

Pacquiao vs. Broner Pay-Per-View

January 19, 2019

9 pm ET / 6 pm PT

PPV PURCHASING

[Do I need to have a SHOWTIME subscription in order to watch the Pacquiao vs. Broner event?](#)

No, a SHOWTIME subscription is not required to watch a PPV event. 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 Pacquiao vs. Broner 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 Pacquiao vs. Broner 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
2. Log in to SHOWTIME using your SHOWTIME email and password
3. Locate the Pacquiao vs. Broner banner and click 'Order Now \$74.99'
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
2. Locate the Pacquiao vs. Broner banner and click 'Order 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 Pacquiao vs. Broner 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.) To purchase, simply open the SHOWTIME app, find the Pacquiao vs. Broner promotion on our home screen, and follow the prompts to purchase. 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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[How do I purchase the Pacquiao vs. Broner PPV event on my Fire TV?](#)

The PPV event is available to all Fire TV users via the SHOWTIME app. To purchase, simply open the SHOWTIME app, find the Pacquiao vs. Broner promotion on our home screen, and follow the prompts to purchase. 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.

[How do I purchase the Pacquiao vs. Broner PPV event on my iOS device \(iPhone, iPad and iPod Touch\)?](#)

The PPV event is available via the SHOWTIME app to all iOS users who have a supported device and operating system. To purchase, simply open the SHOWTIME app, find the Pacquiao vs. Broner promotion on our home screen, and follow the prompts to purchase. 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.

[How do I purchase the Pacquiao vs. Broner 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. To purchase, simply open the SHOWTIME app, find the Pacquiao vs. Broner promotion on our home screen, and follow the prompts to purchase. 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.

[How do I purchase the Pacquiao vs. Broner 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. To purchase, simply open the SHOWTIME app, find the Pacquiao vs. Broner promotion on our home screen, and follow the prompts to purchase. 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.

[How do I purchase the Pacquiao vs. Broner PPV event on my Amazon Fire Tablet?](#)

Unfortunately, the Pacquiao vs. Broner PPV event is not currently available on the Fire Tablet. Please use your Fire TV or another supported device to buy and stream the fight live.

[How do I purchase the Pacquiao vs. Broner PPV event on my Android TV?](#)

The PPV event is available via the SHOWTIME app to all Android TV users who have a supported device and operating system. To purchase, simply open the SHOWTIME app, find the Pacquiao vs. Broner promotion on our home screen, and follow the prompts to purchase. 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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[How do I purchase the Pacquiao vs. Broner PPV event on my Xbox One?](#)

The PPV event is available via the SHOWTIME app to all Xbox One users who have a supported device and operating system. To purchase, simply open the SHOWTIME app, find the Pacquiao vs. Broner promotion on our home screen, and follow the prompts to purchase. 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.

[How do I purchase the Pacquiao vs. Broner PPV event on my Samsung Smart TV?](#)

Unfortunately, the Pacquiao vs. Broner PPV event is not currently available on Samsung Smart TVs.

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

[How do I purchase the Pacquiao vs. Broner PPV event on my LG Smart TV?](#)

Unfortunately, the Pacquiao vs. Broner PPV event is not currently available on LG Smart TVs.

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

[When I buy a PPV event, do I get a SHOWTIME subscription with my Pacquiao vs. Broner 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 Pacquiao vs. Broner PPV event in order to watch it live on January 19th?](#)

Yes. Both SHOWTIME subscribers and non-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 Pacquiao vs. Broner PPV event?](#)

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



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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 Pacquiao vs. Broner fight?](#)

Since the PPV fight 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 fights offered on showtime.com.

[Can I apply a promo code that affects the price of a SHOWTIME subscription to purchase the Pacquiao vs. Broner PPV event on showtime.com?](#)

No, promo codes that apply to a SHOWTIME subscription purchase cannot be used for a PPV purchase.

