



## Frequently Asked Questions

Service members access to streaming coverage from 2018 Winter Olympics



NBCOLYMPICS.COM

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### 1. What are the details of this special benefit and who is eligible?

U.S. service members and honorably-discharged veterans worldwide can watch NBC Olympics' streaming coverage of the 2018 Winter Olympics from their desktops and personal devices. This benefit is provided to current U.S. Military service members, including Navy, Army, Air Force, Marines, and Coast Guard, including active duty, Guard, Reserve, and honorably-discharged veterans by Comcast NBCUniversal, and in partnership with your local Cable, Satellite, dMVPD and Telco providers.

NBC will stream 2,400 hours of coverage including live streaming all competition as 2,800 athletes from 90 countries compete in 15 sports from Feb. 8-25. This year for the first time NBC will also broadcast more than 50 hours of coverage in virtual reality (via Windows Mixed Reality headsets, Samsung Gear VR, and both Google Cardboard and Google Daydream with compatible iOS or Android devices via the NBC Sports VR app).

### 2. How do I watch the streaming Olympics coverage?

Service members can access NBC Olympics' digital coverage from their computers, tablets or Smartphones by visiting NBCOlympics.com or the NBC Sports app and choosing the Exchange as their service provider. Viewers will need to use their shopmyexchange.com login credentials to verify their military status.

*Note: OCONUS viewers must be on-base at an Army, Air Force, Navy or Marines installation with Internet service from an Exchange-contracted or other authorized provider that has been previously whitelisted with NBC. The reason viewing is different in OCONUS is because of broadcasting rights. NBC purchased and owns the rights for the USA, but in OCONUS other major broadcasters own the rights on a country-by-country basis. On-installation is considered US territory, therefore streaming is allowed in partnership with NBC and our whitelisted partner Internet networks.*

### 3. What if I want to watch from my Smartphone (or tablet)?

NBCUniversal recommends use of the NBC Sports app for accessing the Olympics on mobile devices. The free app is available for iOS and Android operating systems, and provides access to a broad range of live and historical coverage. Viewers in the US can use the app to access coverage through both mobile/cellular and Wi-Fi, while those outside the US are limited to personal Wi-Fi access using on-base Internet service from an Exchange-contracted or other authorized provider. NBCUniversal also has a second free app called "NBC Olympics" that provides fast and easy access to results and scores (but no video).

### 4. How does the NBC Sports app work?

For those in CONUS the NBC Sports app is easy to use on the go or relaxing at home. Simply open the app, where you'll notice the home page has been rebranded NBCOLYMPICS during the Winter Games. On the navigation bar click on "Live" - the second option - and the event will start playing. After a few minutes you'll get a prompt for your "Provider" whereupon you select the Exchange, enter your shopmyexchange.com credentials, and go back to watching the live event. Only the Live stream requires authorization, all other content is free. Note: because of time differences, there will not always be a live event taking place.

### 5. What events will be available?

To see a day-by-day list highlighting events to watch, go to NBCOlympics.com.

### 6. When will the streaming coverage start?

The Opening Ceremony of the 2018 Winter Olympics will air Friday, Feb. 9, on NBC. Competition begins two days earlier with various events on NBCSN and USA Network. Feb. 6 is when service members will be required to choose the Exchange as their provider and start authenticating through shopmyexchange.com. Up until that time a few free video clips will be available on NBCOlympics.com.



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### 7. Why is my shopmyexchange.com login credential required?

This benefit is being provided to those who serve in the U.S. military and honorably-discharged veterans at no cost by Comcast NBCUniversal in partnership with the Exchange and U.S. cable, satellite, dMVPD and telco providers. To verify your military status, Comcast NBCUniversal is requiring use of shopmyexchange.com login credentials.

### 8. I couldn't find the Exchange listed as a provider on the NBC Sports app.

Some quick tips...Make sure you have installed the correct NBC sports app. Choose NBC Olympics as your destination once in the app. Next, click on the Olympic event you want to watch. Note that only the "live" events will require authentication and log in. As you begin watching a live event the app will prompt you to select your TV provider. At that time, scroll down the page and select the Exchange logo. You may also use the drop down text box by choosing "AAFES, The Exchange, Military BX/PX" as listed.

### 9. Who can I contact if I have questions or log in challenges?

- For shopmyexchange.com or access issue: email [customerservice@shopmyexchange.com](mailto:customerservice@shopmyexchange.com)
- For an NBC-related issue: visit the [NBCOlympics.com](http://NBCOlympics.com) FAQ or contact [support@nbctve.zendesk.com](mailto:support@nbctve.zendesk.com)

### 10. I'm in the Navy (or other service branch), can I get access?

Yes, most land-based Naval installations should have access to the streaming coverage. However, no ship-based access is available. For all service branches, the specifics depend on your location:

- In CONUS, members of all service branches will have access through both mobile and Internet service. You may view coverage either on- or off-base.
- In OCONUS, access is available on Army, Air Force, Navy and Marine bases with Internet service that has been whitelisted. No mobile access is available. Every effort has been made to resolve technical challenges for most locations.

### 11. Is there any cost for watching the Winter Olympics this way?

No.

### 12. Where do I get more information about this benefit?

Visit [shopmyexchange.com](http://shopmyexchange.com) for more details.

### 13. Can we watch the streaming Winter Olympics coverage outside of the United States?

Yes, on-base at most Army, Air Force, Navy and Marines installations where Internet service is provided by an Exchange-contracted or other authorized provider. No off-base or mobile/cellular access will be available.

While the Exchange has made every effort to ensure on-base access, content rights restrictions will apply to some OCONUS locations.

### 14. Can I watch using an Internet connection device like an Amazon Firestick?

Unfortunately not. Only personal computers and mobile devices will have access to the streaming coverage.

### 15. Will the streaming content be available in HD?

Yes.

### 16. Is it possible to watch the video in full screen?

Yes, click on the "full screen" button located on the lower right corner of the video player control bar.



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### 17. Will there be any virtual reality coverage available for the Winter Olympics?

Yes, NBC will provide more than 50 hours of live virtual reality coverage (VR) of the XXIII Olympic Winter Games, all of which will be available to US service members worldwide. This will be the first time ever that VR will be available for a Winter Olympics and will include the Opening and Closing Ceremonies, alpine skiing, curling, snowboarding, skeleton, figure skating, short track, ski jumping, ice hockey, big air and more. Access to VR programming for authenticated users will be via Windows Mixed Reality headsets, Samsung Gear VR, and both Google Cardboard and Google Daydream with compatible iOS or Android devices via the NBC Sports VR app.



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