Frequently Asked Questions

What is FrontierTV everywhere?

*FrontierTV everywhere makes it possible to view available programs on a device other than a TV set such as a PC, laptop, iPad, iPhone or Android.*

How is FrontierTV everywhere different from offers such as Netflix or Hulu?

*While there are several differences, the most important is that FrontierTV everywhere is free to subscribers of FiOS from Frontier. The content available to you is based on the content package you have with Frontier (Premier, Prime, Essentials, Extreme, or Ultimate). Your content package will need to include the network you want to watch; however, not all channels in your package will offer TV everywhere video.*

*Another difference is that on FrontierTV everywhere includes access to live and previously recorded shows. Hulu and Netflix only provide previously recorded shows.*

*With FrontierTV everywhere you can view full episodes of current TV shows, usually within days of their premiere on network television.*

How much does it cost?

*Nothing. You only need to be a subscriber to the TV network of the channel you wish to stream.*

Who do I call with problems?

*If you are having problems logging in to using FrontierTV everywhere, please call our Customer Service number 1-877-462-0488*

Where can I watch FrontierTV everywhere?

*You can watch TV everywhere video anywhere you have an Internet connection: inside your house, at the office, shopping mall, hotel, airport, coffee shop, etc. Wired connections or your in-home WiFi will provide the best quality. Because Frontier cannot control the quality of wireless signals while roaming, the quality of the experience will vary depending on the strength of the signal. Keep in mind that data roaming charges may apply and they can be very expensive.*

How do I sign up and use FrontierTV everywhere?

*It is easy to get started watching TV everywhere with Frontier. First you should be familiar with the content available to you with your subscription with Frontier. The content available to you is based on*
the content package you have with Frontier (Premier, Prime, Essentials, Extreme, or Ultimate). You will need to have access to the network you want to watch within the channels on your content package before you can view streaming video from that programmer.

1. Your first step to enjoying FrontierTV everywhere is to get your Frontier ID. If you have not established a Frontier ID please contact Customer Service at 877-462-0488.
2. Once you have established your Frontier ID you can go to http://frontier.com/ and select www.frontier.com/teverywhere.
3. Select the programmer that is part of your channel line-up that you would like to watch and click the logo to be directed to that programmer’s website.
4. Once on the programmer’s site you will need to choose Frontier as your service provider. After choosing Frontier you will see page with a link to create a username and password. We suggest you make your username and password something easy to remember as this will be your log in for all the streaming video you will have access to from FrontierTV everywhere.
5. Enjoy!

The next time you want to watch TV everywhere content repeat the steps above and use the same username and password for all programmers. You only need to register one time.

Who do I have to install different media players to watch content from different programmers?

FrontierTV everywhere provides access to shows through networks such as Lifetime® and HBO GO® by providing you an authorized link to their website. However, Frontier does not control what the networks require to view their shows. A network’s website may require a different media player, or app to view content. In order to watch shows from your favorite network you may need to download a media player or upgrade your browser.

We recommend checking each network’s requirements for the best online viewing experience. Each network lists this information on its Help or FAQ page.

Does watching TV everywhere on my smart phone or tablet count against my mobile data plan?

To be sure, check your data plan before you start watching streaming video from FrontierTV everywhere on your smart phone or wireless network. Streaming video programs require a lot of data and can be expensive if you exceed your data plan. Because Frontier has no way of knowing when you have exceeded your data plan, you are responsible for all of the charges made by your mobile carrier.

Why can’t I get all the channels on my TV on my mobile devices?

Not all programmers offer TV everywhere video. Additionally, the network may not have given Frontier the authorization provide TV everywhere video over an open network. You may be able to view video inside you home within the closed network, but not outside you home on an open network. It depends on the network.

What content is available?
Frontier does not have control over what the networks make available as TV everywhere content. For example, news channels may offer a live feed, while entertainment networks such as Syfy® offer pre-recorded episodes of some of its programs.

When will more content be available?

Frontier is always working with many different program providers to expand the number of networks and the number of programs available. As a registered user, you are presented with a complete list of all the networks available. New programming will be added to the list as they become available.