[Can I use a SHOWTIME gift card or an account credit to purchase the Pacquiao vs. Broner PPV event on showtime.com?](#)

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

[When will I be charged for the Pacquiao vs. Broner PPV event?](#)

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

[What payment methods are accepted when purchasing the Pacquiao vs. Broner PPV event on showtime.com?](#)

Visa, MasterCard, American Express, Discover and PayPal may be used to purchase the PPV event on showtime.com.

[Will I be charged tax when purchasing the Pacquiao vs. Broner 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, Iowa, North Carolina, South Carolina, Tennessee, Texas and Washington.

[I am no longer able to watch the Pacquiao vs. Broner PPV event at the time it will air. Can I cancel my transaction after purchasing?](#)

If you ordered the Pacquiao vs. Broner PPV event on showtime.com and have questions about your transaction, please contact SHOWTIME Customer Service using one of the contact options at the bottom of this page.

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



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PPV LIVE STREAMING

[What devices can I use to watch the Pacquiao vs. Broner PPV event?](#)

If you purchased the Pacquiao vs. Broner 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)*

ANDROID

- Android Phone/Tablet: Android 4.3+*
- Android TVs*:
 - LeEco Android TVs
 - Hisense Android TVs
 - Sony Bravia Android TVs
 - NVIDIA Shield boxes
 - Xiaomi MiBox

APPLE

- Apple TV: 4th Generation or later*
- iPhone / iPad: iOS 9.0+*

ROKU

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

XBOX ONE

- All models*

COMPUTERS

- Windows 10 (all versions)
- Mac OSX 10.10+

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

- Chrome 61 or later**
- Windows Edge 40 or later**
- Firefox 60 or later**
- Safari 10 or later (Mac only)**

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

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



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

If you purchased the Pacquiao vs. Broner 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 61 or later
- Windows Edge 40 or later
- Firefox 60 or later
- Safari 10 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 first stream will automatically stop.

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

Yes, the Pacquiao vs. Broner main event will contain the option to listen to the fight with Spanish audio.

[How can I watch the Pacquiao vs. Broner PPV event?](#)

If you purchased the Pacquiao vs. Broner PPV event through the SHOWTIME app or showtime.com, you can stream the fight at www.showtime.com or via the SHOWTIME app on certain supported devices. 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.

[I am trying to watch the Pacquiao vs. Broner 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. 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 Pacquiao vs. Broner PPV, check your device generation or model. The SHOWTIME app available on older Apple TV and Roku devices may not offer pay-per-view.

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

For the upcoming Pacquiao vs. Broner PPV event, we have added availability for SHOWTIME app users with Xbox One, Android TV, and certain Roku devices. App updates introducing support on those devices will be available before 1/19/19. If you have verified you have a supported device and updated app and still do not see the PPV event, it's possible the SHOWTIME app update offering PPV is not yet available for your device. Please check back again before the fight to update your app.



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[On how many devices can I stream the Pacquiao vs. Broner 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 first stream will automatically stop on the first device.

[If I start watching the Pacquiao vs. Broner 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 Pacquiao vs. Broner PPV event live through SHOWTIME Anytime?](#)

No, this Pay-Per-View 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.

[How do I sign in and access the Pacquiao vs. Broner PPV event?](#)

To sign in and access the Pacquiao vs. Broner PPV event:

1. Go to 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

[Do I need to be connected to the internet to stream the Pacquiao vs. Broner PPV event?](#)

Yes, you need to be connected to a high-speed internet connection to stream programs and watch live events.

[Will there be closed captions available for the Pacquiao vs. Broner 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 Pacquiao vs. Broner PPV event via Airplay?](#)

Yes, Airplay is supported using the SHOWTIME app.

[Can I stream the Pacquiao vs. Broner PPV event using Chromecast?](#)

At this time, you can stream with Chromecast from a desktop computer using a supported Chrome browser (Chrome 61 or later). Other apps (e.g. SHOWTIME mobile applications) do not currently offer Chromecast streaming.



