



weather.com



JUNE 2004

AMC-11 FAQs

CONFIDENTIAL—FOR AFFILIATE USE ONLY

THE WEATHER CHANNEL®

TECHNICAL SUMMARY:

Starting November 2004

The Weather Channel Transitions its Analog Signal to AMC-11

• **Satellite:**

AMC 11 Transponder 13

• **Transponder Polarization:**

Vertical

• **Orbital Location:**

131 Degrees West

• **Scrambling System:**

VCII Plus

QUESTION:

Why are you changing satellites?

ANSWER:

Due to end-of-life expectancy for TWC's current Satcom C3 satellite in 2004, TWC is relocating to the new SES Americom AMC-11 satellite.

QUESTION:

Does this change impact all TWC affiliates?

ANSWER:

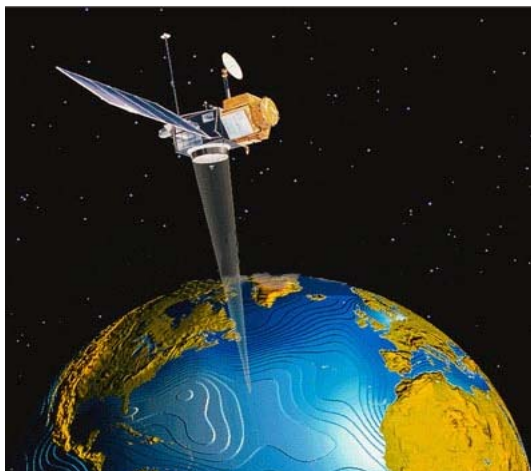
No, this only impacts those affiliate headends that utilize *Weather Star*® III, *Weather Star Jr.*, *Weather Star 4000*, and *Weather Star XL*® units. This does not affect the *IntelliStar*® units.

QUESTION:

Will AMC-11 be analog or digital?

ANSWER:

The Weather Channel feed on AMC-11 will be analog.



QUESTION:

Will I need to purchase additional receiver equipment?

ANSWER:

TWC does not anticipate that any headend will require additional equipment, however, if you anticipate the need for additional equipment, have your headend technicians contact your TWC Affiliate Sales Account Manager.

QUESTION:

Will I need to make any changes to my system?

ANSWER:

No changes are necessary to your system. This transition will be transparent to you and your customers, as AMC-11 is a direct, in-orbit replacement for C-3.

QUESTION:

Will The Weather Channel service be unavailable at any time?

ANSWER:

During transition, viewers may temporarily experience one or more of these anomalies:

- Screen briefly locks or jitters
- Screen flashes to pink or black
- Audio may be interrupted

Each of these issues rectifies itself after a very brief time. If any significant anomalies are noticed at your system, please phone The Weather Channel Solution Center toll free at 1-800-554-7354.