

## Frequently Asked Questions From Fans About the NFHS Network

### What is the NFHS Network?

The NFHS Network delivers high school sports and events to family members and fans, wherever they are and whenever they want, by streaming videos live and on-demand through a variety of Internet-enabled devices.

Our school is now a member of the NFHS Network School Broadcast Program and we have our own NFHS Network channel where you can watch all of our broadcasts – live or on-demand.

Subscription passes are required to watch *sporting* events when they air live and then for 72 hours after the live broadcast (if the event is available on-demand). After 72 hours, sporting events are free of charge to watch on-demand. Daily, Monthly, 6 Month, or Annual Subscriptions give you immediate access to all content at NFHSnetwork.com, including thousands of playoff, tournament, and championship events. Subscribers also get access to an exclusive NFHS Network app available on iPhone and Android. A share of the proceeds from your purchase will be given back to our school.

### What does a subscription to the NFHS Network include?

A subscription to the NFHS Network gives you immediate access to all of our school's regular-season and post-season broadcasts. You will also have access to **all content on the NFHS Network**, including thousands of playoff, tournament, and championship events. Subscribers also get access to an exclusive **NFHS Network app** available on iPhone and Android. A share of the proceeds from your purchase will be given back to our school.

### How do I purchase a subscription?

You can purchase a subscription by going to [www.NFHSnetwork.com](http://www.NFHSnetwork.com) > click on the **School** tab > type in our school's name > click on the result. Once you're on our school's channel, click the "**Support Your School, Click For Full Access**" link to access our school's custom Subscription Landing Page.

You will also be given the option to subscribe when you are trying to watch one of our school's subscription events.

### Can I watch all Tournament, Playoff, and Championship games with my subscription?

Yes, you can watch any and all available content during the time period of your chosen subscription. This includes playoff, tournament, and championship events.

### Can I watch archived games?

Yes. You have unlimited access to all content, live or on-demand, on the NFHS Network with a subscription.

### Are there broadcasts I can watch that don't require a subscription?

All sporting events are available after 72 hours of the event's initial broadcast for **free**. All highlights and non-sporting events are free for viewers, though we may decide to put special events under subscription (i.e. graduation).

### Can I watch games on a mobile device?

With your purchase of a subscription, you also get access to content through the exclusive NFHS Network mobile app. You can find this app by searching for "**NFHS Network**" in your iPhone or Android App Store.

### What do you mean when you say, "proceeds from your purchase will be given back to the school?"

PlayOn will return 50% of the net proceeds from subscription pass purchases back to the school.

### How do I make sure that *my* school receives the proceeds from my subscription pass purchase?

When you purchase a Monthly, 6 Month, or Annual, you can select to which school you want to attribute your purchase. If you purchase a Day Pass, the school *producing* that event will receive the share of the subscription proceeds.



## How much does a subscription cost?

There are currently four retail subscription options. All subscription options are time-based, not specific event-based. Once viewers purchase a pass, they will have access to all video content available on the NFHS Network for the duration of that pass.

- The Day Pass offers 24 hours of full access starting at \$9.95\*
- The Monthly (Recurring) Pass offers 30 days of full access to users for \$14.95\*
- The 6 Month Pass offers 180 days of full access to users for \$59.95\*†
- The Annual Pass offers 365 days of full access to users for \$119.95\*†

\*Prices subject to change.

†Pricing starts Fall 2014.

## Why isn't the game I'm looking for being broadcast?

If the game is scheduled to start playing but is not appearing on the site, **check the date and time** the game is scheduled to begin (all games are scheduled in Eastern Standard Time).

There is a chance **we were unable to produce the event** due to weather, logistics, etc. Our **student-run** broadcasting team is trying their best to cover all games on our schedule, and every now and then, we may not be able to produce one of those games.

If it is scheduled to begin at the time you are trying to watch, please **contact NFHS Network customer support**, [memberadmin@nfhsnetwork.com](mailto:memberadmin@nfhsnetwork.com). Let them know which game you're trying to watch, and the NFHS Network will try and get in touch with our broadcasting team.

If you are looking for a game scheduled sometime in the future and it does not appear on the schedule, it is possible that we have decided **not to produce that particular game**, or we have **not had the chance to schedule** that event just yet.

## What if I cannot view the live broadcast I have selected to watch?

Due to the nature of broadcasting high school events, the start of a game may be delayed. We suggest checking back on the event after a few minutes. If you are still having trouble, you may need to enable cookies in your browser (you can find instructions for doing so at <https://accounts.nfhsnetwork.com/cookies>). If that does not solve the issue, please contact NFHS Network customer support at [memberadmin@nfhsnetwork.com](mailto:memberadmin@nfhsnetwork.com) and they will try and get in touch with our broadcasting team.

## The broadcast I'm watching keeps buffering. What can I do?

Our school may occasionally have network connectivity issues during broadcasts, especially when we're streaming an away game. Most of the time we are aware of this and will do whatever we can do to fix it.

Since Internet bandwidth continually fluctuates (especially with a wireless connection), you may want to test your Internet's download speed at [www.speedtest.net](http://www.speedtest.net). The suggested download speed needed to view live events on the NFHS Network is 2 Mbps or higher.

## Will I be able to cancel my subscription?

You may cancel your subscription at any time by logging into your NFHS Network **account** and choosing the "Cancel Account" option.

## Who can I contact when I need help with my subscription?

If you have any questions or issues with your subscription purchase, please contact the NFHS Network customer support at [memberadmin@playonsports.com](mailto:memberadmin@playonsports.com).