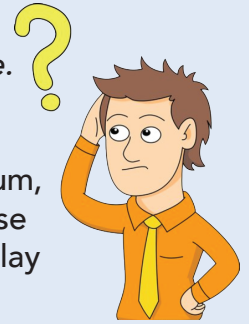


Metuchen TV and Internet FAQ

Note: This document is for informational purposes only. The Borough of Metuchen does not endorse either keeping or canceling cable television service.



What are the residential options for TV service in Metuchen?

- Traditional Optimum or Altice One cable service is available through Optimum, which is the only broadband internet provider in Metuchen. This is because Optimum, previously Cablevision, is the only provider that has chosen to lay and maintain a cable infrastructure in the Borough
- Local channels like ABC, CBS, and NBC can be accessed for free with an over-the-air antenna. Guides to choosing the right antenna can be found on CNET, Digital Trends, Tom's Guide, and Wirecutter, among others.
- Streaming services like Netflix, Hulu, Disney Plus and others provide on-demand content and/or live programming. New streaming services are launching regularly, and the shows and movies available on each are subject to change. See below for information on the different types of streaming services that are currently available, along with guides on how to select the best one for you and your family.

What are the residential options for internet service in Metuchen?

- The only broadband provider in Metuchen is Optimum Online from Altice. Broadband as defined by the FCC is 25Mbps download (from the internet to your home) and 3Mbps upload (from your home to the Internet). While Verizon DSL is available in town, the bandwidth typically provided by DSL is not in the Broadband category and is not enough to support streaming media services.

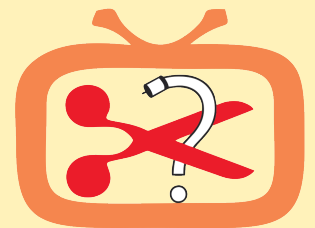
Why aren't there more internet service providers in Metuchen?

- The franchise agreement between Metuchen and Altice does not prevent additional providers in town. Rather, the lack of additional providers is a function of the market and the significant capital investment required to deploy a broadband infrastructure required to compete.

How to Cut the Cord

How fast should my internet service be?

- Three simultaneous streams (users) watching 1080p HD TV will consume 3-5Mbps per stream or 15Mbps. In this scenario, Altice's entry level internet tier 200Mbps (download) will be more than sufficient even if you decide to stream at 4K or Ultra HD. 4K or Ultra HD can consume as much as 25Mbps per stream.



We have multiple TVs in our house and usually watch different shows at the same time. How many people could be streaming at once?

- That depends primarily on the streaming service provider. Many will include a minimum number of streams with a base package and some will have separate add-ons to increase the number of simultaneous streams. For example, YouTube TV will allow for 3 simultaneous streams but up to 6 user profiles per account.

I'm ready to "cut" the cable TV cord and sign up for a streaming service instead. What equipment do I need to get started?

It is important to note that while you will need internet connectivity, you don't have to subscribe to TV from Altice. You can use "over the top" providers for live TV services. "Over the Top" or "OTT" means a third party company will use your internet connectivity to stream live TV channels to a device such as an Apple TV, Roku, or FireTV in your home.

Internet service. As stated above, Altice is the only option we have in Metuchen for broadband internet. With the exception of TV over traditional antenna, you will be consuming video "Over The Top" (OTT) via the Internet.

WiFi hardware. The easiest way of distributing your Internet connection to the various devices you might have is over a wireless, or WiFi connection. Altice offers hardware rental for WiFi and Internet connectivity. They also support that hardware so if there are issues, you can reach out to them for help. You can also buy your own cable modem and WiFi router hardware, but there are potential pitfalls including support and compatibility.

A way to connect your TV to your WiFi. For "over the top" streaming, you'll need a streaming media player or a streaming stick, like Roku, Apple TV, Fire TV, and Chromecast. If you have a newer, internet-connected TV, you may have apps or functions built in that will allow you to stream content.

An antenna. If you plan on obtaining your live TV service using free High Definition broadcast over the air, you will need a good omni-directional HD antenna. The antenna is best mounted high in an attic or outside of your home. You can determine which channels are available in Metuchen by visiting the FCC and Antenna Web.

We want to watch live TV. Which streaming providers offer this?

- If you want live TV on channels that are not available via an antenna (like ESPN), you'll want to find a "cable replacement" provider like Sling TV, YouTubeTV, or Hulu with Live TV. Since providers change their offerings frequently, we recommend that you research what's available and read the reviews of each service. Reviews of live TV streaming services can be found on CNET, Consumer Reports, Digital Trends, and other sites.
- To find out whether a provider offers the specific channels or shows that you want, The Streamable has a full channel comparison chart, or you can enter the specific shows and channels you want into their Matchmaker. Additionally, CNET also has a detailed list of live channels on each of the major streaming providers.



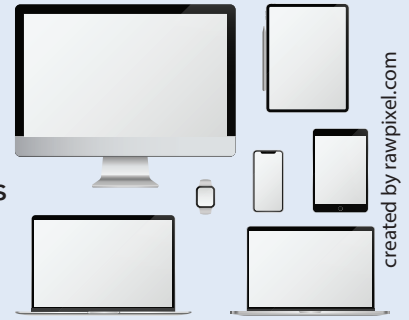
created by freepik

We need a DVR. What are our options?

- If you're signing up for a live TV streaming service, most include some type of "cloud-based" DVR option with your subscription.
- If you want to record the free, over-the-air channels that you're receiving via an antenna, you'll need to purchase your own hardware. CNET and Consumer Reports have reviews of the best DVRs for cord-cutters.

We want to browse shows and movies and watch them anytime. Which streaming services should we consider?

- New on-demand streaming services are launching regularly, but some of the most popular options are Netflix, HBO MAX, Hulu, Disney Plus, and Amazon Prime Video. Many of these services have original programming as well as content from other networks, but availability of specific series and movies is subject to change.
- To learn more about the main differences among streaming services, you can check out guides at CNN, Consumer Reports, Tom's Guide, and Polygon.
- To keep track of what's new on each service, Vulture has a guide to TV shows and movies that have been recently added to Netflix, Amazon, HBO, and Hulu.



created by rawpixel.com

I need more help. What other resources are available?

- Since cord-cutting has become increasingly popular, many websites offer detailed how-to guides and videos that are updated frequently. Here are some options:
- CordCutters - Guide to cutting the cord
- Tom's Guide - Cut the Cord: Your guide to a life without cable
- Reddit CordCutters - Say goodbye to your cable TV provider!
- The Streamable Website - Live Streaming Services Channel Comparison

