



Sun Outage Alert

What are Sun Outages?

Twice a year, you may experience some degree of television interference due to "sun outages." Such outages are caused by a phenomenon called a "solar satellite interference." These brief outages occur when the sun passes directly behind satellites transmitting video signals. When the sun is aligned with a satellite, solar radiation, an energy the sun is emitting, interferes with the satellite's signal and thus causes a brief signal outage.

When do sun outages happen and how long they last?

Sun outages occur every year, in Fall and Spring, and last approximately about a week each time. This Fall, sun outages are expected between **October 4 and October 8, 2024** between the hours of 8:00 am and 8:00 pm, during daylight hours.

What kind of outage/interference can I expect?

During the sun outage, you may experience a pixelated picture, picture freezes, or audio distortions for a brief period.

How can I tell if it's caused by a sun outage or something's wrong with my cable?

The sun outage happens only during the day between 8:00 am and 8:00 pm and is brief, lasting for a few minutes— from 5 minutes, up to 45 minutes.

What should I do during a sun outage?

Orbitel apologizes for any inconvenience a sun outage may cause. However, solar satellite interference is out of our control. Please be patient and everything will get back to normal. If you have question about sun outages, please contact Orbitel at **800-998-8084** or **OrbitelCom.com**.