

GENERAL QUESTIONS:

About the Big Ten Network Live/Archive Video Streaming Product.

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- Why is the Big Ten Network charging for streaming this year?
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- Is there a school or conference subscription package available as opposed to purchasing each game individually via pay-per-view?
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- If I purchase a game and then am not able to watch it live, what are my options?

TECHNICAL ISSUES/QUESTIONS:

Issues/Questions on the Big Ten Network Live/Archive Video Streaming Product.

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- Why am I not hearing any sound?
- Why can't I change my bandwidth? How do I select a higher quality bitrate?
- I'm still having problems, how can I contact someone for help?

GENERAL ANSWERS:

What games are available for streaming?

In 2009-10, the Big Ten Network is streaming a number of games in volleyball, exhibition and selected non-conference men's basketball, selected non-conference and conference women's basketball, men's ice hockey, wrestling, baseball and softball. More sports may be added throughout the year. Schedules

will be posted as they become available on the Schedule page at video.bigtennetwork.com.

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Why doesn't the Big Ten Network stream its televised games?

Contractual agreements between the Big Ten Network and its cable and satellite affiliates prevent the domestic (U.S., Canada and the Caribbean Islands) streaming of any events at the same time they are airing live the Big Ten Network. Users outside of the U.S., Canada and the Caribbean Islands may watch Big Ten Network televised football and men's basketball games online at www.BigTenTicket.com.

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Why is the Big Ten Network charging for streaming this year?

The Big Ten Network has made a significant financial investment in the latest streaming technology to bring fans the most advanced experience available. Many other conferences and universities also charge to view live streamed events. The Big Ten Network's rate per event favors comparably with the rates charged by other conferences and universities outside of the Big Ten.

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Do I need to get the Big Ten Network at home in order to watch streamed games online?

No. The only requirement to access the network's streaming product is a high-speed internet connection.

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Is there a school or conference subscription package available as opposed to purchasing each game individually via pay-per-view?

This season, individual pay-per-view (\$2.99 per event) is the only option. However, you will be able to purchase more than one event at once.

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How can I pay for my streaming package?

All major credit cards are accepted. Step-by-step instructions will walk you through the process.

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If I purchase a game and then am not able to watch it live, what are my options?

All games that you purchase will be available on your account page under "My Games." You can watch these games on-demand until the end of the season.

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TECHNICAL ISSUES/QUESTIONS:

What are the recommended minimum system requirements for watching video streaming?

For the best video streaming experience we recommend the following:

PC

Processor Speed:	Single Core CPU @ 2.4GHz or Dual Core CPU
Memory:	At least 512 MB of RAM
Operating System:	Windows XP or Windows Vista
Browsers:	Internet Explorer 7+ or Mozilla Firefox 3.0+ or Safari 3.0+
Plugins:	Adobe Flash Player 10+
Screen Resolution:	1024x768 or higher with 32-bit color
Connection Speed:	A minimum internet download speed of 800 Kbps
Other:	It is recommended that you have Microsoft Direct X 9 installed and have at least non-shared 128+ MB of Video RAM

To check if your system can run Big Ten Network Streaming, please go to

<http://www.speakeasy.net/speedtest/>

Mac

Processor Speed:	1.5GHz
Memory:	At least 512 MB of RAM
Operating System:	OS X 10.4+
Browsers:	Mozilla Firefox 3.0+, Safari 3.0+
Plugins:	Adobe Flash Player 10+
Screen Resolution:	1024x768 or higher with 32-bit color
Connection Speed:	A minimum internet download speed of 800 Kbps
Other:	It is recommended that you have at least non-shared 128+ MB of Video RAM

To check if your system can run Big Ten Network Streaming, please go to

<http://www.speakeasy.net/speedtest/>

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Why do I need to install the Flash Player plug-in?

We use the latest Flash Player plug-in. If you are having issues with the Flash Player plug-in or video experience, please try updating your Flash Player plug-in by going to: <http://get.adobe.com/flashplayer/>

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Can I watch more than one game at a time?

Yes, as long as you have purchased multiple games. However, streaming multiple games from the same computer or connection is not recommend as the quality and system requirements may affect your video streaming quality.

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Can I pause video?

Yes, but only with Archived Games. We are unable to provide DVR type features for Live streams at this time. To pause the video while watching an Archived Game, click on the pause button on the bottom left of the video player.

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Can I watch the Big Ten Network Video Streaming on my laptop?

Yes, however viewing over a wireless network connection may affect the quality of your viewing experience. If possible, we recommend connecting the laptop directly to your network for an optimal experience. Also, please review the minimum system requirements above.

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At work or at school, I have plenty of bandwidth available, but I still cannot access Big Ten Network Video Streaming. Why?

A business generally uses a firewall and/or other security measures to prevent users from visiting sites not approved by the business. These measures may

also prevent you from signing in to your account or from streaming video. Please contact your IT support team for details on any network restrictions that may be in place which are affecting your viewing experience.

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Why does audio and/or video playback stop and/or stall?

Video streaming may be disrupted during periods of internet congestion or if the user has too many computer applications open at the same time. Generally, playback should not stop or stall under normal circumstances if the user meets the minimum system requirements listed above.

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What can I do if the video playback stops or plays slowly?

If playback stalls, stops or plays slowly, try one or all of the following:

- Refresh your browser or close your browser and open it again.
- Close other computer applications that may be open at the same time.
- Avoid internet congestion by waiting for peak hour traffic to die down before viewing the programming again.
- If watching an Archived Video, drag the rewind button back in time several minutes.

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Why doesn't audio and video play at all?

You may be running a content filter, browser plug-in/toolbar, and/or an antivirus application that is preventing the correct buffering of a streaming video feed. Please turn off these services and try again.

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Why am I not hearing any sound?

Check that your speakers are turned on and/or your sound card isn't muted. Also, during some streaming events we will turn off the sound to manage injury time outs, team time outs, halftime, etc. You should always be able to hear audio during play.

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Why can't I change my bandwidth? How do I select a higher quality bitrate?

The video player performs bandwidth calculations every time a video is started and throughout playback. Available bandwidth can fluctuate from moment to moment and can be very noticeable. Other factors that may affect available bandwidth or the quality of your viewing experience are: simultaneous network activity on your computer, wireless network usage, cable modems, general Internet or network congestion, time of day, and general computer power.

Things you can do to try to improve your viewing experience:

- Minimize the amount of computer use during viewing
- Minimize the amount of other Internet or network usage during viewing
- Review the minimum system requirements.
- Use a physical network connection, if available (instead of a wireless connection)
- Check your internet download speeds by going to <http://www.speakeasy.net/speedtest/>
- Try the normal video option instead of watching in full screen mode.
- Uninstalling and then reinstalling the Flash plug-in (Windows and Mac)

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I'm still having problems, how can I contact someone for help?

Visit our support page at <http://video.BigTenNetwork.com/support>