

## **Key Messages:**

- TMN Encore is rebranding to STARZ on March 1, becoming the home of all new, Original STARZ series
- Subscribers can enjoy exclusive access to all new STARZ Original series, including Now Apocalypse, the much-anticipated spy thriller The Rook, new seasons of critically-acclaimed series Vida and Sweetbitter and select back seasons of popular STARZ series including Black Sails, DaVinci's Demons and Power
- More than 80 Lionsgate films and series, including Nurse Jackie, will be added to the already impressive library that TMN Encore was so well known for
- Over 1600 hours of programming will be available On Demand and on the Crave app

## **General FAQs:**

#### Q: What is STARZ?

A: STARZ is the home in Canada for all new, library titles, and past seasons of STARZ Original series, plus your all-time favourite classic Hollywood movies. Choose how and when you watch on 2 channels, On Demand, online, and on the Crave app.

#### Q: How can I get STARZ?

A: On March 1, customers who subscribe through their TV service provider will have access to STARZ on traditional set-top boxes as linear channels and On Demand. Access online and on the Crave app will be available the following week.

#### Q: How can I watch STARZ?

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A: On March 1, subscribers will have access to STARZ on traditional set-top boxes as linear channels and On Demand.

Access online and on the Crave app will be available the following week.

In addition to classic Hollywood movies, your subscription to STARZ (formerly TMN Encore) now includes STARZ original programming such as:

- All <u>new</u> STARZ series (day and date with the US channel), including scripted dramas, scripted ½ hour series and unscripted series
  - o New series including: Now Apocalypse, The Rook, America to Me and more
  - o Returning series including: Counterpart, Sweetbitter and Vida
- Over 1600 hours of STARZ Original programming & films STARZ library and past seasons On Demand:

Past seasons of acclaimed series such as POWER, BOSS, BLACK SAILS, SURVIVOR'S REMORSE, and MAGIC CITY

- Lionsgate series including NURSE JACKIE and Sarah Silverman's I LOVE YOU, AMERICA (beginning April 1)
- More than 80 Lionsgate library films including *Dirty Dancing*, *American Psycho*, and *Buffalo '66* (beginning April 1)
- Hollywood classic movies including 850 films:
  - Over 170 films scheduled on linear each month
  - Over 700 films available On Demand each month
  - o Approx. 20-30 new films available on On Demand each month

#### Q: I was a TMN Encore subscriber, how does this impact my package?

A: TMN Encore has been rebranded to STARZ and your subscription just got better! You will continue to get your all-time favourite movies and classic films, plus now you get STARZ Original series like *Power* and hit TV series like *Nurse Jackie* all as part of your subscription.

## Q: Are there any changes to the STARZ channel numbers?

**A:** There are no changes to the channel numbers. The two channels on your EPG listings will be identified as STARZ 1 and STARZ 2.

## Q: Where can I find the programming schedules for STARZ linear channels (STARZ 1, 2)?

A: To find the programming schedule, please visit: crave.ca/live.

## Q: Can I watch STARZ content on the go?

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A: Yes. STARZ content can be accessed through the Crave app and TV service provider apps, as applicable.

## Q: I want to watch OUTLANDER and new seasons of POWER and AMERICAN GODS, why can't I access this content on STARZ in Canada?

A: Bell Media's long-term agreement with Lionsgate to bring STARZ to Canada went into effect in 2018, therefore, previous STARZ series – like OUTLANDER, POWER, and AMERICAN GODS – will continue to air on their current Canadian channels. All new and future STARZ programming – such as COUNTERPART, NOW APOCALYPSE, THE ROOK, VIDA, SWEETBITTER, and more – are now available on STARZ in Canada.

STARZ is also home to past seasons of hit STARZ originals like POWER (Season 1-5, available April 1), BOSS (Season 1-2), BLACK SAILS (Season 1-4), SURVIVOR'S REMORSE (Season 1-2), PARTY DOWN (Season 1-2), THE GIRLFRIEND EXPERIENCE (Season 1), and MAGIC CITY (Season 1-2), plus Lionsgate library series

like NURSE JACKIE (Season 1-7), and Sarah Silverman's I LOVE YOU, AMERICA (Season 1-2).

#### <u>aqA</u>

STARZ subscribers can watch all the programming included with their subscription on the Crave app.

#### Q: Do I have to pay extra to access the Crave app?

A: No! Access to the Crave app is included with your subscription to STARZ.

## Q: What devices is the Crave app available on?

**A:** In a rollout scheduled to begin the week of March 4, STARZ will be available on web, iOS, Android, Apple TV Gen 4 and Chromecast, and will be available shortly on all other Crave-supported platforms including Apple TV Gen 3, Xbox One, Samsung Smart TV (2014-Current), Amazon Fire TV, Amazon Fire Stick, and Android TV.

