

# Benavidez vs. Plant Pay-Per-View

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## PPV PURCHASING

[Do I need to have a SHOWTIME subscription in order to watch the PPV event?](#)

No, a SHOWTIME subscription is not required to watch a PPV event. Also, a SHOWTIME subscription is not included in a PPV purchase. Each PPV event must be purchased separately from a SHOWTIME subscription.

Please click [here](#) for information on how to purchase the PPV event on showtime.com.

[Can I purchase the PPV event outside of the United States?](#)

The PPV event is only available through Showtime Networks in the United States and its territories and possessions. For more information, please visit our [Terms of Use](#) (Section 3).

[How do I purchase the PPV event?](#)

For information on purchasing the PPV event on Showtime.com, please refer to [this page](#).

For information on purchasing the PPV event on Amazon Fire TV, please refer to [this page](#).

For information on purchasing the event on an Amazon Fire Tablet, please refer to [this page](#).

For information on purchasing the PPV event on Android mobile, please refer to [this page](#).

For information on purchasing the PPV event on Android TV, please refer to [this page](#).

For information on purchasing the PPV event on an iOS device, please refer to [this page](#).

For information on purchasing the PPV event on Roku, please refer to [this page](#).

For information on purchasing the event on Xbox One, please refer to [this page](#).

For information on purchasing the event on a Samsung Smart TV, please refer to [this page](#).

For information on purchasing the event on an LG Smart TV, please refer to [this page](#).

For information on purchasing the event on an Xfinity Flex or XClass TV, please refer to [this page](#).

For information on purchasing the event on a Wireless 4K Contour Box, please refer to [this page](#).

For a complete list of our supported devices, please click [here](#).



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## Is the Benavidez vs. Plant PPV event included with my Paramount+ with SHOWTIME subscription?

No. If you subscribe to the Paramount+ with SHOWTIME bundle through either Paramount+ or showtime.com, you must purchase the event separately. The event is not available for purchase through Paramount+. Please follow the steps below to purchase the PPV event through showtime.com:

If you already have a SHOWTIME account (if you subscribe to the bundle through showtime.com):

1. Go to [www.showtime.com](http://www.showtime.com)
2. Locate the PPV banner and click 'Buy Now \$74.99'
3. Click 'Sign in Now' and log in to SHOWTIME using your SHOWTIME email and password
4. Enter your payment method and click 'Order Now'

If you do not have a SHOWTIME account (or if you subscribe to the bundle through Paramount+):

1. Go to [www.showtime.com](http://www.showtime.com)
2. Locate the PPV banner and click 'Buy Now \$74.99'
3. Create your account by following the on-screen instructions
4. Click 'Continue'
5. Enter your payment method and click 'Order Now'

## How do I purchase the PPV event on Showtime.com?

If you are a SHOWTIME streaming subscriber or already have a username and password on showtime.com:

1. Go to [www.showtime.com](http://www.showtime.com)
2. Locate the PPV banner and click 'Buy Now \$74.99'
3. Click 'Sign in Now' and log in to SHOWTIME using your SHOWTIME email and password
4. Enter your payment method and click 'Order Now'

If you are not a SHOWTIME streaming subscriber and do not have a username and password on showtime.com:

1. Go to [www.showtime.com](http://www.showtime.com)
2. Locate the PPV banner and click 'Buy Now \$74.99'
3. Create your account by following the on-screen instructions
4. Click 'Continue'
5. Enter your payment method and click 'Order Now'

If you purchase the PPV event on showtime.com you will be able to stream the PPV event live on Saturday, March 25th on any of these [supported devices](#).

## How do I purchase the PPV event on my Amazon Fire TV?

The PPV event is available to all Amazon Fire TV users via the SHOWTIME app. Make sure you download the newest SHOWTIME app just prior to the fight. You do not need to be a SHOWTIME subscriber to purchase the PPV event.

To purchase the PPV event through your Fire TV:



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1. Open the SHOWTIME app (not SHOWTIME Anytime)
2. Locate the PPV banner on our home screen and follow the prompts to purchase

## How do I purchase the PPV event on my Amazon Fire Tablet?

Unfortunately, the PPV event is not currently available on the Fire Tablet.

Please click [here](#) for a full list of our supported devices.

