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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 a complete list of our supported devices, please click here.

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
2. Locate the PPV banner and click 'Buy Now $59.99'
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'

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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 PPV banner and click 'Buy Now $59.99'
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 Sunday, August 29th 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:

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 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 Android TV?

The PPV event is available via the SHOWTIME app to all 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 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

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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 and iPod Touch)?

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.

To purchase the PPV event through your iPhone, iPad or iPod Touch:

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

If you are experiencing any issues with purchasing the PPV event through your Roku device using the above steps:

1. Go to 'Menu' > 'Sports'. The page should display information about the PPV event.
2. Select 'Event Info' > 'BUY NOW $59.99'

How do I purchase the 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. 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 One:

1. Open the SHOWTIME app (not SHOWTIME Anytime)

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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?
Unfortunately, the 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 PPV event on my LG Smart TV?
Unfortunately, the PPV event is not currently available on LG Smart TVs.

Please click here for a full list of our supported devices.

How do I purchase the PPV event on my PlayStation 4?
Unfortunately, the PPV event is not currently available through the SHOWTIME app on PlayStation 4. The PPV event is available for purchase directly through Sony through the PlayStation Store.

Please click here for a full list of our supported devices.

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.

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 August 29th?
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.

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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 Joe Hand Promotions. 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 www.JoeHandPromotions.com, or call them directly at (800) 557-4263.

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 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.

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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.

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).

ABOUT THE EVENT

Where can I find information on the Jake Paul vs. Tyron Woodley PPV event?

For information on the Jake Paul vs. Tyron Woodley PPV event, please visit the event page at sho.com/ppv.

What is the fight card for the Jake Paul vs. Tyron Woodley PPV event?

The main event features the world renowned content creator and undefeated professional boxer **Jake "The Problem Child" Paul** against the toughest challenge of his budding career in the former UFC champion **Tyron "The Chosen One" Woodley.**

The SHOWTIME PPV event will feature a complete undercard of world-class professional boxing including Puerto Rican star and WBC/WBO Featherweight World Champion **Amanda "The Real Deal" Serrano** defending her titles against super bantamweight world champion **Yamileth Mercado** of Mexico in the co-featured bout. Former junior welterweight world champion **Ivan Baranchyk** will step into the ring to face the unbeaten Cleveland-native **Montana Love** in a 10-round showdown. Rounding out the PPV telecast will be two U.K stars making their stateside debut as the hard-hitting heavyweight **Daniel "Dynamite" Dubois**, who is ranked No. 1 by the WBA, will face **Juiseppe Angelo Cusumano** in a 10-round matchup, and **Tommy "TNT" Fury**, the younger brother of heavyweight world champion Tyson Fury, will square off against combat sports veteran **Anthony "Pretty Boy" Taylor** in a 4-round, 180-pound catchweight fight to open the pay-per-view telecast.

For more information on the Jake Paul vs. Tyron Woodley PPV fight card, please visit the event page at showtime.com/ppv. Fight card is subject to change.

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When is the Jake Paul vs. Tyron Woodley PPV event?

The Jake Paul vs. Tyron Woodley PPV event airs live on Pay-Per-View on Sunday, August 29th, beginning at 8:00 pm ET / 5:00 pm PT. Please visit the event page at sho.com/ppv for more information, and to add this event to your calendar so that you don't miss it!

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 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 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 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 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 or through the SHOWTIME app, please reach out to such other TV or streaming provider directly with any questions related to your PPV purchase.

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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+
- Android TVs with Android 5.1+:
  - LeEco Android TVs
  - Hisense Android TVs
  - Sony Bravia Android TVs
  - NVIDIA Shield boxes

APPLE
- Apple TV: 4th Generation or later
- iPhone / iPad: iOS 11.0+

CHROMECAST

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

XBOX ONE
- All models

Please note that the PPV event is not available for purchase or for streaming through Samsung Smart TV or LG Smart TV. For more information on how you may be able to watch using an unsupported device, please click here.

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

Desktop Computers
- Windows 10 (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 68 or later
- Windows Edge 40 or later
- Firefox 78 or later *
- Safari 10 or later (Mac only)

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

* Click <u>here</u> to review an important note for Firefox users.

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 68 or later
- Edge 40 or later
- Firefox 78 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 stream on the first device will automatically stop.

* Click <u>here</u> to review an important note for Firefox users.

My device is not supported for the PPV event. What can I do?

If your preferred device does not appear in our <u>supported device</u> 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 <u>here</u> 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 68 or above) - you can go to www.showtime.com/ppv and Airplay the PPV stream from there.

Please click <u>here</u> 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

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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 using a supported browser.

Option 4: Casting your mobile device or computer

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 SHOWTIME app.
- A desktop computer – using a supported Chrome browser (version 68 and above), you can go to www.showtime.com/ppv and stream PPV from there.

For more information on streaming via Chromecast, please visit the 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?

No, the PPV event on Sunday, August 29th will not contain Spanish audio.

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 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 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

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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.

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 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 68 or above) - you can go to www.showtime.com/ppv and Airplay the PPV stream from there.

Please 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 supported Chrome browser (Chrome 68 or later), a supported Android mobile device, or a supported iPhone/iPad.

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 SHOWTIME app.
- A desktop computer – using a supported Chrome browser (version 68 and above), you can go to www.showtime.com/ppv and stream PPV from there.

For more information on streaming via Chromecast, please visit the 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. 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.

Or, 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 using a supported browser.

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.

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 <u>consistent</u> 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 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, <u>consistent</u> 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 <u>here</u>.
2. Check that your device has an active, consistent high-speed internet connection. We recommend a <u>consistent</u> 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 <u>consistent</u> download speed of at least 5 Mbps. You can do so by following the instructions <u>here</u>.
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

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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 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 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.

Jake Paul vs. Woodley Paul Pay-Per-View

August 29, 2021

8 pm ET / 5 pm PT

Important Information for Firefox Users

To avoid playback issues when streaming through showtime.com, please upgrade your Firefox browser to version 78 or above, and then clear your cache before streaming from showtime.com. Or use a different supported browser.

If you experience any issues after upgrading your browser, and you don't have another browser to use, please open a Private Browser Window (Incognito mode) and try again.

To open a Private Browser Window in **Firefox**, click on the Firefox Menu in the upper-right-hand corner of the browser and select New Private Window. You can also use the shortcut Shift + ⌘ + P (on macOS) or Shift + CTRL + P (on Windows/Linux).

SHOWTIME