best picture quality to all satellite viewers.

From October 2024, households with an SD-only satellite set-top box will need to upgrade to a High Definition (HD) satellite receiver to continue to watch ITV1. ITV1 and ITV2 nationally will no longer be available in SD on satellite.

With all Sky customers being moved to HD boxes, this potentially affects a very small number of people - non-Sky customers with older SD-only set-top boxes (at most c1% of all satellite homes). ITV's closure of SD services on satellite follows the BBC's closure of all satellite SD services earlier this year.

There are no changes on Freeview and Virgin Media and satellite viewers with HD boxes are unaffected.

You can 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.

Sky

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

0333 759 5121

Freesat

0345-3130051

For more information please [complete and submit this form](#) and our ITV Viewer Services team will respond as soon as they can.

Press Contacts

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Viewer enquiries

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