## How do I purchase the PPV event on my Android mobile device?

The PPV event will be available via the SHOWTIME app to all Android mobile users who have a [supported device](#) and operating system. Make sure you download the newest SHOWTIME app just prior to the fight. You do not need to be a SHOWTIME subscriber to purchase the PPV event.

To purchase the PPV event on your Android mobile device:

1. Open the SHOWTIME app (not SHOWTIME Anytime)
2. Locate the PPV banner on our home screen and follow the prompts to purchase

## How do I purchase the PPV event on my Google TV or Android TV?

The PPV event is available via the SHOWTIME app to all Google TV and Android TV users who have a [supported device](#) and operating system. Make sure you download the newest SHOWTIME app just prior to the fight. You do not need to be a SHOWTIME subscriber to purchase the PPV event.

To purchase the PPV event through your Google TV or Android TV:

1. Open the SHOWTIME app (not SHOWTIME Anytime)
2. Locate the PPV promotion on our home screen and follow the prompts to purchase

## How do I purchase the PPV event on my Apple TV?

The PPV event is available via the SHOWTIME app to all Apple TV users who have a newer, supported Apple TV device (Apple TV 4th Generation or later). Make sure you download the newest SHOWTIME app just prior to the fight. You do not need to be a SHOWTIME subscriber to purchase the PPV event.

To purchase the PPV event through your Apple TV:

1. Open the SHOWTIME app (not SHOWTIME Anytime)
2. Locate the PPV banner on our home screen and click 'Get Event Info'
3. Follow the prompts to purchase

## How do I purchase the PPV event on my iOS device (iPhone and iPad)?

The PPV event is available via the SHOWTIME app to all iOS users who have a [supported device](#) and operating system. Make sure you download the newest SHOWTIME app just prior to the fight. You do not need to be a SHOWTIME subscriber to purchase the PPV event.



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To purchase the PPV event through your iPhone or iPad:

1. Open the SHOWTIME app (not SHOWTIME Anytime)
2. Locate the PPV banner on our home screen and follow the prompts to purchase

## How do I purchase the PPV event on my Roku?

The PPV event is available via the SHOWTIME app to all Roku users who have a supported device and operating system. Make sure you download the newest SHOWTIME app just prior to the fight. You do not need to be a SHOWTIME subscriber to purchase the PPV event.

To purchase the PPV event through your Roku:

1. Open the SHOWTIME app (not SHOWTIME Anytime)
2. Locate the PPV banner on our home screen and follow the prompts to purchase

## How do I purchase the PPV event on my Xbox?

The PPV event is available via the SHOWTIME app to all Xbox One users who have a supported device and operating system. Make sure you download the newest SHOWTIME app just prior to the fight. You do not need to be a SHOWTIME subscriber to purchase the PPV event.

To purchase the PPV event through your Xbox:

1. Open the SHOWTIME app (not SHOWTIME Anytime)
2. Locate the PPV promotion on our home screen and follow the prompts to purchase

## How do I purchase the PPV event on my Samsung Smart TV?

The PPV event is available via the SHOWTIME app to Samsung Smart TV users who have a supported device and operating system. Make sure you download the newest SHOWTIME app just prior to the fight. You do not need to be a SHOWTIME subscriber to purchase the PPV event.

To purchase the PPV event through your Samsung Smart TV:

1. Open the SHOWTIME app (not SHOWTIME Anytime)
2. Locate the PPV promotion on our home screen and follow the prompts to purchase

## How do I purchase the PPV event on my LG Smart TV?

The PPV event is available via the SHOWTIME app to LG Smart TV users who have a supported device and operating system. Make sure you download the newest SHOWTIME app just prior to the fight. You do not need to be a SHOWTIME subscriber to purchase the PPV event.

To purchase the PPV event through your LG Smart TV:

1. Open the SHOWTIME app (not SHOWTIME Anytime)
2. Locate the PPV promotion on our home screen and follow the prompts to purchase



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## How do I purchase the PPV event on my Wireless 4K Contour app?

The PPV event is available via the SHOWTIME app to Wireless 4K Contour Box users who have a supported device. Make sure you download the newest SHOWTIME app just prior to the fight. You do not need to be a SHOWTIME subscriber to purchase the PPV event.

To purchase the PPV event through your Wireless 4K Contour Box:

1. Open the SHOWTIME app (not SHOWTIME Anytime)
2. Locate the PPV promotion on our home screen and follow the prompts to purchase

## How do I purchase the PPV event on my Xfinity Flex or XClass TV app?

The PPV event is available via the SHOWTIME app to Xfinity Flex and XClass TV users who have a supported device. Make sure you download the newest SHOWTIME app just prior to the fight. You do not need to be a SHOWTIME subscriber to purchase the PPV event.

