Max Streaming App- 8604

Introduction

Important

- **HBO subscribers** get access to **the Max app** at **no additional cost**
- **Max App** gives access to **HBO channels, HBO On Demand, Max Originals** all with **ad-free streaming**
- **Pending Install** accounts **won't validate** the cable subscription; the install **must** be **complete**
- Accounts that are **Pending Disconnect will validate**, *unless* it's a **pending Non-Pay** Disconnect
- **On October 5, 2023, Max App launches the Bleacher Report tier and is available free to Max subscribers until February 29, 2024**

Streaming Content Availability after Subscribing

- The **Max App** is available to both **cable** and **data customers** on **Astound IPTV** boxes and the **TiVo 4K Stream**
- **DC Metro, IL, IN, MA, MD, NY and PA**: available within minutes
- **CA, OR, TX and WA**: may take up to 24 hours

App Setup

- On **May 23, 2023**, the **HBO Max App** became the **Max App**
- **Download the App** from the **Google Play Store**, the **iTunes App Store**, or from the **channel's website**
- Select the correct **company / brand** from the list of providers
- Customers log in as follows to **validate** the subscription and **start watching**
    - **CA, OR, WA** and **Houston, TX**: Watch TV Everywhere (WTVE) credentials **Note:** WTVE can use any email address as a username
    - **DC Metro, IL, MA, MD, NY** and **PA**: MyAstound Selfcare credentials **Note:** Selfcare credentials can use any email address as a username
    - **Texas (except Houston)**: @astound.net email address or the primary @mygrande.net email address

Resolution Steps

Not a Subscriber / Not Authorized Error

- Ensure the customer **subscribes** to the channel's **tier of service**
- Balance the account to ensure the channel is authorized
- Ask the customer to verify **Parental Control** settings on **that channel's website**; our company does **not have access** to those settings
- Verify the **last login** using the **Selfcare Tool** in **BOLT**

- If unable to resolve, click **Create Work Order or Technical case**
- Fill out the information as described below and click **Submit**

Trouble Call or Tech Case	Trouble Call
Service Category	Multi
Problem Description	Select TV-On-the-Go Mobile *or* Web Interface
Include	Valid Contact Name and Phone Number
Notes	Username and Channel Name with the Issue

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=150