

FREQUENTLY ASKED QUESTIONS (FAQS)

Q: When will this take place?

A: TV service at Polar Communications will be shut down on July 17, 2023.

Q: Why are you discontinuing TV service at Polar?

A: We have been honored to provide you with a television service for many years and this was not an easy decision.

- Changing industry and rising programming costs. You can now purchase the same video service or channels via streaming for a lesser price than programmers charge us as video providers. In addition, programmers are providing Polar with less content and moving it to individual streaming platforms (like Thursday night football moving to Amazon Prime Video). We feel we are at a unique time to save you the customer money and improve your options.
- Polar experienced issues with its new TV platform that were not up to the quality-of-service standards we pride ourselves on. We cannot continue to offer a product that does not meet our customer experience standards.

Q: What are my options?

A: The best option is to go to a live TV streaming service. There is a resource that will help you find the best live TV alternative for you. Simply answer a few brief questions about your viewing needs and it will help you find the most cost-effective streaming bundle with all your favorite channels. Visit mybundle.tv to get started.

Q: What is streaming?

A: Streaming refers to any media content you watch or listen to on a TV, computer, or mobile device using your Internet. Podcasts, movies, TV shows, and music are common forms of streaming content. If you have ever watched something on Netflix or Prime Video, or listened to music on Spotify or Pandora, you have streamed.

Q: What do I need to stream?

- The first thing you will need is a device to stream on. There are many options such as, Roku, Apple TV+, Fire TV, or a smart TV.
- The next thing you will need is a streaming TV service and account. Some of these include Hulu + Live TV, YouTube TV, and DirectTV Stream.
- The third thing you will need is Polar Internet. Our customer service team will be glad to help you find a speed that is right for you. The right speed is very important for a quality experience. It is dependent on how many people are in your home, and how many devices are using the Internet at the same time.

Q: How do I switch?

- Current Polar cable TV customers. First, are you streaming anything now? For example, in addition to our cable TV do you subscribe to any other services such as Netflix? If so, you are already half-way there. The best option is a live TV streaming service. Visit mybundle.tv and choose what works best for you. After you set this service up call us to disconnect your cable TV and we will schedule a time to pick up your set top boxes.
- Current Polar streaming customers. Visit mybundle.tv and choose what works best for you. After you set this service up call us to disconnect your Polar TV. If you currently have a KAON box, we will schedule a time to pick it up.

Q: Can I cancel my TV service and keep my Internet?

A: Absolutely. We have invested in a state-of-the-art fiber network that will offer the bandwidth available for your future streaming TV needs.

Q: Will this affect my phone and Internet I currently have with Polar?

A: In general, this should not affect your phone or Internet services. Depending on the Internet tier of service you are presently at and what you do with the broadband service at the time you may want to consider increasing your Internet speed.

FAQS CONTINUED

Q: Will you help me hook up my new TV service?

A: Yes, we are here to help. But please understand for privacy reasons there are certain things that we cannot help you do. This would include setting up individual accounts such as an Amazon or Google. It is helpful to have a smart phone to do this and we encourage you to enlist a friend or relative for help with this if needed.

Q: How can I watch the local broadcast stations?

A: Local stations are a part of Hulu + Live TV, DirecTV Stream, YouTube TV, and FuboTV. If you don't want to subscribe to those services and just want an on-demand option experience with some local live station access, some options are:

- KXJB/CBS and KVLV/NBC are available on the free app, Vuit.
- KVRR and WDAY livestream their broadcasts on their websites.
- KXJB/CBS is available on Paramount + Premium. This is the same channel that you watch today-live feed. NFL games are included.

Q: How can I watch sports:

- Minnesota Wild, Minnesota Timberwolves, and Gopher hockey is available on Bally's Sports Plus. At this time, Minnesota Twins games are not available on this app. Discussions are ongoing to include Twins games by the 2023 season.
- Bally's Sports North regular channel is available as part of DirecTV Stream which would also include several other channels such as local broadcast channels and traditional cable TV channels.
- UND hockey is available on NCHC.tv. Several subscription plans are available from monthly to yearly with options to choose all schools or select schools. UND hockey is not available on the Midco Sports app.

Q: Are you going to reimburse us for the Firesticks we bought?

A: No, you will find the Firesticks still useful for your future streaming needs.

Q: Are you going to provide Firesticks?

A: We will sell Firesticks for a limited time, while supplies last.

Q: What will become of the local Ad Channel?

A: We are currently looking at options to provide a digital service in the future.