To purchase the PPV event through your Xfinity Flex and XClass TV:

1. Open the SHOWTIME app (not SHOWTIME Anytime)
2. Locate the PPV promotion on our home screen and follow the prompts to purchase

## When I buy a PPV event, do I get a SHOWTIME subscription with my PPV purchase?

No, a SHOWTIME subscription is not included in a PPV purchase. Each PPV event must be purchased separately from a SHOWTIME subscription.

Please click [here](#) for information on how to purchase the PPV event on showtime.com.

## I already have a SHOWTIME subscription. Do I need to purchase the PPV event in order to watch it live on March 25<sup>th</sup>?

Yes. SHOWTIME subscribers will need to purchase the fight separately from their SHOWTIME subscription. The live PPV event is not included with your subscription. Please click [here](#) for more information on how to purchase the PPV event on showtime.com.

## I already have a SHOWTIME subscription through the SHOWTIME app. Do I need to create a separate username and password in my SHOWTIME app to purchase the PPV event?

No. If you are a current SHOWTIME subscriber or have had a SHOWTIME subscription in the past, use your existing username and password to sign in to your existing SHOWTIME account to purchase the PPV event.

## How can I order the PPV event in my commercial establishment (bar, restaurant, etc.?)

The closed-circuit agent for this event within the United States, Canada and Puerto Rico is G&G Closed Circuit Events. For information on how to order this PPV fight at your venue within the United States, Canada and Puerto Rico, please visit their website at <https://ggccevents.com>, or call them directly at (888) 756-5601.



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I already have a SHOWTIME subscription that I bought on Showtime.com. Why do I have to re-enter my payment method to purchase the PPV event?

Since the PPV event is not included in your SHOWTIME subscription, the first time you make a PPV purchase on showtime.com you'll have to enter your payment method of choice. You will not have to re-enter your payment method to purchase subsequent PPV events offered on showtime.com, unless your previous payment method is no longer valid.

Can I apply a promo code that affects the price of a SHOWTIME subscription to purchase the PPV event on showtime.com?

Promo codes that apply to a SHOWTIME subscription purchase cannot be used for a PPV purchase. If you've received a special promo code specifically for the PPV event, this can only be redeemed directly at [www.showtime.com](http://www.showtime.com) upon purchase of the PPV event.

Can I use a SHOWTIME gift card or an account credit to purchase the PPV event on showtime.com?

No, SHOWTIME gift cards cannot be used for a PPV purchase.

When will I be charged for the PPV event?

You will be charged for the PPV event at the time of purchase.

What payment methods are accepted when purchasing the PPV event on showtime.com?

Visa, MasterCard, American Express, Discover and PayPal may be used to purchase the PPV event on showtime.com, so long as such card was issued in the U.S. or its territories and possessions. International credit and debit cards are not accepted.

Why was my charge declined?

If your charge has been declined, first verify that you are using one of our accepted payment methods. If you are using one of our [accepted payment methods](#), check that your payment information is being entered correctly by re-entering your payment information. If you are still unable to purchase the event, you may want to try a different U.S. credit or debit card or reach out to your card issuer or financial institution for more information or assistance.

Will I be charged tax when purchasing the PPV event on showtime.com?

If you are in the following states or jurisdictions, you will be charged applicable sales tax in accordance with your state's or jurisdiction's law: Arizona, Chicago, Connecticut, Florida, Iowa, Kentucky, North Carolina, South Carolina, Tennessee, Texas and Washington.

I am no longer able to watch the PPV event at the time it will air. Can I cancel my transaction after purchasing?

If you ordered the PPV event on showtime.com or through the app via Google Play Billing and have questions about your transaction, please contact us using the "Need Help?" chat icon below.



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If you purchased the PPV event through the SHOWTIME app and paid through the app via iTunes billing, Amazon billing or Roku billing, please contact customer support for the appropriate billing entity (i.e. Apple, Amazon or Roku).

