

October 16th, 2020



Dear Nettles Island Resident,

Over the past month, we have received some customer feedback regarding TV picture quality issues. Providing our customers with the best possible service is our main priority. As such, we wanted to ensure you had information about why you may have been experiencing signal quality issues with some of your TV channels.

During the months of September and October, as well as February and March, Sun Outages, also known as Solar interference, occurs. This interference results in the degradation or loss of satellite signal for short periods of time each day. Solar interference is an inherent part of satellite operations. The effects will be seen on most channels and will occur during various times of the day. Interruptions can last just a few minutes or can be up to 15 minutes in duration. Impact to picture quality can range from mild to severe. Unfortunately, there is nothing technically that can be done to prevent the effects of Sun Outages. In fact, it is an industry-wide occurrence affecting all cable and satellite TV operators. We apologize for any inconvenience a Sun Outage may cause. If you have question about Sun Outages, please contact Blue Stream for further information.

In addition to Sun Outages during the month of October, CBS Network also experienced problems providing their signal to Blue Stream and other local TV providers. One of CBS's broadcasting sites experienced an A/C malfunction that created excess heat on the equipment, which in turn, created a weaker signal being sent out to Blue Stream and our customers. The equipment malfunction impacted CBS and other CBS affiliate channels. Our team is working directly with CBS, and we will inform you as soon as this issue is resolved.

Finally, between September 12th and October 1st, some customers reported additional picture quality degradation that was not directly related to Sun Outages or CBS. After receiving the reports of service issues, our Engineering team evaluated the network and identified the root cause. Fiber equipment, as well as a transmitter, was replaced and issues related to this event have since been resolved.

We understand any interruption or impact to your service is not ideal, and we continually work to minimize any impact to our customers. We thank you for being a Blue Stream customer.

To ensure a quick response time, please contact us directly at 772-208-9844 should you experience any service or billing concerns.

FAQs

Q: What exactly is a Sun Outage?

A: A Sun Outage takes place when the orbital positions of the satellite and the sun are in one line. The earth station receives signals from both, but the more powerful sun rays subdue the desired signal, causing a loss of service. Since Blue Stream fiber receives our signals from a variety of satellites, the Solar Outages can occur at different times on different channels. The high energy level and broadband nature of the sun's energy can overpower a satellite's downlink signal and effectively wash out a receive signal with noise.

Q: Do Sun Outages impact all my services?

A: No. Sun Outages do not affect Internet, Phone or Video On Demand services. Also, if any group of channels is affected for more than 15 minutes or if all channels are affected at one time, please contact Blue Stream as this is not related to Sun Outages.

Sincerely,

Your Blue Stream Support Team