

## NextStream FAQs

### What Is Streaming?

Streaming is a term to describe the delivery method of receiving video over the internet in real-time.

When considering, you will first need to make sure you have adequate internet speed to have a good experience streaming video.

### What is the cost?

NextStream pricing will include one stream with Classic, Preferred or Elite packages. Pricing is not the same as traditional video service today due to repackaging of channels.

#### NEXTSTREAM PACKAGES

All NextStream packages include access to watchTVeverywhere services at no additional charge (for participating networks included in package).

Classic Package | \$59.99

Preferred Package | \$139.99

*Includes Classic and Preferred lineups plus Stingray Music Channels. Available for Residential and Commercial customers.*

Elite Package | \$159.99

*Includes Classic, Preferred and Elite lineups plus Stingray Music Channels. Available for Residential and Commercial customers.*

*Streaming packages include a charge for over-the-air broadcast signals:  
\$26.31 for Camilla and Moultrie • \$32.30 for Cairo and Thomasville*

#### ADD-ON PACKS

Spanish Pack | \$5.99

*Spanish Pack available with Preferred or Elite Packages only.*

HBO Pack | \$16.00

Cinemax Pack | \$9.99

Showtime Pack | \$17.99

Starz/Encore Pack | \$9.00

*HBO, Showtime, Cinemax and Start/Encore Packs available with any NextStream package.*

### Can additional streams be purchased?

Additional streams may be purchased for NextStream access on additional TV's or devices.

Up to 2 total streams – \$1.99/mo.

Up to 3 total streams – \$2.99/mo.

Up to 4 total streams – \$3.99/mo.

Up to 5 total streams – \$4.99/mo.

Up to 6 total streams – \$5.99/mo.

### Is internet service required? What are the minimum requirements for optimal streaming experience?

NextStream service requires CNSNext's NextGEN internet service.

Minimum available requirement of 3Mbps per stream, does not account for any other internet usage. CNSNext recommends the following per stream:

3 Mbps – recommended for SD quality

6 Mbps – recommended for HD quality

8 Mbps – recommended for Full HD quality

CNSNext suggests the Basic internet package (\$44.99/month) for those who do not currently have Internet services.

### Can I use this service on any device?

NextStream service is available on Amazon Fire Stick devices (Not Fire TV or Stick Lite devices), Apple TV or Mobile devices. Certain local programming is only viewable within the CNSNext network. Customers must be enrolled for streaming service for NextStream to view on any device.

For a full list of NextStream supported devices [Click Here](#).

### Is there an adaptation of NextStream for a more traditional viewing experience?

Yes, NextStream customers have the option to rent a Set-Top Box (STB) to view NextStream in a more traditional setup. NextStream STB's can be utilized for at an \$11.99/month rental fee. Customers renting a STB have two remote control options to select from. To avoid a STB fee, NextStream customers have the option to use their devices at no additional cost.

To view the STB remote user guides click here: [Potenza - Polaris](#)

### Is my channel lineup the same?

Due to restructuring of NextStream packages, the channel lineups are not the same as CNSNext traditional video services. [Click here](#) to see NextStream lineups.

### I need help setting up my device

Amazon Fire TV Support- Get help setting up and troubleshooting issues with Fire TV devices. [Click here](#).

Apple TV Support- Get help setting up and troubleshooting issues with Apple TV devices. [Click here](#).

Roku TV Support- Get help setting up and troubleshooting issues with Roku devices. [Click here](#).

Android/Apple iOS Support- Get help setting up and troubleshooting issues with Android devices. [Click here](#).

### What Are the Channel Lineup Options?

[Click here](#) to view channel lineup options.

### Does CNSNext Offer DVR?

NextStream Cloud-Based DVR is available. Certain NextStream bundles offer 50-300 hours of DVR storage. Additional NextStream DVR storage can be purchased for an additional fee.

#### STORAGE

With additional storage hours, you'll never have to worry about missing your favorite shows! Cloud-based DVR storage makes watching your favorite shows a breeze. No additional equipment required!

