

# Fall Sun Outages 2023



## **What is a sun outage?**

Twice a year, during the spring and fall, you may experience some degree of television interference due to a phenomenon known as "sun outages."

## **When do sun outages happen?**

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

## **How long do they last?**

Interruption in service can last up to several minutes a day. Unlike satellite TV customers, whose service can be disrupted unpredictably throughout the year by rain, snow or other inclement weather, fiber TV customers only face sun outages for brief, predictable periods during spring and autumn.

## **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.

## **What should I do during a sun outage?**

You don't have to do anything to restore your service; just wait a few minutes for the event to end and everything will get back to normal.

## **What if the outage is longer?**

If trouble with your TV service that lasts longer than a few minutes, please contact TUA at 455-4515, option 2.

TUA apologizes for any inconvenience a sun outage may cause. However, solar satellite interference is out of our control.

## Keeping You Up To Speed



Get a LightTube yard sign

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Call **571-7186** to get your sign today!

### WILDCAT FOOTBALL 2023

**LIVE ON  
CHANNEL 23!**

Aug. 18	Stewarts Creek
Aug. 25	Coffee County
Sept. 1	@ Rockvale
Sept. 8	Franklin County
Sept. 15	@ Lincoln County
Sept. 22	Columbia
Sept. 29	Lawrence County
Oct. 6	Warren County
Oct. 20	@ Spring Hill
Oct. 26	@ Shelbyville

**ALL  
GAMES  
KICK OFF  
AT 7 P.M.**

Never miss a touchdown or tackle! Watch Tullahoma High School football LIVE on LightTube Channel 23. Join hosts Scott Shasteen and Ken Keller for all the action as it happens. Then, catch the replay every Monday night at 7 o'clock. All games will be replayed throughout the week.

## TECHTIPS

### Using Parental Controls

Digital TV Subscribers who have children may want to take advantage of the parental control features of each set-top box (STB) within their home. This feature allows parents to set specific restrictions on programs that air at a certain time of day or which may have an objectionable rating.

To view the Parental settings on your Entone set top box, follow these instructions using your LightTube remote:

- Press STB
- Press Menu
- Select Settings
- Select Parental

Within this area, you will be able to setup your PIN, block or remove a block on specific channels, set a limit on ratings, set time restrictions, and cancel override, among other options. Review each setting and make selections based on what you want to restrict.

Remember that you can always override a block if you select a program or channel for your personal viewing. It's as simple as entering your new PIN!

*For help, call our support team at 455-4515 option 2.*

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