



August 18, 2022

Attention Starz Affiliates:

Starz has been notified by INTELSAT that the Galaxy 15 satellite (133°W) (“**G15**”) has had an unexpected communication failure and will cease all operations on or before 8/31/2022 (see attached notification).

This will affect all **West Coast feeds of Starz, Starz Encore, and Movieplex**, as those feeds are carried on transponder C20 on G15. In response, Starz has begun dual illumination on its disaster recovery (“**DR**”) transponder C20 on the Galaxy 23 satellite (121°W) (“**G23**”).

**To continue to receive the West Coast feeds of Starz, Starz Encore, and Movieplex, Starz requests that you take action immediately.**

Sites that are capable of downlinking from G23 (121°W) must transition to the DR West Coast feeds on G23 as soon as possible (and in any event before 8/31/2022). Below are the steps to transition your Starz channels to receiving them from G23:

- For DSR-4470 satellite receivers, replace the existing G15V input on RF Port #2 with **G23V**.
- For DSR-74xx series satellite receivers, replace the existing G15V input on RF Port #3 with **G23V**.

*No other changes to the satellite receivers should be necessary.*

This action should transition your Starz, Starz Encore, and Movieplex West feeds seamlessly.

If you have any sites that are unable to downlink from G23, you must contact the **Starz Affiliate Hotline at 888-783-2275, Opt. 2** to discuss an alternative solution, which may include swapping to feeds on the Galaxy 13 satellite (127°W).

If you have any questions regarding this notification, please contact Starz Affiliate Support at [AffiliateSupport@starz.com](mailto:AffiliateSupport@starz.com), (888) 783-2275.

Thank you for your support,

Starz Affiliate Support



Via email to Intelsat Galaxy 15 Customers

18 August 2022

Subject: Galaxy 15 Satellite Anomaly and Assurance Plan

Dear Intelsat Galaxy 15 Customers,

This letter is to inform you that Intelsat's Galaxy 15 satellite at 133°W experienced a non-service impacting anomaly on 10 August 2022 when our satellite control center lost telemetry and the continuous ability to command the satellite.

Intelsat, working with the satellite manufacturer, has concluded that the anomaly is likely due to a lock up of both Baseband Electronics units triggered by space weather. This was confirmed by the high level of space weather activity at the time of the anomaly.

The satellite is otherwise operating nominally, keeping earth pointing with all payload operations nominal currently, but Intelsat and the manufacturer have been unsuccessful in regaining control and command of the satellite for station-keeping purposes. As such, we are enacting the Galaxy Assurance In-orbit Protection Plan for Galaxy customers on Galaxy 15 and moving all services to the protection satellite as soon as possible.

#### **Galaxy Assurance In-orbit Protection Plan**

Intelsat's Galaxy Assurance Protection is a shared restoration pool of transponders designed to protect C-band cable assets in North America.

- As stated in our contract, services are to be restored to the **Galaxy 23** satellite at **121°W**.
- In most cases restoration mapping will maintain same the frequency and polarity.

#### **Timetable and Dual Illumination Period**

- Intelsat will work with you to understand the specific timing of your transition and dual illumination plans to ensure continuity of service and a smooth transition for your affiliates.

#### **Galaxy 33 Schedule**

- As you know, Intelsat is already in the process of replacing Galaxy 15 at 133°W. That replacement satellite, Galaxy 33, is built and awaiting launch on an expedited basis in October 2022. Intelsat expects that satellite to be on orbit and ready for services in early November 2022. At that point your services will be migrated back to 133°W and onto Galaxy 33.

We sincerely apologize for this unfortunate and unanticipated event, and we fully appreciate the strain it puts on your service operations. While these types of space weather related events are beyond our control, we remain committed to providing you with a quality and reliable service.

Intelsat will continue to work with you to make these transitions as seamless as possible to you and your affiliates.

**Intelsat US LLC**

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Sincerely,

A handwritten signature in black ink, appearing to read "Mike DeMarco". The signature is fluid and cursive, with a prominent loop at the end.

Mike DeMarco  
Chief Commercial Officer  
Intelsat