50 Hours of Storage | \$0.99\*<sup>†</sup>      200 Hours of Storage | \$16.95\*

100 Hours of Storage | \$8.95\*<sup>†</sup>      300 Hours of Storage | \$24.95\*

*\* Per Month Fee   † Discounted Special*

### What if I currently have a traditional Video service with CNSNext?

Customers who currently have traditional video service will have the capability to continue with traditional video services through August 31, 2024. On August 31, 2024, traditional video services provided by CNSNext will be terminated. Current CNSNext Video Customers are strongly urged to convert to NextStream prior to August 31, 2024, to avoid any disruptions to their video services.

### How long will it take for any package changes to be reflected on my streaming service?

It takes approximately 5 minutes for changes to be reflected on the customer's end.

### Does NextStream offer the "On Demand" option?

No – NextStream does not offer On Demand viewing currently. Please disregard this function on your Set Top Box remote.

## Does NextStream Have HD Channels?

All compatible NextStream channels are HD. Exceptions include the below (based on customer's DMA)

### **Cairo/Thomasville**

Channel 2- WALB- Bounce TV  
Channel 5- WSST- MyNetwork  
Channel 6- ESWG- MeTV  
Channel 9- WFXL- Charge!  
Channel 12- WGCW- CW  
Channel 13- WFXL- Comet  
Channel 14- WFXL- TBD  
Channel 15- WALB- Circle  
Channel 18- WABW- Create  
Channel 20- PBS- Knowledge  
Channel 21- PBS- Florida Channel  
Channel 22- CNSNext- Local Channel  
Channel 23- CNSNext- Community Scroll  
Channel 86- Telemundo  
Channel 213- Lifetime Real Women  
Channel 301- Enlace  
Music Channels

### **Camilla/Moultrie**

Channel 2- WTXL- Bounce TV  
Channel 5- WCTV- MyNetwork  
Channel 6- WCTV- MeTV  
Channel 9- WTWC- Charge!  
Channel 13- WTLH-D2-Comet  
Channel 14- WTLH-D3-TBD  
Channel 15- WCTV-D3- Circle  
Channel 16- WCTV-D5- True Crime  
Channel 17- WCTV-D7- ThisTV  
Channel 18- WFSU- Create  
Channel 20- PBS- Knowledge  
Channel 21- PBS- Florida Channel  
Channel 22- CNSNext- Local Channel  
Channel 23- CNSNext- Community Scroll  
Channel 24- WTXL- Grit  
Channel 25- WTXL- Court TV  
Channel 86- Telemundo  
Channel 213- Lifetime Real Women  
Channel 301- Enlace  
Music Channels

## COMMON ERRORS

Do you ever see the “no signal” message on your TV screen? Here’s how to fix it:

When you see the “no signal” message on your TV screen (instead of your TV programming), it means that your TV is on the wrong input.

What are inputs?

Your TV can be connected to multiple devices. Each device, such as your set top box, a DVD player or video game system, is usually connected to a different input on the TV. You can change the input on your TV to select each device.

How to change the input on your TV:

How to change the input can vary based on your TV brand and specific model, but it is usually accessible from a button on the TV’s remote control.

Step 1: Using the remote that came with your TV (NOT the remote that Platinum Connect gave you with your box), look for a button with one of the following names or something similar:

- Input
- AUX
- Source
- Video Source
- Component
- HDMI 1

Step 2: Press the button that matches one of the items in the list above. Depending on your TV, continuously pressing the button may cycle through available inputs or display a menu with a choice of inputs. If it brings up a menu, you can likely use the remote’s arrow keys to highlight a choice and select that input.

The inputs often have basic names such as Video 1 and Video 2, names reflecting the type of connection such as HDMI 1 or Component 2, or descriptive names such as Set-Top Box or DVD. On some TVs, you can create custom input names.

Step 3: Continue trying each input listed on your screen. You may need to try several inputs before you find the correct one. You will know you are on the correct input when you see your TV programming return.

\*For exact steps that detail how to change the input for your specific TV brand, contact your TV’s manufacturer or refer to the user manual for your TV.