

City of Monroe
Streaming TV Application
Frequently Asked Questions:

Q: Is this the same as watching my current cable TV through the City of Monroe?

A: No. The City of Monroe’s Streaming TV platform is delivered through the internet, instead of coaxial wire coming directly into your TV / digital box. It is a completely different way to access TV content. It is similar to the way other providers deliver streaming TV services, such as Hulu TV and YouTube TV.

Q: How do I watch the City of Monroe’s Streaming TV application?

A: Once your registration is complete, we will send you the login information to access the service. Currently, the service is available on the following platforms: Amazon/Android/Apple/Roku. By downloading the corresponding app from the app store, you will then be able to login and start accessing your TV service.

Q: Do I need a smart TV? What if my current TV is not a smart TV?

A: While a smart TV is not a requirement, you do need to have a TV (or) device that is capable of downloading apps from one of the following apps stores: Amazon/Android/Apple/Roku. If your TV is not a smart TV, check to see if you have an available HDMI port. If so, you can purchase a third-party device (IE: Apple TV, Shield TV, Roku, Chromecast, etc.) to give your TV the ability to watch our streaming TV application.

Q: Does the City of Monroe Streaming TV application have all the same channels I currently have with my traditional TV service?

A: The City of Monroe’s Streaming TV application carries a wide number of channels, many of which are currently carried through our traditional TV service. Not every channel on our traditional TV service is available on our streaming platform. We encourage everyone to pick up a current channel list to view both existing and new channels that are available on the platform.

Q: Does the City of Monroe Streaming TV application carry local channels?

A: Yes. The City of Monroe Streaming TV application carries local channels, such as ABC (2), FOX (5), NBC (11), WATL (36), CW (69), and others.

Q: How much is the new City of Monroe Streaming TV application?

A: Our platform is broken up into 4 tiers. Below are the prices for each tier and the number of channels that are included (in total) for each tier:

Basic	Expanded Basic	Premium	Everything
\$69.99 / month	\$99.99 / month	\$115.99 / month	\$139.99 / month
115 channels	182 channels	212 channels	233 channels

(see reverse side for more frequently asked questions)

Q: How many simultaneous TV streams can I have going with the City of Monroe Streaming TV application:

A: The platform allows you to register and watch up to 5 devices at the same time. After exceeding 5 devices, you will need to deactivate a device to add a new one. However, you can re-register a device after it has been deactivated. You can only have up to 5 active devices at one time.

Q: Does the City of Monroe Streaming TV application work outside of Monroe?

A: You can access the City of Monroe Streaming TV application outside of your City of Monroe internet service. *Please note: The service is optimized for City of Monroe internet networks. When viewing the service outside of the City of Monroe internet network, you may experience quality issues.*

Q: I've looked at your channel line-up. You do not have a particular channel I'm looking for. Can you add it to your line-up?

A: At present, the channel line-up of the City of Monroe Streaming TV application cannot be altered. If any channels changes occur, we will do our best to notify our customers of these changes. Any requests by customers to add or remove any channels in our current channel line-up cannot be fulfilled.

Q: Do I need a digital box with this service?

A: No. You only need a TV (or) device that can access the app from the following app stores: Amazon/Android/ Apple/ Roku. A traditional digital box cannot be used with this service and is no longer required.

Q: Does the City of Monroe Streaming TV application have an interactive guide?

A: Yes. The City of Monroe Streaming TV application has a full interactive guide that can be accessed at anytime you're watching the service. This information will tell you current, past, and future broadcast times and dates.

Q: Can I pause live TV on the City of Monroe Streaming TV application?

A: At present, pausing of LIVE TV is not supported; this may change in the future. However, anything on the guide within the past 24 hours can be accessed via the 'replay' option and viewed on-demand. Pausing is supported during this playback scenario.

Q: Can I record programs on the City of Monroe Streaming TV application?

A: Yes. The City of Monroe Streaming TV application supports cloud DVR and playback. You can record a show during live viewing or set up shows to be recorded in advance. You can choose a single show or setup to record an entire series with various options. All playback is through the application and does not require any additional hardware. (Please note: DVR functionality is designed to work over City of Monroe data networks. DVR functionality may be limited when accessed outside of City of Monroe data networks.)

Q: I have a question(s) that are not covered in this FAQ regarding the City of Monroe Streaming TV application. Who can I talk to for more information?

A: We encourage anyone that has additional questions or wants to know more information about the City of Monroe Streaming TV application to please call our support team at: 770-266-5400.