#### Q: How do I 'Sign In' in the Crave app or website?

- **A:** 1. Go to your device's app store and search for the Crave app.
  - 2. Download and install the app.
  - 3. Open the app and click on 'Sign In'
    - i. If you are a TV customer, click on 'Through my TV Provider'
    - ii. Select your TV provider from the list available. If you don't see your TV provider, try clicking on the magnifying glass at the top of the window and search for your TV provider.
    - iii. After clicking on your TV provider, enter your login name and password and click 'Continue'.
    - iv. If you signed up for your STARZ account through Crave.ca click on 'Directly Through Crave'
    - v. Enter your account email and password and click 'Continue'. The page will refresh and you can now start enjoying Crave!

## Q: How do I find something to watch?

- A. There are many ways to find something to watch on Crave.ca and the app.
  - a. On the website:
    - i. Click on one of the options in the main navigation at the top of the site: TV Shows, Movies or On Air
    - ii. Use the search bar at the top of the page by clicking on the magnifying glass. Search results will automatically population below the search bar or you can hit 'Enter' and be taken to a full search result page with more options to choose from.
    - iii. You can visit our STARZ section of the site
    - iv. Younger viewers can use our Kids section

v. We've curated collections of titles based on a single topic, you can see them on our Collections page

#### Q: What is the On Air section?

A: The On Air section allows you to watch the linear live streams for STARZ 1 and STARZ 2 channels. This content is available for STARZ subscribers.

### Q: How many people can stream on my account at the same time?

A: Users are allowed to stream on two devices at the same time.

## Q: How many devices can be registered to my account?

A: Users can register five devices at a time on their account. To manage devices, go to 'Manage Account' and select Settings and then 'Device Management. Click 'Edit' to delete devices from your account and then hit 'Apply'.

#### Q: Can I download shows and movies and watch them offline?

**A:** Yes! The Crave app allows users to download episodes and movies and watch them offline later. You must have access to the Internet in order to download the content via the Crave app.

#### Q: How do I Download to Go?

progress of your downloads.

remove the titles from your device.

**A:** Visit the show page of a series or movie and look for the download icon next to the title's thumbnail. Click on the download icon and your title will begin to download. The download icon will change to show the progress of your download. You can also visit the 'My Cravings' section and click on 'My Downloads' to see the

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Q: How do I delete an episode or movie I've downloaded?

A: Visit the 'My Cravings' section and click on 'My Downloads'. Click on the Edit link at the top of the page. Check off the titles you'd like to remove. Click on 'Delete'. This will

#### Q: How long can I keep my Download to Go titles?

**A:** Users may download 10 movies or episodes at a time and have 15 days after a download is completed to begin watching a title offline. Upon playback of the downloaded title, the video will expire in 48 hours. Titles will also expire when the title expires from the service or when your subscription ends.

### Q: How much data does Crave use playing video?

A: On Crave.ca, users can control the quality of their video playback. In the video player, click on the gear icon in the bottom right corner. Users can select from a list of video playback options with 720p being the best quality available. An hour of 720p playback will use approximately 2.5GB of data.

Approximate amount of data used per bitrate:

720p - 2.5GB/hour

540p - 1.1GB/hour

360p - 800MB/hour

240p - 320MB/hour

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The Crave apps use a video player with an adaptive bitrate and the apps will always auto select the highest bitrate available based on a user's network speed. To control your mobile data usage, go to 'Settings' and turn on the 'Stream only on Wifi' option. This will limit playback to devices connected to a Wifi network. Internet charges apply.

### **On Demand**

#### Q: Is STARZ available On Demand?

A: Yes, with participating TV service providers.

#### Q: How do I access STARZ On Demand?

A: STARZ On Demand is available via the set-top box based on your offering to your customers. All programming airing on the live channels and more, are available for streaming on the Crave app at all times and On Demand.

#### Q: What is available On Demand?

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A: All programming airing on the live channels and more, are available for streaming on the Crave app at all times and On Demand.

## Q: Do I have to pay extra get to get STARZ On Demand?

A: STARZ On Demand is included with a STARZ subscription, there is no extra charge.

#### **Direct-To-Consumer**

# Q: In a rollout that begins the week of March 4, STARZ will be available directly to Canadians. How does this impact my subscription with a television provider?

A: Aside from the billing company, when subscribing through a TV service provider customers have the option to order STARZ as a standalone channel or within a package. Subscribing through a television provider also provides viewers with the option to access the service via the set-top box (where supported) with on demand and linear channels in addition to the Crave app and online. The content offering is the same regardless of the provider or the platform.

# Q: Can I cancel my STARZ subscription with a television provider and get STARZ directly?

A: Yes. However, subscribing through a television provider offers viewers the option to access the service on demand and linear channels through their set-top box (where supported).