

URGENT CUSTOMER NOTIFICATION

Important Information About the C-Band Satellite Transition Project

DATE:	August 11, 2020
TO:	All Managed Satellite Distribution (HITS) Affiliates
FROM:	Comcast Technology Solutions
RE:	C-Band Spectrum Reallocation – QHD 1, QHD 2 Transponder Move

Dear Affiliates,

As part of the C-Band Spectrum transition, SES has requested HITS to move from SES-11 transponder 23, by the end of October 2020, which will provide SES with the ability to transition other content providers.

HITS will start dual illumination of QHD 1, and QHD 2 Multiplexes currently on SES-11/23 and SES-11/13 on **September 1, 2020 through October 26th, 2020.**

Action Required: Please contact HITS Operations at 800-824-1776 to assist you in retuning and authorizing your device in our controller. All systems must have their device retuned from SES-11/23 to SES-11/13 by **October 26th**, to avoid service interruption.

SES-11/13 Coordinates	Service Name	HITS Multiplex	Current Transponder	New Transponder
105.0' West	A&E HD East	QHD 01	SES-11/23	SES-11/13
Polarity: Vertical	E! East HD	QHD 01	SES-11/23	SES-11/13
Freq: 3960	HGTV HD East	QHD 01	SES-11/23	SES-11/13
Lband: 1190	NBC Sports Network HD East	QHD 01	SES-11/23	SES-11/13
	Starz HD East	QHD 01	SES-11/23	SES-11/13
	AMC HD East	QHD 02	SES-11/23	SES-11/13
	DIY Network HD East	QHD 02	SES-11/23	SES-11/13
	Food Network HD East	QHD 02	SES-11/23	SES-11/13
	Olympic Channel HD East	QHD 02	SES-11/23	SES-11/13
	Syfy HD East	QHD 02	SES-11/23	SES-11/13

We look forward to working with you during this transition and, as always, you may contact your Comcast Technology Solutions' representative at 303-246-6529, james_toburen@comcast.com, or the support team at 800-426-7790 for questions and information.

Sincerely,



Allison Olien
Vice President & GM