

## HAWAIIAN TELCOM TV UPDATE

**Effective Date:** 09/14/15

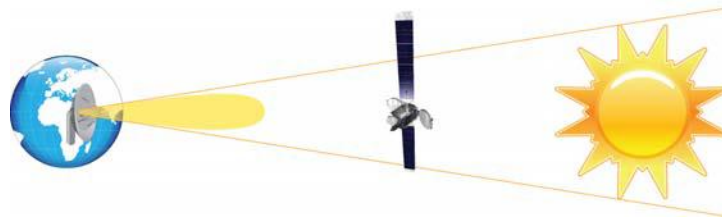
**Subject:** **Sun Outages –  
Possible TV Service Disruptions in September and October**

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### Overview

Sun Outages or Solar interference may affect TV service in Hawaii from 09/28/15 to 10/11/15. During this time, customers may experience interruptions of their TV service that can last for up to 15 minutes a day.

Solar outages take place when the orbital position of the satellite and the sun are in a line. The earth station receives signals from both, but the more powerful energy from the sun's rays causes signal degradation, and sometimes total signal loss.



Unfortunately, we are not able to predict exactly when during the given timeframe these outages will occur, nor are we able to prevent them.

Customers will be informed of the possibility of Sun Outages via Facebook and Twitter posts as well as a landing page that will be made available on our website in the support section:  
<http://www.hawaiiantel.com/Support/Article/tabid/1491/itemId/2731/Sun-Outages.aspx>

### FAQs

#### **Q1. When will Sun Outages occur?**

A1. Although we are unable to predict an exact date or time, we do know that these outages are possible from 09/28/15 to 10/11/15. The lengths of the outages are also not predictable and may last for up to 15 minutes a day.

#### **Q2. Who is affected by Sun Outages?**

A2. Sun Outages can affect all TV service providers in Hawaii. Customers may or may not be affected by Sun Outages during the given timeframe.

#### **Q3. How often do Sun Outages occur throughout the year?**

A3. Sun Outages typically occur twice a year in the February/March and September/October timeframes.