

ROOT SPORTS App FAQ

Sign-Up Section

Can I stream ROOT SPORTS?

ROOT SPORTS offers a stream of our channel on an app (and a web platform is coming soon). Games will be available to those viewers who subscribe to a cable or satellite company which carries ROOT SPORTS **and** whose provider has agreed to allow their customers access to the streaming service.

Is there an additional cost?

There is no additional cost as long as you are a valid paid cable or satellite customer who subscribes to a video package that includes ROOT SPORTS. Data charges may apply for mobile app viewing. Please check with your mobile provider.

Is ROOT SPORTS available without being a paid cable or satellite customer?

No, the only way to access digital streaming of ROOT SPORTS is to have a valid pay television subscription that contains ROOT SPORTS **and** whose provider has agreed to allow their customers access to the streaming service.

My cable or satellite provider does not carry ROOT SPORTS, what can I do?

Contact your cable or satellite provider and demand that they carry ROOT SPORTS to get access to our award-winning live game coverage and streaming services.

My cable or satellite provider does carry ROOT SPORTS, but I do not see them on the streaming provider list, what can I do?

Some TV providers have not yet accepted our offer of the free streaming service. Contact your cable or satellite provider and request that they allow you access to stream ROOT SPORTS.

Can I stream all ROOT SPORTS content on the app and website?

NHL and MLS content is not currently available for streaming.

Technical Section

What are the technical requirements and what devices will work?

You will be able to watch on both Apple and Android devices. Additionally, you will soon be able to watch from both PC and Mac platforms. To watch games and other programming on any of these platforms, you will need to “authenticate” with your pay TV subscription credentials with a valid subscription to ROOT SPORTS.

What software will I need?

We support mobile iOS and Android software on mobile, and will be supporting Chrome, Firefox, Safari, Internet Explorer and Edge for desktop viewing.

What does my video quality depend on?

Various factors affect video quality including device used, internet speeds, and current network congestion.

On the provider authentication page, my logon credentials are not working?

Contact your cable or satellite provider and confirm the current email address is they have on file. Also confirm that your subscribed level of service is a TV package that includes ROOT SPORTS.

What if I forgot my username and/or password?

Contact your cable or satellite provider to learn how you can retrieve your username and/or password.

App Use Section

Is there a way to stop, pause and or record the live games?

Our app will allow you to pause and stop live games, but not to record or download for offline viewing as part of this service.

What data does ROOT SPORTS collect?

We confirm your TV subscription and use your location in order to verify that you are within our geographic footprint and qualify for viewing of the content provided. Please refer to our User Terms and Privacy Policy (found at http://northwest.rootsports.com/app_llc-terms-of-service-end-user-license-agreement-and-privacy-statement/) for additional details.

I am traveling out of town, will I still be able to stream the games on my phone or computer?

Unfortunately, currently you have to be within ROOT SPORTS geographic footprint in order to stream the programming.