## PPV LIVE STREAMING

### What devices can I use to watch the PPV event?

If you purchased the PPV event through the SHOWTIME app or showtime.com, you will be able to watch the fight through the SHOWTIME app on any of the following devices:

#### AMAZON

- Fire TV: All (Fire OS 5+)

#### ANDROID

- Android Phone/Tablet: Android 7.0+
- Google TVs and Android TVs with Android 5.1+, including:
  - Hisense Android TVs and Google TVs
  - TCL Android TVs and Google TVs
  - Sony Bravia Android TVs and Google TVs
  - NVIDIA Shield boxes
  - Chromecast with Google TV

#### APPLE

- Apple TV: 4th Generation or later
- iPhone / iPad: iOS 14.0+

#### CHROMECAST

- 2015 models and newer

#### LG SMART TV

- webOS 4.5+ (2019 models and newer)

#### ROKU

- All Roku TVs
- Roku streaming stick and standalone boxes with model numbers 3600X and higher

#### SAMSUNG SMART TV

- Tizen 5.0+ (1029 models and newer)

#### XFINITY FLEX

- Xi6
- XClass TV

#### WIRELESS 4K CONTOUR BOX

- Xi6



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## **XBOX ONE**

- Xbox One (all models)
- Series X
- Series S

Make sure you download the newest SHOWTIME app just prior to the fight.

## **Desktop Computers**

- Windows 10 and 11 (all versions)
- Mac OSX 10.14+

If you're on a desktop computer, you can stream the PPV live event on these web browsers:

- Chrome 107 or later
- Windows Edge 107 or later
- Firefox 107 or later
- Safari 16 or later (Mac only)

Streaming of the PPV live event is not supported on any mobile web browser.

## [Which browsers can I use to watch the PPV event?](#)

If you purchased the PPV event through the SHOWTIME app or showtime.com, you can stream the fight on any of the following browsers on a desktop computer:

- Chrome 107 or later
- Edge 107 or later
- Firefox 107 or later
- Safari 16 or later (Mac only)

Streaming of the PPV live event is not supported on any mobile web browser.

Please note that you can only stream the live PPV event on ONE device at a time. If you start watching the fight on a second device, the stream on the first device will automatically stop.

## [My device is not supported for the PPV event. What can I do?](#)

If your preferred device does not appear in our [supported device](#) list, you can try the following options:

### ***Option 1: Airplay 2 using Apple devices***

Some TVs and streaming devices are released with Airplay 2 enabled. Please confirm [here](#) to see if your device is listed as Airplay 2-enabled.

If you have confirmed that your device is Airplay 2-enabled and:





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- You have a supported iPhone or iPad - you can Airplay the PPV stream using the SHOWTIME app.
- You have a Mac computer with a supported Chrome Browser (version 103 or above) - you can go to [www.showtime.com/ppv](http://www.showtime.com/ppv) and Airplay the PPV stream from there.

Please note that Spanish audio is not supported over AirPlay. Please click [here](#) for instructions on how to setup Airplay on Apple devices.

## ***Option 2: HDMI Out using mobile devices***

Using a special adapter and an HDMI cable, you can connect your supported mobile device to your TV to watch the PPV stream through the SHOWTIME app. If you experience any video quality issues, please unplug your adapter, turn your mobile device off and back on, and then try again.

## ***Option 3: HDMI Out using a Mac or PC***

Using an HDMI cable and potentially a special adapter, you can connect your supported Mac or PC to your TV and watch the PPV stream through [www.showtime.com/ppv](http://www.showtime.com/ppv) using a supported browser.

## ***Option 4: Casting your mobile device or computer***

You can stream the PPV event via Chromecast from a desktop computer using a Chromecast device (2015 model or newer).

If you do not have a separate Chromecast device, there are TVs that have Chromecast already built-in. Please click [here](#) and scroll to the bottom of the page to check if your device has Chromecast built in.

If you have confirmed that your device has Chromecast built-in, you can cast the PPV stream using:

- A supported mobile device – You can cast the PPV stream through SHOWTIME app.
- A desktop computer – using a supported Chrome browser (version 107 and above), you can go to [www.showtime.com/ppv](http://www.showtime.com/ppv) and stream PPV from there.

For more information on streaming via Chromecast, please visit Google's [Casting help article](#).

If any of the above options do not work, please contact us using the "Need Help?" chat icon below.

## [Will the PPV event be available to watch in Spanish?](#)

Yes, the PPV main event on Saturday, March 25th will contain the option to listen to the fight with Spanish audio. You can switch to Spanish audio by selecting the "SAP" button in the player. Please note, however, that Spanish audio is not supported over Airplay.



