NimBL Live TV FAQ Sheet

1. **Why is Baldwin LightStream making the switch from traditional cable TV to streaming TV?** Because of the changes in Radio Frequency (RF) technology and the discontinuation of support for our current cable set-top boxes, our board of directors has decided to continue providing video services via a new streaming platform. Baldwin LightStream will be able to adapt to future changes in video technology thanks to the streaming platform. We also recognize that neighboring service providers made the hard decision to no longer offer access to cable video services, and we are proud that we can continue to provide the programming that our customers know and enjoy.

2. **What is NimBL Live TV streaming?** Streaming NimBL Live TV is simply video delivered over an internet and distributed over a Wi-Fi connection instead of using a cable in your home.

3. **Will I still need my cable boxes?** No, our technician will be removing the cable boxes from the home at the NimBL Live TV service install appointment.

4. **Do I need a streaming device on each TV?** While the streaming are small and can be moved between TVs, you will want to have a streaming device per TV for convenience.

5. **Do I need to have a Smart TV and/or will my Smart TV work with NimBL Live TV?** No. Instead of a Smart TV, we recommend the Amazon Fire TV 4K Max streaming device. You will need to have a TV that is capable of connecting a device via the HDMI port. Before purchasing a device, please review our supported devices list.



6. **Is there a monthly fee for Amazon Fire TV?** No, there is not a monthly fee for the device. This is a one-time purchase. Devices range in price from $25-$60 per device.

7. **What if I already own an Amazon Fire TV?** You may be able to use this device for NimBL Live TV. We recommend the Fire TV Stick 4K MAX as we are confident will be able to stream our live TV at its best quality. We cannot guarantee the quality of streaming outside of the supported device list.

8. **Can I use the same remote?** No. The remotes that were used with the cable boxes will not work with the streaming device. There will be new remotes in the box with your new streaming device.

9. **Is there an app needed to watch NimBL Live TV?** Yes. You can find the NimBL Live TV app on Amazon Fire TV and on mobile devices (phones and tablets) using the MyTVs app.

10. **Do I need to use the MyTVs app on mobile devices?** NimBL Live TV will work without using the mobile MyTVs app. We do suggest downloading the app, as it can help streamline the process when adding new devices on your own in the future.

11. **What is the channel quality?** Most channels are streaming in HD, as long as they have been filmed this way. You will find that older programming that was filmed in SD will be broadcast in SD.

12. **Does signing up for NimBL Live TV change my Netflix or Hulu subscription?** No. NimBL Live TV will not affect your other subscriptions.

13. **Does signing up for NimBL Live TV change my home phone service?** No. NimBL Live TV will not affect your home phone service.

NimBL Live TV FAQ Sheet

14. **Can I take NimBL Live TV with me anywhere?**
    NimBL Live TV is able to be streamed in our service area. You will not be able to watch our programming through NimBL Live TV outside our service area.
    Watch TV Everywhere is a FREE service included with your NimBL Live TV subscription that allows you to watch or stream some of your favorite channels and programming from any location that has an internet connection. You can sign up at https://www.wtve.net
    You will need to have your account number and the last name on your statement to register.

15. **Will I get the same channels I have now?** NimBL Live TV continues to offer the same programming as our traditional cable TV. Further, it has allowed us to add networks and gives you the flexibility to choose the programming you want. We offer the same great networks as the other streaming services – but all in one app. Please review our channel guide as some programming has moved within the NimBL Live TV packages.

16. **What features are included with NimBL Live TV?**
    Recording of 1 Show per Time Slot
    50GB cloud DVR (recorded programming will be saved for 30 days)
    3 Consecutive Streams
    Restart TV
    20 Devices (You can install NimBL Live TV on up to 20 devices)

    Upgrades are available for cloud DVR storage and additional streams.

17. **What is the difference in storage for the cloud DVR packages?**
    50GB = Approximately 18 hours of storage.
    100GB = Approximately 36 hours of storage.
    300GB = Approximately 108 hours of storage.

18. **What does "3 consecutive streams" mean?** This means you can watch NimBL Live TV on up to three (3) devices at the same time. Each additional stream is $4.95 per month. 5 streams max.

19. **Is it necessary for me to have access to the internet?** Yes, you will need an internet connection from Baldwin LightStream.

20. **How do I know how much internet I need?** Our Customer Service and Sales Representatives are able to assess your internet usage and provide a suggested internet speed tier for you.

NimBL Live TV FAQ Sheet

21. **I have never had internet; how will I get connected?** Baldwin LightStream will provide FREE home visits to all our subscribers. During this home visit, our trained technicians will be able to install any needed internet equipment. A Wi-Fi router is included with internet packages of 250Mbps and higher.

22. **How much will my bill be?** For a quote, please contact our Customer Service and Sales Representatives. If you choose service offerings similar to what you currently have – you should not see any significant change in billing.

23. **What are your new discounts?**
    AutoPay/Paperless billing - $10 discount
    Subscription to two services (Internet and NimBL Live TV or Internet and Phone) - $20 Discount
    Subscription to Internet, NimBL Live TV and Phone - $30 Discount
    Military/1st Responder - $5 Discount
    Senior - $2 Discount (65 and older)

24. **When can I make the switch?** NimBL Live TV is now available. We suggest making the switch as early as possible to avoid any delay or interruption in service.

25. **When will traditional cable TV go away?** Our final day is December 31, 2023. However, we hope to have most everyone moved to the new streaming service by October 31, 2023. Please do not delay in making the switch; we will not be able to accommodate a large number of orders at the end of 2023. If you do not switch to NimBL Live TV, you will lose access to cable TV programming through Baldwin LightStream.