

FREQUENTLY ASKED QUESTIONS (FAQS)

Q: When will this take place?

A: Effective January 1, 2024, DRN will no longer offer television service to new customers.

Q: Why are you discontinuing TV service at DRN?

A: We have been honored to provide you with a television service for many years and this was not an easy decision.

- Changing industry and rising programming costs. You can now purchase the same video service or channels via streaming for a lesser price than programmers charge us as video providers. In addition, programmers are providing DRN with less content and moving it to individual streaming platforms (like Thursday Night Football moving to Amazon Prime Video). We feel we are at a unique time to save you the customer money and improve your options.
- This shift of consumers to streaming, along with aging television equipment, DRN made the decision to continue to offer television service to current customers but not to new customers.
- DRN's Board of Directors and leadership team has been discussing the lifespan of DRN TV service for a couple of years. Several factors led to the decision to slowly exit the television service business. One was the fact some of the equipment used to provide television service is approaching the end of life. Another factor was statistics are indicating consumers are disconnecting from traditional TV service and opting for streaming services. In 2014, DRN had 4,634 television customers and today we currently have 3,187.

Q: What are my options?

A: If you are a current DRN TV customer, there is not change for you.

- 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 streamed.

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 is dependent 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 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 is available on Bally's Sports Plus. At this time, Minnesota Twins games are not available on this app at this time.
- Bally's Sports North regular channel is available as part of DirecTV Stream 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