



Frequently Asked Questions

- **What is TeeVee?**

TeeVee is a TV service that gives you today's current TV, movies, and sports on a variety of your favorite devices without a cable or satellite subscription. No annual contracts, no conflicts, no problems.

- **Where is TeeVee available?**

TeeVee is available across all 50 United States, Puerto Rico and the Virgin Islands among our exclusive private 5LINX Network.

- **Does TeeVee carry all local channels in every city?**

While we feature many local channels - including top broadcast channels, local/regional sports channels, and more - some channel availability will vary depending on your location and zip code. While some packages may not include select broadcast channels, a short term solution is through the simple use of an HD antenna. Many broadcasters do not tell you, but all of their over the air signals are required to be broadcast in HD and available for free if you obtain the signal on your own with your own antenna. We have a few suggestions for an antenna; TERK Trinity Trimodal HDTV Antenna or the Leaf® 50 Indoor Amplified HDTV Antenna.

- **Can I watch sports on TeeVee?**

Absolutely. TeeVee offers many popular sports channels that vary by location. With a TeeVee subscription, you'll get the best of Most Sports, Sports Entertainment, and Sports News.

Note: Local and regional sports content will vary by location and zip code.

- **Can I watch my favorite local team?**

TeeVee provides many local sports channels and content, though team-specific coverage will vary depending on your location, your zip code, and your subscription. We will continue to work with our partners to showcase as much great sports content as possible. An HD antenna as mentioned above will solve this for you in the short term.



- **Where can I use TeeVee?**

TeeVee is available for use at home or on-the-go with the purchase of an IN HOME subscription using a virtual set top box such as our TeeVee Box and the following Roku devices: 3, 4, Premier and Premier Plus. Your subscription will also include access via your iOS and Android Mobile devices, along with access via web browser on your computer.

- **What video quality is available on TeeVee?**

All High Definition content will be available in HD with adaptive bitrate streaming, so you will see the highest resolution your broadband allows.

- **How much internet bandwidth do I need for TeeVee?**

For the best TeeVee experience, you will need 2-3 mbps on individual mobile devices. We recommend a 4G connection for optimal viewing. In a home, we recommend at least 10 mbps to allow for viewing on multiple devices.

- **Can I use TeeVee while connected to a Mobile Hotspot or other temporary Internet connection?**

A temporary Internet connection or Hotspot connection can be used with TeeVee but for best results you should be use a high-speed Internet connection.

- **Does TeeVee include commercials?**

TeeVee airs many of the same TV channels available on cable and satellite services, so commercials will be included.

- **How do I get started using TeeVee on a Roku Device?**

The TeeVee Box is always the preferred method for watching TeeVee on your television but if you have a Roku device please follow these steps.

Sign up for TeeVee at TeeVee.TV, then follow these steps:

1. ADD our Private Channel in your ROKU account
2. Private Channel to add is: TeeVee
3. Channel will upload to your Roku channel guide on TC
4. In ROKU settings menu on TV, update your system or you may have to restart.



5. Open TeeVee and enter your provided USERNAME, PASSWORD and Name the DEVICE, this can be whatever you like without special characters.

- **What do I need to subscribe to TeeVee?**

Subscribing to TeeVee is easy. You just need a device with high speed Internet access, or a TV connected to one of the required devices shown here. If you have purchased a Roku 3, 4, Premier or Premier Plus device for your TeeVee service, refer to the video for assistance setting up your device.

- **Can I try TeeVee with a free trial?**

Yes. Please note that only one trial per customer.

- **Are there any additional fees for TeeVee?**

There are no additional fees, hidden fees or charges (i.e. no HD fees, installation fees, local sports fees etc.) All pricing - inclusive of any taxes - is presented to you at checkout prior to purchase, so what you see is what you pay. A high speed broadband internet connection is required to use TeeVee.

- **When does my billing cycle begin?**

Your billing cycle begins as soon as you complete your purchase. Following your initial order, your TeeVee subscription will be automatically billed monthly.

- **What devices is TeeVee available on?**

You can enjoy TeeVee on an in home virtual set top box such as our very own TeeVee Box, which is the preferred method. You can also access TeeVee on a ROKU 3, 4, Premier and Premier Plus, iOS mobile version 5 and higher, and Android Mobile version 5 and higher, plus via a web browser on your desktop or laptop computer.

- **How many devices can I stream TeeVee on at once?**

Your subscription to TeeVee allows you to enjoy up to five streams at one time!



- **Is there a guaranteed uptime of service? Aside from a user's bandwidth, is there anything that will affect buffer time or quality?**
No. Bandwidth and internet connection for the end user determines everything. TeeVee is supported by a fully redundant network with multiple data centers to ensure the best quality streaming experience. The only thing that will affect the end user experience is the end users internet connections. You can check your connection at fast.com for an instant speed test.
- **Can one account be shared between households (within 5 concurrent connections restriction)?**
No, in most cases the devices and users have to be authenticated at the home address. Only exception would be vacation homes or kids at school who signed up at home. Take device with you after they have been authenticated at home address / home ISP.
- **Are there any SmartTVs, Platforms, OSs or devices that are NOT supported?**
We do not currently support Apple TV. Smart TV's will require a Roku device to be able to utilize the service. We are working to get on the app store for all TV manufacturers. We don't plan on supporting game boxes like PlayStation and Xbox at this time due to poor user interface and experience.
- **Can someone from any state or country purchase and use the service? ie... can someone in the USA use their account overseas?**
At launch we will only support USA users but once they have been authenticated in their home market they should be able to travel and use it overseas. Important to note that they could be blocked in certain countries as Netflix and other providers are blocked in certain countries. We will provide additional information on international roaming.
- **Will you be able to access services like Hulu or Netflix thru TeeVee for free?**
No, this a very common question though. TeeVee will not INCLUDE Hulu and Netflix. These are separate propriety platforms, like TeeVee. Their niche is on-demand past television and movies. Any original Netflix programming would not be on TeeVee.



- **Does my state require me to pay taxes on TeeVee?**
Some states do require taxes to be paid on Digital Goods, such as Streaming Video, which TeeVee falls under. Please note not all areas of all states charge this tax.
- **What is the minimum operating system required to access TeeVee on my Android device?**
When accessing your TeeVee service from an Android your device must be on at least the 5.0 operating system. To identify which operating service your Android device is currently working off please go to the settings and click on "About Device".
- **How do I search for the TeeVee app through Google Play, Apple or Roku marketplaces?**
Just search for TeeVee on the Google Play, Apple or Roku marketplaces. Or text **TEEVEE** to **55255** for a direct download link.
- **Can Rokus devices be considered a portable device? Can I move it from one TV to another?**
Yes this is completely possible. Your Roku is not assigned to the TV but to your account. If you are a 5LINX rep you can use this to process for presenting the service in other people's homes or at events. Just bring your Roku with you and connect to any TV.
- **How will TeeVee affect the data on my mobile device?**
TeeVee may use large amounts of data, and carrier data charges may apply. For best results, we recommend you connect to your devices to trusted Wi-Fi networks when available.
- **Does TeeVee offer Viacom channels; MTV, VH1, BET or Nickelodeon?**
Currently these channels are not available on TeeVee. At this time you can access BET and Vh1 through their own personal apps. These would be an added per month cost aside from your TeeVee service.