

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

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Here at ITV, we are making some major improvements to complete our upgrade to all-HD on satellite for ITV1 (bringing all the ITV regions and sub-regions which haven't yet upgraded into HD) and all our other linear channels, bringing the best picture quality to all satellite viewers.

Following the successful transition to HD on satellite in most ITV regions, ITV1 viewers in the Channel and Border Scotland regions will be upgraded to HD on satellite in November 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 January 2024, households with an SD-only satellite set-top box in Border Scotland, UTV, Wales and Channel will still receive ITV 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.

This affects a very small number of people with SD-only set-top boxes. Around 98% of digital satellite homes across Sky and Freesat can already receive HD channels, and these changes are taking place in only a small number of areas.

You can upgrade your box by contacting your provider. It is easy to do and should take no more than two weeks. 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 may be extra support available for the most vulnerable audience members to help them switch from SD to HD satellite, in particular those aged over 75 and/or those in receipt of a one of a small number of particular benefits. More details and an eligibility checker can be found here:

<https://www.hdsatelliteupgrade.co.uk/>

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.

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>