

# Elevate TV FAQs



## Do I need an internet connection?

Yes, a high-speed internet connection from Elevate is required to access Elevate TV.

## Do I need have any special equipment to connect?

You will need a way to access the Elevate TV app on your actual TV, which can be done through a streaming device like the Amazon Fire Stick (recommended), Roku, Apple TV, among others. Some smart TVs have Amazon or Roku built into them, so a streaming device may not be required. The Elevate TV app can be directly downloaded on your tablet or smartphone.

## Do I have to have a smart TV?

No, but to watch Elevate TV, your TV set must have an HDMI port. Smart TVs are the best option for streaming video to a TV, however, any TV with a functioning HDMI port will work once a streaming device is connected.

## How many devices in my home can access Elevate TV at the same time?

A total of 3 streaming devices (standard TV, smart TV, tablet, smartphone, etc.) can access Elevate TV at the same time. You can purchase additional streams for \$2/stream/month.

## How many channels are available?

There are up to 24 local channels (your location determines if you receive the Denver (24) or Grand Junction (16) lineup), 54 additional network channels, and 49 premium channels. Channels are available in packages starting at \$29.95 per month—see the full channel lineup at [elevateinternet.com](http://elevateinternet.com).

## How do I know if I get Denver locals or Grand Junction locals?

Currently, there are 24 Denver locals and 16 Grand Junction locals. Your local area channels will be displayed in your channels guide and are based on your location. Delta County residents receive Denver channels, and Montrose County residents receive Grand Junction channels.

Local channel areas are not determined by Elevate, they are assigned by “Designated Market Areas” (DMAs), and each individual county in the U.S. falls into a DMA. This is necessary to comply with Federal Communications Commission (FCC) rules.

## How do I order Elevate TV?

It's easy! Call us at 877-687-3632 Monday through Friday (8 a.m. – 5 p.m.), or stop by and visit us at our Montrose or Read office.

## Does it require an install and is there a fee?

There is no additional installation cost for Elevate TV. To get started, simply subscribe, download the app, and go. If you would prefer a technician to come and assist with the install, no problem, the fee for a technician visit is \$75/hour.

## Do I have to sign a separate contract for Elevate TV?

No. There is no contract tied to the TV service through Elevate.

## Can I order TV channels a la carte? What about the movie packages?

TV channels are available in 3 plans, shown below. Movie channels are available as add-on packages. Visit [elevateinternet.com](http://elevateinternet.com) for more details.

- » Local Lineup \$29.95/mo. Local channels - 24 Denver channels, 16 Grand Junction channels
- » Expanded Plan \$84.95/mo. Local Lineup plus 54 popular channels – ESPN, Disney, HGTV, and more
- » Extreme Plan \$109.95/mo Expanded Plan plus 49 more of your faves

## Do you offer sports channels?

Watch your favorite sports through our Expanded Plan (9 sports channels) or Extreme Plan (11 sports channels).

Channel lineup is subject to change. For most up-to-date lineups visit [elevateinternet.com](http://elevateinternet.com).

