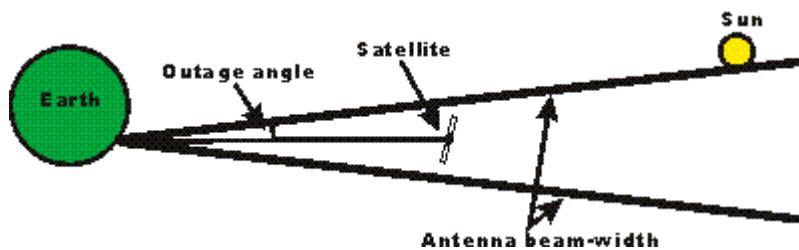


What you need to know about sun outages.

Twice a year, during the spring and fall, you may experience some degree of television interference due to a phenomenon known as "sun outages." This Q&A will help you understand what they are and how it will affect you.

What is a sun outage?

A sun outage is an interruption in satellite signals caused by interference from solar radiation. The interference is caused when the sun is in direct line with a communication satellite and the sun's radiation overwhelms the satellite signal.



How long do they last?

Interruption in TV service due to sun outages can last up to several minutes a day.

How do they affect watching TV?

During this time, you may experience interference with picture quality and sound when watching television. Sun outages do not affect internet or phone service.

When do they occur?

This fall, sun outages are expected to occur between September 29 and October 8, 2014. TV Globo channel will begin to experience solar outages at 10:00 am and will last around 20 minutes, the rest of our channels will experience outages from 12:00 pm - 4:30 pm.