

### **Why was Viacom programming removed from my service?**

Rainier Connect will no longer be carrying Viacom programming because, in order to continue our existing agreement with Viacom, we would have had to accept annual increases that would have doubled our current rates in just five years. This represents eight times the rate of inflation, and would have significantly increased your monthly bill. These costs would have resulted in an unacceptable increase to our customers bills, and we simply couldn't accept that.

### **Will I receive new channels to replace the Viacom channels I lost?**

Rainier Connect will be adding new and updated channels that many customers have been requesting, will provide additional network capacity for broadband products and, most important, will continue to offer a good value for customers.

In addition in the last year we began offering Watch TV Everywhere, launched direct feeds from the local networks, bringing you the best picture possible on our local channels. We also added several channels customers have been requesting including FOX Business, Lifetime HD, and Lifetime Movie Network all at no additional charge.

### **Will Viacom programming be restored to my service?**

At this time, we do not have plans to restore Viacom programming. Customers should note most Viacom programs can be viewed through other online sources, such as Hulu, Hulu Plus, Amazon, iTunes and Netflix—all accessible with a Rainier Connect Internet connection.

### **Can I pay extra for the Viacom channels I want to watch?**

Programming agreements don't permit us to individually pay for channels or provide them individually to customers. Viacom demanded that all Viacom channels are bundled, even the channels with low ratings, at high rates that would force all our customers to pay for them. That may be acceptable to a few people who value that programming but unfair to a great majority of our customers who would be forced to pay for it.

### **Why shouldn't I just switch to satellite so that I can get Viacom?**

These disruptions are an industry-wide problem. No pay TV provider is immune. Other providers have experienced similar negotiations issues with Viacom. Much of Viacom's content is accessible online. Rainier Connect's Internet connection provides our customers the speed they need to stream and download their favorite shows and movies.

## **Why wouldn't you just pay Viacom what they asked?**

Viacom announced annual increases that would have doubled their current rates in just five years. This represents eight times the rate of inflation, and would have significantly increased your monthly bill. With viewership of Viacom channels declining, and our customers asking for new TV choices, we could not agree to their demands. We needed to take a stand against Viacom's outrageous pricing and protect our customers against this significant programming fee increase.

This decision allows us to deliver new and highly requested channels, in addition to continuing to provide our customers with an Internet experience that connects users to a wide array of online programming and content.

## **Did other cable companies elect to keep Viacom?**

While some cable companies have decided to accept Viacom's demanded increase and pass these costs on to their customers, a number of other cable-TV providers have already dropped Viacom from their lineups as a result of these programming cost increases.

## **What channels does Viacom include?**

The complete list of programming that will be removed as part of the Viacom contract is as follows: BET, Nickelodeon, Nicktoons, Teen Nick, Nick Jr., MTV, MTV Hits, MTV2, VH1, VH1 Classic, VH1 Soul, TV Land, Spike TV, Comedy Central, CMT, CMT pure country.

## **How will I get my favorite programming from Viacom?**

You can still enjoy many of these network's shows online using your Rainier Connect Internet connection. Full episodes of many Viacom shows can be found on the individual channels websites, which are:

[www.mtv.com](http://www.mtv.com), [www.vh1.com](http://www.vh1.com), [www.bet.com](http://www.bet.com), [www.nick.com](http://www.nick.com), [www.nickjr.com](http://www.nickjr.com),  
[www.teennick.com](http://www.teennick.com), [nicktoons.nick.com](http://nicktoons.nick.com), [www.cmt.com](http://www.cmt.com), [www.comedycentral.com](http://www.comedycentral.com),  
[www.tvland.com](http://www.tvland.com), [www.spike.com](http://www.spike.com)

Viacom also makes some of its programming available for free or for purchase online through Hulu, Hulu Plus, Amazon Instant Video, Amazon Prime or iTunes after the program has aired.

## **My kids need to have Nickelodeon...what do I do now?**

There are many alternative ways to see many of these network's shows, both online and on your TV. You can watch full Dora and Bubble Guppies episodes on [www.NickJr.com](http://www.NickJr.com). Also, on Nickelodeon.com there are full episodes of Sanjay & Craig; The Fairly OddParents; Sam & Cat; Power Rangers: Megaforce and Teenage Mutant Ninja Turtles. They are also available through Hulu Plus, Amazon and iTunes. Availability and timing of shows on nick.com varies.

## **It seems like people are using TV differently, what does that mean for me as a customer?**

The way we watch TV and consume content is rapidly changing. When it comes to watching shows and movies, we believe the future is here now, with infinite options to watch the content you love and to discover something new. With a Rainier Connect Internet connection, you can stream, download and marathon-watch just about any content you would like. The future of broadband entertainment has arrived!

## **What is Watch TV Everywhere? Do I need Internet service to access it?**

**Watch TV Everywhere** is a service that allows Rainier Connect cable TV subscribers to watch shows from participating channels anytime, anywhere, on any device. This can include a PC, a laptop, tablet or Smartphone.

**Watch TV Everywhere** works anywhere you can receive an Internet signal: in your house, at work, at the mall, at a hotel, the airport – anywhere! Wired connections and in-home WiFi will provide the best overall quality. The quality of Watch TV Everywhere service while traveling (airports, stores, etc.) will vary with the signal strength and bandwidth of the Internet connection you use.

## **How do I sign up and use Watch TV Everywhere?**

To use **Watch TV Everywhere** from Rainier Connect, you must first complete a one-time registration. To get started, visit [www.WatchTVEverywhere.com](http://www.WatchTVEverywhere.com), select Rainier Connect from the drop-down menu, and click "submit." Make sure you have your last bill handy—you'll need your account number and the correct spelling of the last name on the account. Click "Register" to start the registration process. You will be prompted for an email and password.

To use **Watch TV Everywhere** after registering, visit [www.WatchTVEverywhere.com](http://www.WatchTVEverywhere.com). Click "Log In" and enter your email and password. Click on the TV Network you want to watch and you'll see a list of available programs.