



## **YTVGO App FAQs**

### **Does it cost anything to use the YTVGO App?**

The YTVGO App is free to download and is available to television customers with a subscription to YTV.

If you are outside a Wi-Fi area and your device is able to connect to a cellular network, you may access data through that cellular network. Additional cellular data charges may apply. Please check with your Internet or cellular service provider regarding the data consumption limit available with your plan.

### **What devices does the YTVGO App work on?**

YTVGO works on iPhone, iPad, and iPad Mini touch devices running iOS 7.0 or newer and Android devices running OS 4.2.2 or newer.

### **Why did I get an error message when I attempt to login to my account?**

YTV may not be included in your TV subscription package.

### **How do users login to the YTVGO App?**

1. Users will be prompted to choose their BDU provider from a list. The link will take them to their BDU sign in and once they sign into their account the app content will be available to them.
2. Customers will be taken out of the app temporarily to sign in thru their BDU website and once logged in they will be taken back into the home screen where all the content will now be visible.
3. If they SKIP authenticating they will still be in the app environment but only be able to see a limited amount of clips.
4. If they select a LOCKED episode they will be taken back to authentication.



**If I've already signed in why am I occasionally asked to sign in again?**

To ensure that your TV subscription is up to date, you may be required to sign into the YTVGO App again.

**If my TV service provider and my Internet service provider are different, which account info do I use to sign in?**

Please use the login information for your TV service provider.

\*\*\*Please note that the broadcaster/developer do not have this personal information for users and cannot assist subscribers with their specific account information.\*\*\*

**Can we access the YTVGO App if we're not at home?**

Yes! You can access YTVGO if you are traveling within Canada by locating a Wi-Fi hot spot or other mobile data access, like 3G, 4G, or LTE. Additional cellular data charges may apply. Please check with your service provider regarding the data consumption limit available with your home Internet or wireless plan.

**Can I use the YTVGO outside of Canada?**

The video content provided by YTVGO is only accessible in Canada.

**Will streaming the live TV feed and videos use my mobile data and/or Internet bandwidth allocation?**

Users do have the option of turning off the streaming feature. The app will use Wi-Fi first if available, but if a Wi-Fi connection isn't available, additional cellular data charges may apply. Please check with your cellular service provider regarding the data consumption limit available with your wireless plan.

**How many people in my household can log in at the same time?**

Multiple users can log in at the same time.

**Do I have to sign in to use the app on multiple devices?**

Yes. You will need to sign in on every device.

**Can I shift the time zone of the YTV live feed?**

No, the YTV live feed is available in the Eastern Time Zone only.



**Is there a Customer Service number I can call?**

YTVGO App support is provided through email, please contact [mobilesupport@ytv.com](mailto:mobilesupport@ytv.com)

**Is there a customer support contact for escalated issues?**

Customer Service Reps can call (416) 479-6014 for additional assistance.

\*\*\*Please note that this is for internal use only and not to be given to the public.\*\*\*