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[Can I connect my mobile device to my TV and watch the Pacquiao vs. Broner 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.

[Can I stream the Pacquiao vs. Broner PPV event outside of the United States?](#)

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

ABOUT THE EVENT

[Where can I find information on the Pacquiao vs. Broner PPV event?](#)

For information on the Pacquiao vs. Broner PPV event, please visit the event page on [showtime.com](#).

[What is the fight card for the Pacquiao vs. Broner PPV event?](#)

For information on the Pacquiao vs. Broner PPV fight card, please visit the event page on [showtime.com](#).

[When is the Pacquiao vs. Broner PPV event?](#)

The Pacquiao vs. Broner PPV event airs live on Pay-Per-View on Saturday, January 19th at 9 PM ET / 6PM PT. Please visit the event page on [showtime.com](#) for more information, and to add this event to your calendar so that you don't miss it!

[How can I order the Pacquiao vs. Broner PPV event in my commercial establishment \(bar, restaurant, etc.?\)](#)

The closed circuit agent for this event within the United States is Joe Hand Promotions. For information on how to order this PPV fight at your venue within the United States, please visit their website at [www.JoeHandPromotions.com](#), or call them directly at (800) 557-4263.

If you would like to order the PPV event at your venue in Puerto Rico, please contact Peter & Ivan Rivera directly with any questions. You can reach them by phone at 787-645-1132 or 787-627-6903 or by email at privera@ppventertainmentpr.com or irivera@prbestboxing.net.

The closed circuit agent in English-Canada is Premium Sports. You can email them at boxing@premiumsports.ca, or you can call them directly at (877) 871-1122.

The closed circuit agent in French-Canada is Sportscene. Please visit their website at <http://promotionssportscene.com/> or call them directly at (450) 645-1077.



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PPV TECHNICAL TROUBLESHOOTING

[What are the minimum system requirements for the Pacquiao vs. Broner 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.

[I'm experiencing buffering with the live stream of the Pacquiao vs. Broner PPV event.](#)

[What should I do?](#)

If you are experiencing buffering, you may have a weak or unstable connection to the internet.

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 your bandwidth. For the best experience, we recommend a downstream bandwidth of 5 Megabits per second (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 the type and speed of your internet connection. To stream the PPV event, we strongly recommend you use Wi-Fi, instead of a mobile data connection. We recommend a downstream bandwidth of 400 Kbps or higher for iPhone and a downstream bandwidth of 700 Kbps or higher for iPad.
2. 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.

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 downstream bandwidth of 5 Mbps or higher.
2. Close and restart SHOWTIME.
3. Restart your Apple TV.

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 cellular network



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2. Test your internet speed with an app such Speedtest.net Mobile Speed Test. To stream the PPV, you should have consistent downstream bandwidth of at least 5 Mbps.
3. If you continue to experience playback issues, please contact customer support. 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.
4. If you are well above the recommended download speed, force quit the SHOWTIME app from device Settings and then reopen the app.

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

1. Check that your device is connected to Wi-Fi or an Ethernet cable
2. Test your internet speed with an app such Speedtest.net Mobile Speed Test. We recommend a consistent download speed of 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.
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.

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. Test your internet speed with a third party app such as Speedtest.net. 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, 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 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,



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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 Pacquiao vs. Broner 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 or Fire TV**:

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 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 **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](#).



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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.

PPV ACCOUNT AND BILLING

[I forgot my account password for the Pacquiao vs. Broner PPV event. How do I reset it?](#)

To reset your password:

1. Go to showtime.com on your computer.
2. Click 'Sign In'.
3. Click on 'Forgot Password' beneath the sign in fields and follow the instructions on the page.

[I would like to edit my email address for the Pacquiao vs. Broner PPV event. How do I do this?](#)

If you need to edit your email address:

1. Go to showtime.com and sign in
2. Navigate to Account Settings > Email & Password
3. Select 'EDIT'
4. Update your email address and select 'SAVE'

[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 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'

