



## **Frequently Asked Questions**

### **Q: How does the new Brooke TV service work?**

*A: The new Brooke TV service is a very flexible TV service that allows you to:*

- *Watch Live TV,*
- *For some channels you can also:*
  - *Rewind Live TV in case you missed that las play*
  - *Restart Live TV to the beginning of the program in case you were a little late getting the dishes done.*
  - *Go Back to previous live TV shows up to 72 hours*
- *Optionally you can schedule and record live TV to watch later using our cloud PVR*
- *You can watch TV using a Brooke provided set-top box, Google TV, Apple TV or Amazon Fire TV or through an Apple our Android App installed on your mobile device.*

### **Q: Do I need a Brooke Telecom supplied set-top box for each television?**

*A: No, Although Brooke supplied set-top boxes provide a great customer experience for our service, you can use an Amazon Fire Stick, Google Chrome Cast, Apple TV, Google TV App, iOS or Android mobile device. Other devices such as Roku are not currently supported.*

### **Q: How do I know what is on?**

*A: Included in your BrookeTel TV service is a comprehensive guide that can be easily navigated or searched to find out what is on now or was on in the past or in the future for scheduling recordings.*

### **Q: How can I easily access my favorite channels?**

*A: You can easily set up select channels as your favorites, and they will appear on the main guide screen along with your most recent recordings and suggested shows that are currently on Live. You can also filter your guide to only show your favorite shows.*

### **Q: Is there a limit to the number of devices I can access with my BrookeTel TV?**

*A: You can access simultaneously five streams including set-top boxes, TV devices and mobile devices.*

### **Q: Am I able to record programs?**

*A: Yes, you can subscribe to a cloud PVR package which can be scheduled in advance and recordings are accessible from any device that you use to access your BrookeTel TV service. Stay tuned for more details.*

### **Q: Do I need a Brooke Telecom supplied set-top box to record television?**

*A: No, if subscribed to one of our cloud PVR packages you can schedule and watch recordings from any device that you use to access your BrookeTel TV service.*

### **Q: Can I watch and record at the same time?**

*A: Yes, if subscribe to one of our cloud PVR packages you can schedule a recording in advance and watch another program at the same time.*



**Q: What if I forgot to record my show?**

*A: With the new Brooke TV service, you can go back in time and watch shows up to 72 hours ago on select channels!*

**Q: Can I bring my service to my cottage?**

*A: No, you must be connected to Brooke Telecom Internet service to utilize the BrookeTel TV service.*

**Q: Can I set up Parental Controls?**

*A: Yes, you can easily set up parental controls to limit the content ratings that are accessible on your service.*

**Q: Do I have to have Brooke Telecom Internet service to have TV service?**

*A: Yes, we recommend a minimum 100 Mbps service to properly access your BrookeTel TV service and our included managed WIFI service to ensure you have the best WIFI coverage in your home.*