



**To:** All HITS Customers

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**From:** HITS Operations

**Date:** February 26, 2018

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**Re:** Spring Sun Outages

**Pages:** 3

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Twice each year, the sun is positioned directly in line with the ground-based satellite dish antennas used to receive CATV programming. This positioning causes programming interruptions as the sun's energy overpowers the C and Ku band signals transmitted by the satellites.

When the HITS Quantum digital signal is interrupted by the sun's energy, the DCT set top converter displays "One Moment Please" on the affected channel(s). This condition will be present for several minutes each day during the sun outage period, which lasts for several days. Because HITS receives some of the programming used in the HITS lineup via satellite, **some HITS programming services will be lost twice** during this period as HITS experiences receive outages. Additionally, the ISO data stream (OOB data), which delivers addressable commands to set tops from the billing system, may be affected during the sun outage period. Systems that utilize Motorola's national addressable control may be unable to send commands to set tops during the sun outage period.

HITS recommends that you peak and poll your receive antennas for the various HITS programming service to minimize any impacts and ensure optimal signal during these events.

Please direct questions to HITS Support 1-800-426-7790.

The following table lists the approximate dates and times of sun outages for HITS programming received from Galaxy 17 for various locations. Please locate the city nearest you for the approximate times of the solar interruptions.

You may also calculate the outage period for your downlink on the IntelSat web site. The address is <https://my.intelsat.com/si/public#/> Select Satellite: "Galaxy 17" and Analysis Type: "Single E/S Input Mode." Then enter your country, city, and dish size. For locations not included in the pull-down list, select "E/S Latitude, Longitude & Diameter" to enter the coordinates for your head-end. The Frequency Band will be "C." Click on "Calculate" at the bottom of the page and a table of solar interference durations for your area should appear.

For additional signals not covered by IntelSat, please visit the specific satellite carrier's web site for additional information on sun outage calculations.

**SUN OUTAGES FOR HITS SERVICES TRANSPORTED ON GALAXY 17 C-BAND FREQUENCIES;  
LOCATE THE CITY NEAREST YOUR SYSTEM FOR APPROXIMATE OUTAGE TIMES IN GMT  
WITH A 3.8 METER DISH; ET=GMT-4; CT=GMT-5; MT=GMT-6; PT=GMT-7; AKT=GMT-8**

Atlanta, GA	Mar 04 – Mar 08	18:16 – 18:21 GMT
Boston, MA	Mar 01 – Mar 05	18:24 – 18:28 GMT
Chicago, IL	Mar 01 – Mar 05	18:16 – 18:20 GMT
Dallas, TX	Mar 04 – Mar 08	18:10 – 18:14 GMT
Denver, CO	Mar 02 – Mar 06	18:06 – 18:10 GMT
Houston, TX	Mar 05 – Mar 09	18:11 – 18:14 GMT
Kansas City, MO	Mar 02 – Mar 06	18:12 – 18:16 GMT
Little Rock, AR	Mar 04 – Mar 08	18:11 – 18:15 GMT
Los Angeles, CA	Mar 04 – Mar 08	17:58 – 18:02 GMT
Memphis, TN	Mar 03 – Mar 07	18:15 – 18:18 GMT
Miami, FL	Mar 07 – Mar 11	18:19 – 18:22 GMT
Minneapolis, MN	Feb 28 – Mar 05	18:14 – 18:15 GMT
New Orleans, LA	Mar 05 – Mar 09	18:14 – 18:18 GMT
Philadelphia, PA	Mar 02 – Mar 06	18:21 – 18:25 GMT
Phoenix, AZ	Mar 04 – Mar 08	18:01 – 18:06 GMT
Salt Lake City, UT	Mar 02 – Mar 06	18:02 – 18:06 GMT
San Francisco, CA	Mar 03 – Mar 07	17:57 – 18:01 GMT
Seattle, WA	Feb 28 – Mar 04	18:01 – 18:05 GMT



The following table lists the approximate dates and times of sun outages for HITS programming received from SES 11 for various locations.

Please locate the city nearest you for the approximate times of the solar interruptions. You may also calculate the outage period for your downlink on the SES Americom website, at <https://extranet.ses.com> Enter the satellite as "SES 11." Be sure to include the diameter of your antenna. The Season will be "March Equinox" and the Frequency band will be "C." Click on "Site Location" to enter latitude and longitude, or click on "Major Cities" to use the pull-down menu to the right. Click on "Calculate" at the bottom of the page and a table of solar interference durations for your area should appear.

For additional signals not covered by SES Americom, please visit the specific satellite carrier's web site for additional information on sun outage calculations.

**SUN OUTAGES FOR CMC SERVICES TRANSPORTED ON AMC 18 C-BAND FREQUENCIES; LOCATE THE CITY NEAREST YOUR SYSTEM FOR APPROXIMATE OUTAGE TIMES IN GMT WITH A 3.8 METER DISH; ET=GMT-4; CT=GMT-5; MT=GMT-6; PT=GMT-7; AKT=GMT-8**

Atlanta, GA	Mar 04 – Mar 08	19:20 – 19:24 GMT
Boston, MA	Mar 02 – Mar 06	19:24 – 19:27 GMT
Chicago, IL	Mar 02 – Mar 06	19:17 – 19:19 GMT
Dallas, TX	Mar 04 – Mar 08	19:14 – 19:18 GMT
Denver, CO	Mar 02 – Mar 06	19:09 – 19:13 GMT
Houston, TX	Mar 05 – Mar 09	19:16 – 19:18 GMT
Kansas City, MO	Mar 02 – Mar 06	19:15 – 19:19 GMT
Little Rock, AR	Mar 04 – Mar 08	19:15 – 19:19 GMT
Los Angeles, CA	Mar 04 – Mar 08	19:01 – 19:05 GMT
Memphis, TN	Mar 04 – Mar 08	19:16 – 19:19 GMT
Miami, FL	Mar 07 – Mar 11	19:23 – 19:26 GMT
Minneapolis, MN	Mar 01 – Mar 05	19:14 – 19:17 GMT
New Orleans, LA	Mar 05 – Mar 09	19:19 – 19:21 GMT
Philadelphia, PA	Mar 02 – Mar 06	19:25 – 19:28 GMT
Phoenix, AZ	Mar 04 – Mar 08	19:05 – 19:08 GMT
Salt Lake City, UT	Mar 02 – Mar 06	19:05 – 19:09 GMT
San Francisco, CA	Mar 03 – Mar 07	18:59 – 19:03 GMT
Seattle, WA	Feb 28 – Mar 04	19:02 – 19:05 GMT