



HBO MAX FAQs

What is HBO Max?

HBO Max is a new streaming experience that bundles all of HBO together with a collection of classic TV favorites, even more blockbuster movies, plus new “Max Originals”. With 10,000 hours of groundbreaking entertainment, there's something for everyone — from families with young children, to adults of all ages.

Bringing some serious '90s nostalgia, HBO Max is now the exclusive home of **Friends** and **The Fresh Prince of Bel-Air**. Drama series like **Game of Thrones**, **Pretty Little Liars**, and **Big Little Lies** will also be included in this expanded content library. HBO Max will also feature new originals like revival of the **Gossip Girl** series. To see a list visit [here](#).

What are “Max Originals”?

Not to be confused with the legacy Cinemax – **Max Originals is NOT Cinemax**. Max Originals are programs produced for the new HBO Max streaming platform. For example, here are some shows slated for release in the coming months on the HBO Max service. These are considered “Max Originals”:

- Scripted Comedy **Frayed**
- DC Universe Fan-Favorite **Doom Patrol**
- New Season of Comedy Thriller **Search Party**
- Adult Animated Comedy **Close Enough**
- Comedian Amy Schumer’s Three-Part Documentary **Expecting Amy**
- Family Docusoap **House of Ho**
- Unscripted Animal Rescue Series **The Dog House**
- Unscripted Kids Competition Series **Karma**
- Sesame Workshop’s Animated Series **Esme & Roy**

How will I get HBO Max?

- **Current HBO Subscribers (as of 5/26/20)** - Subscribers who get HBO through us will be given access to HBO Max automatically at launch, at no extra cost.
- **New HBO Subscribers (as of 5/27/20)** - Once HBO Max is available on 5/27/20, you can sign up through us for \$14.99 a month. HBO Max will include HBO® linear channels, HBO® On Demand and HBO Max® app. HBO Go® will also continue to be available, but this app will eventually be sunset.

I currently subscribe to Cinemax only. Do I get HBO Max?

Only customers who have HBO on or before 5/26, or sign up for HBO Max after it launches will have access to HBO Max. Cinemax only customers can continue to access MAX Go on computers and laptops.

Will Cinemax shows be included on the HBO Max app?

No. Cinemax shows like *Banshee*, *Strike Back*, *The Knick* and others will **NOT** be on the HBO Max app.

Will HBO shows be included on the HBO Max app?

Yes. HBO shows like Game of Thrones, Sex and the City, Sopranos and more will all be available on the HBO Max app. With 10,000 hours of groundbreaking entertainment, there's something for everyone — from families with young children, to adults of all ages.

What devices will HBO Max be available on?

HBO Max will be available on many popular devices: phones, tablets, Mac and PC browsers, streaming media players and game consoles. For a list of compatible streaming devices, visit <https://www.hbomax.com/faq/#devices>.

Will HBO Max be available on my TiVo box?

Not at this time. However, we are working hard to integrate this new services on our set-top boxes so you can access all of your streaming it all in one place.

Will there be a channel on my lineup for HBO Max?

No, HBO Max is only a streaming service and not a live TV channel like other HBO channels.

Will there be any changes to my HBO or Cinemax channels?

No, your current subscription(s) will continue to be available as they are today; there won't be any changes to the channel lineup.

Is there a limit to the number of devices I can stream at one time?

HBO Max may follow in the footsteps of HBO NOW, which is streamable on Amazon Fire TV, Android TV, Apple TV, PlayStation4, Roku, Samsung Smart TV, and Xbox One. Meanwhile, HBO GO has regulations on streaming, allowing a maximum of three simultaneous streams from one account. Potential subscribers will have to wait and see if it'll be the same for HBO Max.

What do I need to access HBO Max on my devices?

- Grande – Grande email address
- RCN – MyRCN login
- Wave – Watch TV Everywhere login

Do I have to subscribe to HBO Max through us or can I subscribe direct?

You can subscribe directly to HBO Max, but you will not have access to the live HBO channels or the robust HBO On Demand library through your set-top box. Subscribing through us brings additional value to your HBO Max subscription.