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## How can I watch the PPV event?

If you purchased the PPV event through the SHOWTIME app or showtime.com, you can stream the fight at [www.showtime.com](http://www.showtime.com) or via the SHOWTIME app on certain [supported devices](#). If you have purchased the PPV event at showtime.com and are still seeing the prompt to purchase in the SHOWTIME app, please close and relaunch the app. The event is not available on SHOWTIME Anytime.

Please note that you can only stream the live PPV event on ONE device at a time. If you start watching the fight on a second device, the stream on the first device will automatically stop.

## How do I sign in and access the PPV event?

To sign in and access the PPV event:

1. Go to [www.showtime.com](http://www.showtime.com) or launch the SHOWTIME app (NOT the SHOWTIME Anytime app)
2. Click 'Sign In' and enter the username/email address and password you used when you purchased the event

## I am trying to watch the PPV event on a supported device, but I can't find it inside my SHOWTIME app.

If you believe the SHOWTIME app you're using is running on a supported device, please make sure you have the most recent version of the SHOWTIME app for that device (not the SHOWTIME Anytime app). Follow instructions for your device to download or update to the most recent version of the SHOWTIME app.

If you believe you have the most recent version of the SHOWTIME app for your device and you still are not seeing the PPV event, check your device generation or model. The SHOWTIME app available on older Apple TV and Roku devices does not offer pay-per-view.

See our list of supported devices [here](#).

## On how many devices can I stream the PPV event simultaneously?

The PPV event can only be streamed on ONE device at a time. If you start watching the fight on a second device, the stream on the first device will automatically stop.

## If I start watching the PPV event after it begins, can I pause, rewind or start from the beginning?

No. Rewind, pause and fast-forward capabilities are not available. When you start watching the fight, you will join the live stream that is already in progress. Once the fight broadcast is over, it will no longer be available for viewing.

## I am a SHOWTIME subscriber. Can I stream the fight live through SHOWTIME Anytime?

No, this PPV event is not available via SHOWTIME Anytime. Additionally, PPV events are not included in your SHOWTIME subscription. To purchase a PPV event, please review [this article](#).



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## Do I need to be connected to the internet to stream the PPV event?

Yes, you need to be connected to a high-speed internet connection with a consistent download speed of at least 5 MBPS to stream programs and watch live events at HD Quality.

## Will there be closed captions available for the PPV event?

Yes. There will be closed captions in English for this event. You can turn on closed captioning within the app (some devices) or video player (most devices).

## Can I stream the PPV event via Airplay?

Yes, AirPlay is supported using showtime.com and the SHOWTIME app.

Some TVs and streaming devices are released with AirPlay 2 enabled. Please check here to see if your device is listed as AirPlay 2-enabled.

If you have confirmed that your device is AirPlay 2-enabled and:

- You have a supported iPhone or iPad - you can AirPlay the PPV stream using the SHOWTIME app.
- You have a Mac computer with a supported Chrome Browser (version 107 or above) - you can go to [www.showtime.com/ppv](http://www.showtime.com/ppv) and AirPlay the PPV stream from there.

Please note that Spanish audio is not supported over AirPlay. Click [here](#) for instructions on how to setup Airplay on Apple devices.

## Can I stream the PPV event using Chromecast?

Yes, you can stream the PPV event with Chromecast from a desktop computer using a Chromecast device (2015 model or newer).

If you do not have a separate Chromecast device, there are TVs that have Chromecast readily built in. Please click [here](#) and scroll to the bottom of the page to confirm if your device has Chromecast built in.

If you have confirmed that your device has Chromecast built in, you can cast the PPV stream using:

- A supported mobile device – You can cast the PPV stream through the SHOWTIME app.
- A desktop computer – using a supported Chrome browser (version 107 and above), you can go to [www.showtime.com/ppv](http://www.showtime.com/ppv) and stream PPV from there.

For more information on streaming via Chromecast, please visit Google's Casting help article. For more information on streaming via Chromecast, please visit Google's [Casting help article](#).

## Can I connect my mobile device to my TV and watch the PPV event?

Yes, you can connect your mobile device to a TV that supports HDMI. To do so, you'll need an HDMI cable and a special adaptor that connects your phone to the HDMI cable. If you experience



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any video quality issues, please unplug your adapter, turn your mobile device off and back on, and then try again.

