PPV Event Not Showing in HD- Article no. 5613

Resolution Steps

Make Sure the Customer is:

- Watching an **HD PPV Event** on an **HD TV** and with an **HD Converter**
- On the correct **channel**

If the PPV event started, and the HD PPV was purchased on a Standard box, issue a One Time Credit

- Cancel the HD PPV
- Order the Standard Definition PPV for the customer
- Ask the customer to go to correct channel for the event

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=506