

## FREQUENTLY ASKED QUESTIONS (FAQS)

### **Q: What are my options?**

A: The best option is to go to a live TV streaming service. There is a resource that will help you find the best live TV alternative for you. Simply answer a few brief questions about your viewing needs and it will help you find the most cost-effective streaming bundle with all your favorite channels. Visit <https://mybundle.tv/drtel/start> to get started.

### **Q: What is streaming?**

A: Streaming refers to any media content you watch or listen to on a TV, computer, or mobile device using your Internet. Podcasts, movies, TV shows, and music are common forms of streaming content. If you have ever watched something on Netflix or Prime Video, or listened to music on Spotify or Pandora, you have been streaming.

### **Q: What do I need to stream?**

- The first thing you will need is a device to stream on. There are many options such as Roku, Apple TV+, Fire TV, or a smart TV.
- The next thing you will need is a streaming TV service and account. Some of these include Hulu + Live TV, YouTube TV, and DirecTV Stream.
- The third thing you will need is DRN Internet. Our customer service team will be glad to help you find a speed that is right for you. The right speed is very important for a quality experience. It depends on how many people are in your home, and how many devices are using the Internet at the same time.

### **Q: How do I switch?**

- Current DRN cable TV customers interested in disconnecting. First, are you streaming anything now? For example, in addition to our cable TV do you subscribe to any other services such as Netflix? If so, you are already half-way there. The best option is a live TV streaming service. Visit [mybundle.tv](https://mybundle.tv) and choose what works best for you. After you set this service up call us to disconnect your cable TV and return your cable boxes.

### **Q: Can I cancel my TV service and keep my Internet?**

A: Absolutely. We have invested in a state-of-the-art fiber network that will offer the bandwidth available for your future streaming TV needs.

### **Q: Will this affect my phone and Internet I currently have with DRN?**

A: In general, this should not affect your phone or Internet services. Depending on the Internet tier of service you are presently at and what you do with the broadband service at the time you may want to consider increasing your Internet speed.

### **Q: Will you help me hook up my new TV service?**

A: Yes, we are here to help. We can assist you in setting up an account with your new streaming TV provider.

### **Q: How can I watch the local broadcast stations?**

A: Local stations are a part of Hulu + Live TV, DirecTV Stream, YouTube TV, and FuboTV. If you don't want to subscribe to those services and just want an on-demand option experience with some local live station access, some options are:

- KXJB/CBS and KVLV/NBC are available on the free app, Vuit.
- KVRR and WDAY livestream their broadcasts on their websites.
- KXJB/CBS is available on Paramount + Premium. This is the same channel that you watch today-live feed. NFL games are included.

### **Q: How can I watch sports:**

- Minnesota Wild, Minnesota Timberwolves, and Gopher hockey are available on FanDuel Sports Network.
- FanDuel Sports Network regular channel is available on DirecTV Stream and FuboTV which would also include several other channels such as local broadcast channels and traditional cable TV channels.
- BEK Sports has a streaming service available. Learn more at [www.bek.news/bek-play](http://www.bek.news/bek-play)