## Can I stream the PPV event outside of the United States?

No, if you purchased the PPV event through SHOWTIME, you can only stream the event within the United States and its territories and possessions.

## How can I watch All Access: Benavidez vs. Plant?

You can stream All Access: Benavidez vs. Plant by locating the episode in the [Benavidez vs. Plant Pay-Per-View event page](#) on showtime.com or through the SHOWTIME app on any of our [devices](#) that support the PPV event. You can also stream this episode on sho.com using a supported web browser. Please visit the [All Access series page](#) for the most up-to-date information on All Access.

## ABOUT THE EVENT

### Where can I find information on the Benavidez vs. Plant PPV event?

For information on the David Benavidez vs. Caleb Plant PPV event, please visit the event page at [sho.com](#).

### When is the Benavidez vs. Plant PPV event?

The David Benavidez vs. Caleb Plant PPV event airs live on Pay-Per-View on Saturday, March 25th, beginning at 9:00 pm ET / 6:00 pm PT. Please visit the event page at [sho.com](#) for more information, and to add this event to your calendar so that you don't miss it!

### What is the fight card for the Benavidez vs. Plant PPV event?

Undefeated former two-time WBC Super Middleweight **Champion David “The Mexican Monster” Benavidez** and former IBF Super Middleweight Champion **Caleb Plant** will meet in a high-stakes, 12-round showdown for Benavidez's Interim WBC Super Middleweight Title and to settle their long-simmering feud live on SHOWTIME PPV on Saturday, March 25<sup>th</sup> at 9pm ET / 6pm PT at the MGM Grand Garden Arena in Las Vegas in an event presented by Premier Boxing Champions. Two of the best known and most skilled fighters in the sport, Benavidez and Plant will take their war of words into the ring, as they look to cast their ballot as the division's next kingpin.

In stacked undercard action, unbeaten rising stars **Jesús “Mono” Ramos** and **Joey Spencer** will go toe-to-toe in a 10-round super welterweight bout in the co-main event, while rising lightweights **Chris “Primetime” Colbert** and **Jose “Rayo” Valenzuela** meet in a 10-round duel, and unbeaten welterweight contender **Cody Crowley** faces the hard-hitting **Abel Ramos** in the telecast opener.

For more information on the Benavidez vs. Plant PPV fight card, please visit the event page at [sho.com](#). Fight card is subject to change.



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## PPV ACCOUNT AND BILLING

I forgot my account password for the PPV event. How do I reset it?

To reset your password, you can click [here](#) or follow these steps:

1. Go to [showtime.com](http://showtime.com) on your computer or mobile device.
2. Click 'Sign In'.
3. Click on 'Reset here' next to 'Forgot password?'
4. Enter your SHOWTIME email address and click 'Continue.'
5. You will then receive instructions via email on how to create a new password.

If you don't see the email in your inbox, check your spam/junk folder, and confirm that [password@showtime.com](mailto:password@showtime.com) is allowed for your inbox by adding it to your contact list.

I would like to edit my email address for the PPV event. How do I do this?

If you need to edit your email address:

1. Go to [showtime.com](http://showtime.com) and sign in
2. Navigate to Account Settings > Email & Password
3. Select 'EDIT'
4. Update your email address, confirm your password and select 'SUBMIT'

Where can I see my PPV order history?

If you ordered the event through SHOWTIME, you can see your PPV order history by following these steps:

1. Go to [showtime.com](http://showtime.com) and sign in or launch the SHOWTIME app on your device
2. Navigate to Account Settings > Pay-Per View Purchases
3. Click 'See Purchase History'

Will I be able to get a refund if the PPV event is canceled?

If the PPV event is canceled in its entirety, and you purchased the event through the SHOWTIME app, you will automatically be refunded in full to the payment method you used when you purchased the event. Refunds may take time to be credited to your account. Please allow at least 14 days for your refund to be processed. Refund processing times may vary depending on your billing method.

If you did not purchase the event on [showtime.com](http://showtime.com) or through the SHOWTIME app, please reach out to such other TV or streaming provider directly with any questions related to your PPV purchase.

## PPV TECHNICAL TROUBLESHOOTING

What are the minimum system requirements for the PPV event?

A [supported device](#) and a broadband internet connection with [consistent](#) downstream bandwidth of at least 5 Megabits per second (Mbps) is recommended to ensure a good experience streaming the event.



