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# FAQ

## WHEN ARE THE VANCOUVER OLYMPIC GAMES?

February 12 – 28, 2010.

## WHEN DOES NBCOLYMPICS.COM GO LIVE?

The site officially goes live on Nov 4, 2009.

## WHAT IS OLYMPICS ONLINE CONNECT (AUTHENTICATION)?

Olympics Online Connect is the registration process that allows you access to NBC Universal's live coverage and full event replays of the Vancouver Games at NBCOlympics.com.

## HOW DO I ACCESS THE PREMIUM ONLINE CONTENT AVAILABLE AT NBCOLYMPICS.COM?

You will need to successfully complete your registration for NBC Universal's Olympics Online Connect.

## WHAT IS REQUIRED FOR THE OLYMPICS ONLINE CONNECT REGISTRATION?

You must be a subscriber to Sunflower Broadband and our Bronze TV level of service that includes CNBC and msnbc.

## WHAT DOES THE REGISTRATION PROCESS INVOLVE? IS IT TIME CONSUMING?

It's a quick and simple one-time process. At NBCOlympics.com, select Sunflower Broadband from the dropdown list. You will then be prompted to enter specific information to validate your subscription to Sunflower Broadband.

## HOW WILL I KNOW IF I AM REGISTERED?

After successfully validating your subscription to Sunflower Broadband's Bronze TV level of service, a confirmation will appear on screen, in addition to a link to enter the Olympics Online Connect Sweepstakes. You will be able to start watching premium video immediately. In order to continue to access this premium content on NBCOlympics.com, you must remain a subscriber to CNBC and msnbc through the duration of the Olympics.

## WHAT CAN I VIEW ONLINE ONCE I COMPLETE THE OLYMPICS ONLINE CONNECT REGISTRATION?

You can view NBC Universal's premium live coverage and full event replays online at NBCOlympics.com.

## HOW MANY HOURS OF COVERAGE WILL BE AVAILABLE AT NBCOLYMPICS.COM?

More than 1,000 combined hours of live coverage and full event replays.

## IF I REGISTER, WHAT KIND OF COVERAGE AND EVENTS CAN I EXPECT TO SEE ON NBCOLYMPICS.COM?

The online schedule has not yet been finalized, but registration will give you access to live and long-form programming. Sample live Olympic programming may include Ice Hockey, Curling, Downhill Training, Skating Practice, and concerts at Medals Plaza.

## WILL THE ONLINE CONTENT REQUIRING REGISTRATION APPEAR IN A SPECIFIC PLACE ON NBCOLYMPICS.COM?

Online coverage requiring registration will be available throughout the NBCOlympics.com website, along with other content that doesn't require registration. Content requiring registration will not be located in designated places on the site that are identified as requiring registration. If you register, the ability to access content will be a seamless process.

## DO I NEED TO PAY TO ACCESS THIS ONLINE COVERAGE? IS THERE A FEE?

As a subscriber to Sunflower Broadband's Bronze TV that includes CNBC and msnbc, there is no additional fee to access this coverage, beyond what you are paying as part of your monthly Sunflower Broadband bill.

## IS THIS ONLINE COVERAGE AVAILABLE IN HD?

Yes, with Microsoft's Silverlight player, this online content is available in HD.



## IF I DON'T REGISTER, WILL I BE ABLE TO VIEW ANY ONLINE OLYMPICS COVERAGE ON NBCOLYMPICS.COM?

Yes. You will still be able to view Highlights, Recaps, Interviews, News, Results, Features Athlete Bios, Photo Galleries and other content at NBCOlympics.com. You won't be able to view live coverage and full event replays.

## WHY SHOULD I REGISTER?

By registering you can access live coverage and full event replays in real time as well as Olympic content that will not be available on any other platform. You can also enter for a chance to win a trip to the Vancouver Games, a trip to the Olympics training center in Colorado Springs, and other great prizes.

## CAN I ACCESS THIS LIVE AND FULL EVENT REPLAY COVERAGE ONLINE SOMEWHERE ELSE OTHER THAN NBCOLYMPICS.COM WITHOUT REGISTERING?

NBCOlympics.com online coverage isn't available on another website.

## WHEN CAN I REGISTER? WHAT'S THE LAST DATE?

You can register beginning Nov 4 through Feb 28. We recommend that you register early so you'll be all set once the Games begin on Feb 12. After completing your online registration, you can also enter a sweepstakes to win a trip to the Vancouver Games and other great prizes.

## CAN I ENTER THE SWEEPSTAKES WITHOUT REGISTERING FOR OLYMPICS ONLINE CONNECT AT NBCOLYMPICS.COM?

Yes, you can enter the sweepstakes by legibly hand-printing your first and last name, complete home address (including Zip Code), daytime telephone number (including area code), date of birth, email address (optional) and gender on a postcard (or piece of paper no larger than 6" x 8") ("Postcard") and mail the Postcard (or piece of paper in a business size (#10 envelope) with first-class postage affixed) to The Olympics Online Connect Sweepstakes ENTRY, P.O. Box 11389 Burbank, CA 91510 ("Mail Entry").

## WHAT IS MICROSOFT SILVERLIGHT?

Microsoft Silverlight is a cross-browser, cross-platform and cross-device browser plug-in that provides an enhanced video viewing experience for PC and Mac users. Microsoft Silverlight can be quickly and easily downloaded for free at NBCOlympics.com.

## WHAT ARE THE SYSTEM AND OPERATING REQUIREMENTS FOR MICROSOFT SILVERLIGHT?

Operating System	Windows Internet Explorer 8	Windows Internet Explorer 7	Internet Explorer 6	Firefox 2, 3	Safari 3	Safari 4
Windows Vista	•	•		•		
Windows 7	•			•		
Windows Server 2008	•	•		•		
Windows Server 2008	•					
Windows XP SP2, SP3	•	•	•	•		
Windows 2000 SP4+ KB 891861			•			
Windows Server 2003 [excluding IA-64]	•	•	•	•		
Mac OS 10.4.8+ [Power PC]				•	•	
Mac OS 10.4.8+ [Intel based]				•	•	•