



**November 1, 2020 Standard Time Change**

*Change affecting schedules, billing files, guides and head-ends*

October 14, 2020

Dear INDEMAND PPV Affiliate:

We would like to alert you to the upcoming Standard Time transition on Sunday, November 1<sup>st</sup>, and remind you about the method we use to schedule pay-per-view (PPV) programming during this transition. In addition to the couple hours of adjustment-time built into our schedule, we also schedule “Daylight-Saving-Time-Blocks” (similar to mini All-Day-Tickets), spanning all time zones affected by the 2:00 AM local time change.

The live PPV event, Boxing: Davis vs. Santa Cruz, is scheduled to air on HDPPV, SDPPV, and iN1 on Saturday October 31<sup>st</sup>. The Daylight Saving Time (DST) block for each of these channels will include the 1 hour countdown, the live event, and the immediate replay.

HT	AKT	PT	MT	CT	ET	iN1 Schedule	Billing File	Customer
3:00 PM	4:00 PM	05:00 PM	06:00 PM	07:00 PM	8:00 PM	Countdown Countdown BOXING: DAVIS VS. SANTA CRUZ (LIVE)	DAVIS VS. SANTA CRUZ LIVE & Immediate Replay  659 Min PPV Runtime	Customer may purchase the event before or after the local time change, and their set top box will remain authorized until 6:59 EST
3:30 PM	4:30 PM	05:30 PM	06:30 PM	07:30 PM	8:30 PM			
4:00 PM	5:00 PM	06:00 PM	07:00 PM	08:00 PM	9:00 PM			
4:30 PM	5:30 PM	06:30 PM	07:30 PM	08:30 PM	9:30 PM			
5:00 PM	6:00 PM	07:00 PM	08:00 PM	09:00 PM	10:00 PM			
5:30 PM	6:30 PM	07:30 PM	08:30 PM	09:30 PM	10:30 PM			
6:00 PM	7:00 PM	08:00 PM	09:00 PM	10:00 PM	11:00 PM			
6:30 PM	7:30 PM	08:30 PM	09:30 PM	10:30 PM	11:30 PM			
7:00 PM	8:00 PM	09:00 AM	10:00 AM	11:00 AM	12:00 AM			
7:30 PM	8:30 PM	09:30 AM	10:30 AM	11:30 AM	12:30 AM			
8:00 PM	9:00 PM	10:00 AM	11:00 AM	12:00 AM	1:00 AM	BOXING: DAVIS VS. SANTA CRUZ (REPLAY)	11 Hour DST Block	
8:30 PM	9:30 PM	10:30 AM	11:30 AM	12:30 AM	1:30 AM			
9:00 PM	10:00 PM	11:00 AM	12:00 AM	01:00 AM	2:00 AM			
9:30 PM	10:30 PM	11:30 AM	12:30 AM	01:30 AM	2:30 AM			
10:00 PM	11:00 PM	12:00 AM	01:00 AM	02:00 AM	3:00 AM			
10:30 PM	11:30 PM	12:30 AM	01:30 AM	02:30 AM	3:30 AM			
11:00 PM	12:00 AM	01:00 AM	02:00 AM	03:00 AM	4:00 AM			
11:30 PM	12:30 AM	01:30 AM	02:30 AM	03:30 AM	4:30 AM			
12:00 AM	1:00 AM	02:00 AM	03:00 AM	04:00 AM	5:00 AM			
12:30 AM	1:30 AM	02:30 AM	03:30 AM	04:30 AM	5:30 AM			
1:00 AM	2:00 AM	03:00 AM	04:00 AM	05:00 AM	6:00 AM	DAYLIGHT SAVING TIME ADJUSTMENT	DAYLIGHT SAVING TIME ADJUSTMENT	
1:30 AM	2:30 AM	03:30 AM	04:30 AM	05:30 AM	6:30 AM			
2:00 AM	3:00 AM	4:00 AM	5:00 AM	6:00 AM	7:00 AM			
2:30 AM	3:30 AM	4:30 AM	5:30 AM	6:30 AM	7:30 AM			
3:00 AM	4:00 AM	5:00 AM	6:00 AM	7:00 AM	8:00 AM			
3:30 AM	4:30 AM	5:30 AM	6:30 AM	7:30 AM	8:30 AM	DAYLIGHT SAVING TIME ADJUSTMENT	DAYLIGHT SAVING TIME ADJUSTMENT	

The DST Blocks for channels iN2, iN3, PPV en Espanol and Hot Choice will include the same event/program running back-to-back from approximately 10:00 pm EDT on Saturday 10/31 through approximately 07:00 am EDT on Sunday 11/1. The back-to-back events/movies will be grouped together in one billing record, affectively spanning the time change across all time zones we serve.

Each event will start well before the time change and end after it, regardless of where you are located. As a result, there will be one PPV block, one price, and one set top box authorization. This will allow a customer to purchase a PPV program at any time during the overnight hours, regardless of their time zone, and whether their local time has changed yet or not.

Billing file note: All versions of the iNDEMAND billing file for October reflect these DST-blocks. Since our programming day runs 7am - 7am ET, the records spanning the Daylight Saving Time change are considered the end of the October 31<sup>st</sup> programming day. Please be sure to adjust the Order Windows to reflect the extended PPV block. The iNDEMAND billing file for November will reflect the DST adjustment block from approximately 7 am – 9 am ET, depending on the channel.

Locally Controlled Systems:

- If you need assistance adjusting your CommScope (**formerly Arris**) controller, please call **888-944-HELP**.
- If you need assistance adjusting your Synamedia (**formerly Cisco**) controller, please call **855-605-8390**.

Nationally Controlled Systems (NAS):

Managed Satellite Distribution (HITS) will automatically adjust the time on your headend equipment and set-top boxes on November 1<sup>st</sup>. A separate HITS memo regarding this adjustment will be sent to NAS customers next week. If you require additional information, please call HITS at **800-426-7790**.

Guide note: Please work with your guide provider to ensure any guide-related Order Windows are adjusted for these extended PPV blocks.

iNDEMAND will observe Daylight Saving Time on each channel during the scheduled “DST Adjustment” block. These DST Adjustment blocks will be reflected in the November billing file. All pay-per-view programming will resume at approximately 09:00 EST, depending on the channel.

**For general questions, please contact:**  
Email: [affiliatemarketing@indemand.com](mailto:affiliatemarketing@indemand.com)  
Phone: 646-638-8360

**For technical questions, please contact:**  
Authorization Hotline: 720-710-9000