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I'm experiencing buffering and/or seeing low quality video with the live stream of the PPV event. What should I do?

If you are experiencing buffering or the quality of the video you are seeing is not HD, you may have a weak or unstable connection to the internet. Please make sure to:

1. Limit the devices using the same network or internet connection as the device you are using to stream PPV event.
2. Restart your modem and router.

If you are attempting to stream via a supported device or browser but are still experiencing buffering, please follow the troubleshooting steps below depending on the device you are using.

If you're watching the PPV event on a **web browser on your computer**:

1. Check that your computer has an active, consistent, high-speed internet connection. We strongly recommend a consistent downstream bandwidth of 5 Mbps or higher.
2. Check that no other bandwidth or memory intensive applications are running. If you have other browsers or browser tabs open, try closing them and see if that improves performance.
3. Check that any antivirus software or firewalls are not blocking content playback.
4. Try restarting the browser, and if that doesn't help, try restarting the computer.

If you're watching the PPV event on an **iPhone or iPad**:

1. Check that your device is connected to Wi-Fi or a 4G or 5G network.
2. Check that your device has an active, consistent high-speed internet connection. To stream the PPV event, we strongly recommend you use Wi-Fi, instead of a mobile data connection. We recommend a consistent downstream bandwidth of 1 Mbps or higher for iPhone or iPad.
3. Close and reopen the app: On Your iPhone or iPad: Tap the 'Home' button to move the SHOWTIME app to the background. Double tap the home button; the screen will zoom out to a view of apps running in the background. Locate the SHOWTIME app and swipe it upwards to force-quit the app. Tap the home button once more and reopen the app.
4. Make sure that no other memory or bandwidth intensive apps are running on the device.
5. Restart your iPhone or iPad.

If you're watching the PPV event on a supported **Apple TV device**:

1. Check that your device has an active, consistent high-speed internet connection. We strongly recommend a consistent downstream bandwidth of 5 Mbps or higher.
2. Force-quit the SHOWTIME app by double-tapping the TV button on your remote control, locate the SHOWTIME app and swipe upwards. Click on the Menu button and reopen the app.
3. Make sure that no other memory or bandwidth intensive apps are running on the device. If there are, please force-quit those apps.
4. Restart your Apple TV.



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If you're watching the PPV event on an **Android mobile phone or tablet**:

1. Check that your device is connected to Wi-Fi or a 4G or 5G network.
2. Check that your device has an active, consistent high-speed internet connection. To stream the PPV, you should have consistent downstream bandwidth of at least 5 Mbps.
3. If you are well above the recommended download speed, then force quit the SHOWTIME app from device Settings and then reopen the app.
4. Make sure that no other memory or bandwidth intensive apps are running on the device.
5. Restart your Android mobile phone or tablet.

If you're watching the PPV event on an **Android TV or Google TV**:

6. Check that your device is connected to Wi-Fi or an Ethernet cable.
7. Check that your device has an active, consistent high-speed internet connection. We recommend a consistent download speed of at least 5 Mbps.
8. If you are near the recommended download speed, we recommend you consider removing other connected devices from your network to increase the bandwidth available to your streaming device. Additionally, if your device is connected via Wi-Fi, try connecting your device to your network via an Ethernet cable, if possible.
9. If you are well above the recommended download speed, then force quit the SHOWTIME app from the device Settings and then reopen the app.
10. Make sure that no other memory or bandwidth intensive apps are running on the device. If there are, please force-quit those apps.
11. Restart your Android TV or Google TV.

If you're watching the PPV event on a **Fire TV or Fire Stick**:

1. Check that your device is connected to Wi-Fi or an Ethernet cable.
2. Check that your device has an active, consistent high-speed internet connection. We recommend a consistent download speed of at least 5 Mbps.
3. If you are near the recommended download speed, we recommend you consider removing other connected devices from your network to increase the bandwidth available to your streaming device. Additionally, if your device is connected via Wi-Fi, try connecting your device to your network via an Ethernet cable, if possible.
4. If you are well above the recommended download speed, then force quit the SHOWTIME app from the device Settings and then reopen the app.
5. Make sure that no other memory or bandwidth intensive apps are running on the device. If there are, please force-quit those apps.
6. Restart your Fire TV or Fire Stick.

If you're watching the PPV event on a **Roku** device:

1. Check that your device is connected to Wi-Fi or an Ethernet cable. You can do so by following the instructions [here](#).
2. Check that your device has an active, consistent high-speed internet connection. We recommend a consistent download speed of at least 5 Mbps.



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3. If you are near the recommended download speed, we recommend you consider removing other connected devices from your network to increase the bandwidth available to your streaming device. Additionally, if your device is connected via Wi-Fi, try connecting your device to your network via an Ethernet cable, if possible.
4. If you are well above the recommended download speed, restart your device by going to Settings > System > System restart on your Roku device; or, Settings > System > Power > System restart on your Roku TV.

If you're watching on a supported **LG Smart TV, Samsung Smart TV, XClass TV, Xfinity Flex, or 4K Wireless Contour Box:**

1. Check that your device is connected to Wi-Fi or an Ethernet cable and getting the recommended consistent download speed of at least 5 Mbps.
2. If you are near the recommended download speed, we recommend you consider removing other connected devices from your network to increase the bandwidth available to your streaming device. Additionally, if your device is connected via Wi-Fi, try connecting your device to your network via an Ethernet cable, if possible.
3. If you are well above the recommended download speed, perform a hard restart of the device by powering it off, unplugging it, plugging it back in, and then turning it back on.

If you're watching the PPV event on an **Xbox:**

1. Check that your device is connected to Wi-Fi or an Ethernet cable and getting the recommended consistent download speed of at least 5 Mbps. You can do so by following the instructions [here](#).
2. If you are near the recommended download speed, we recommend you consider removing other connected devices from your network to increase the bandwidth available to your streaming device. Additionally, if your device is connected via Wi-Fi, try connecting your device to your network via an Ethernet cable, if possible.
3. If you are well above the recommended download speed, perform a hard restart of the device by holding down the power button for 10 seconds while the system is on. Once it is shut down, press the power button again to turn it back on. It will start and the green display screen should show up.

[I'm experiencing audio issues with the live stream of the PPV event. What should I do?](#)

If you're watching the PPV event on a **web browser or on the SHOWTIME app on a mobile device:**

1. Check the volume level on the SHOWTIME video player. Confirm that the audio is not muted.
2. Check device volume - make sure your speakers (if you are using speakers) are turned on and that the volume is set high enough. Confirm the volume is not muted.
3. Check that you can get volume from other apps or websites.
4. Restart your computer or mobile device.

If you're watching on a supported **Apple TV, Android TV, Google TV or Fire TV:**





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1. Make sure your television/audio speakers are turned on and that the volume is set high enough. Confirm the volume is not muted.
2. Confirm that you are able to listen to other audio on your device.
3. Restart your device and try to watch another video.

If you're watching on a supported **LG Smart TV, Samsung Smart TV, XClass TV, Xfinity Flex, or 4K Wireless Contour Box:**

1. Make sure your television/audio speakers are turned on and that the volume is set high enough. Confirm the volume is not muted.
2. Confirm that you are able to listen to other audio on your device.
3. Perform a hard restart of the device by powering it off, unplugging it, plugging it back in, and then turning it back on.

If you're watching on a supported **Roku** device:

1. Make sure your television/audio speakers are turned on and that the volume is set high enough. Confirm the volume is not muted.
2. Perform the Roku troubleshooting instructions [here](#).
3. Make sure that the device audio mode settings (System > Audio > Audio Mode) is set to "Auto" or "Stereo".
4. Restart your device by going to Settings > System > System restart on your Roku device; or, Settings > System > Power > System restart on your Roku TV.

If you're watching on a supported **Xbox One:**

1. Make sure your television/audio speakers are turned on and that the volume is set high enough. Confirm the volume is not muted.
2. Perform the Xbox troubleshooting instructions [here](#).
3. Perform a hard restart of the device by holding down the power button for 10 seconds while the system is on. Once it is shut down, press the power button again to turn it back on. It will start and the green display screen should show up.

[I purchased the PPV event but I'm being asked to purchase again](#)

If you purchased the PPV event via showtime.com, iTunes, Amazon or Google Play, and you do not see your purchase when you log in to the SHOWTIME app or showtime.com, please try to 'Restore Purchase' or click the 'Order Now' button again and go through the purchase process again. You will not be charged twice as long as you are **using the same account and login credentials as your original purchase.**

If you purchased the PPV event through Roku, or if you followed the steps above and you are still unable to see your PPV purchase, please contact customer care using the 'Need Help?' icon at the bottom of the page.

