

BowlTV.com is the website and video streaming service of the United States Bowling Congress.

USBC has delivered live events, along with additional video content, for more than a decade, but the BowlTV.com platform expands the capabilities of USBC and is the place for bowlers to watch, learn and live the sport they love.

What does the latest iteration of BowlTV offer?

### **Live coverage of events at every level**

USBC has livestreamed the biggest bowling events from across the globe and will continue to bring coverage of major events at every level, from youth to senior competition and everything between.

### **Multiple channels**

The overlap of events on the bowling schedule, and the fact events such as the [Junior Gold Championships](#) and [Intercollegiate Team Championships](#) Sectional Qualifiers not only are held in numerous centers, but different cities, too, no longer is an issue with BowlTV's multiple-channel platform.

[Professional Women's Bowling Association](#) events, including the [USBC Queens](#) and [U.S. Women's Open](#), also will benefit from having numerous channels. BowlTV will be able to cover additional pairs at the events and fans will be able to easily navigate the channels to follow their favorite bowlers.

### **Viewer participation**

In addition to a chat feature available for every live event, BowlTV also offers more viewer interaction with the ability to have live polls and interactive contests.

### **Invested coverage**

Providing behind-the-scenes content, including expanded video features, make BowlTV the perfect place to tell the stories about the athletes, coaches and other personalities in the sport. We'll expand our list of contributors to BowlTV and will look to bring fresh ideas to our video content, including podcasts covering all aspects of the sport.

### **Learning the sport**

With a world-renowned training and research center at the International Bowling Campus and access to many of the [best coaches in the world](#), BowlTV will provide coaching tips to help everyone from the beginning bowler to the advanced competitor.

### **Historic content**

Bowling has a long and storied history, and USBC has hundreds of hours of television shows and films that go back more than 50 years. We'll continue to digitize these historic telecasts, including shows from [PWBA](#) broadcasts along with [Team USA](#) and World Team Challenge classics, so we can showcase the greatest bowlers in the sport's history.

### **Flexibility for viewers**

BowlTV.com has a great mix of free and premium subscriber content. Premium subscriptions give consumers the flexibility when it comes to what they want to watch. There is a 15% transaction fee charged on top of the monthly and annual recurring subscriptions.

Visit [BOWL.com/BowlTV](http://BOWL.com/BowlTV) to learn more, including how you can subscribe.

## 1. Subscription Details

To check your subscription details, please log into your account, where you will be able to find your sign-up date, the subscription period and when your next installment is due.

Please note, by default all subscriptions work on a recurring basis, and you will be automatically billed upon the next installment unless you formally cancel before the next payment period. You can only pay for BowlTV using a credit or debit card. We do not take checks, money orders, or cash.

If you haven't signed up, we appreciate your interest! Be sure to visit our Free Content page to see just a glimpse of what we have to offer on BowlTV.com.

BowlTV has two subscription packages – \$12.95 plus taxes and fees per month or \$119.95 plus taxes and fees for one year, plus transaction fees. Either subscription unlocks:

- Live Events
- Archived Events
- Backstage Channel
- The Lab Channel
- The Vault Channel

You also will see the option at times to purchase event tickets. An event ticket unlocks a live event or video on-demand for a specific event. These typically range from \$4.95 - \$19.95 and also include a transaction fee.

Follow these easy steps to start watching BowlTV today:

- Go to [www.bowltv.com](http://www.bowltv.com)
- Hit the Log In button in the middle of the screen
- Click USBC Community Login
- Click Sign up for a USBC Community Account (if you don't already have one)
- Fill out the BowlTV Community Form
- Click Register for new users
- Check your email and click on the link to confirm your email
- Click return to the site

After you have set up your USBC Community account, follow these steps to subscribe to BowlTV:

- Go to [www.bowltv.com](http://www.bowltv.com)
- Click on a premium channel (like Backstage or The Vault)
- Click on the light blue button for the product you wish to purchase
- Enter your payment information and hit Submit Payment

## **2. Where can I access the content?**

BowlTV is a streaming service that allows our customers to watch online via BowlTV.com. You can enjoy viewing your content on the following devices: iOS, Android, Mac, PC and any device that is web-browser based.

Contents are not geographically restricted and are streamed around the world.

## **3. How often do I get to see new content?**

We will make sure that you will get the most out of your subscription! There will be more than 1,600 hours across 60-plus live events each year.

To check the most up-to-date live event schedule, please visit [here](#).

To see the most up-to-date channel schedule, please visit on the home page on BowlTV.com and check the right-panel calendar icon.

## **4. Chat Guidelines**

While we encourage lively interaction, questions and more on the BowlTV Chat during live broadcasts, we also expect the BowlTV user to respect our community and those within our community.

We consider BowlTV to be a family broadcast, so any offensive language will be removed from the chat. While one instance will be removed, if a user continues to use vulgar or offensive language, they will be permanently silenced in the chat room.

The same goes for any language attacking another user, commentators or the United States Bowling Congress. As mentioned, we hope to see plenty of discussions, but we ask to please keep it civil and constructive.

If a user is silenced, they still will be able to view all broadcasts and items throughout the BowlTV platform, including the chat, but will be unable to participate in the chat.

For any specific questions on BowlTV Chat guidelines, please contact [bowltv@bowl.com](mailto:bowltv@bowl.com).

## **5. What browser should I use to view the stream?**

For the best viewing experience, we recommend using Google Chrome, Mozilla Firefox or Microsoft Edge to view on your desktop.

## **6. How do I watch in full screen?**

There are several ways to watch BowlTV from your device. The default setting on BowlTV.com shows you all channels, your menu bar, the screen and panels to the right.

- Close sidebar – If you click on the > on the bottom right of the video player, this will eliminate the panel and chat feature. You still can switch between various channels and access the top menu navigation.
- Theater mode – By clicking on the two-way arrow <-> on the bottom right of the video player, your screen size will increase while still maintaining the panels on the right. You also will be able to access various channels and the top menu navigation.

- Full screen – By clicking on the mini screen on the bottom right of the video player, this will take you to full screen and eliminate the panels, ability to access channels and the top menu. Users still will be able to engage with on-screen raffles, links and trivia.

## 7. The video or stream quality is poor. What can I do?

We recommend viewing from a wired connection with a download bandwidth of at least 700Kbps. To view HD, you will need to have higher download speeds. As a general rule, your download bandwidth must be higher than the bitrate of the event broadcast you're trying to view.

Control your internet connection; try reloading the page a few times or see if you can access the video from another browser and device. You also may try to clear your browser's cache and cookies.

If the issue continues, please don't hesitate to contact our friendly support team by filling out the form at the bottom of the page.

## 8. Why hasn't my subscription renewed?

By default, all subscriptions are automatically renewed. However, sometimes you may notice your subscription plan wasn't automatically renewed. In such case, you'll receive an automated email notification and 48 hours to act upon this feedback. There are two main reasons for a failed renewal:

- Your bank doesn't accept the transaction due to its policies. Please contact your bank directly to obtain more information.
- Your credit card has expired or had insufficient funds. You can update your credit card details in your account. Just click on the link we send you in the automated notification email and update your credit card info.

After 48 hours without action from your side, the auto-renewal won't be possible anymore, and your subscription will be automatically canceled. You will need to subscribe again to start a new subscription cycle.

**How do I update my payment method, change or cancel my subscription?** If you want to cancel your subscription and request a refund, please follow the steps in question 10 below.

If you are a viewer who needs to update your payment method, change or cancel your subscription, you can now control that from your profile.

Don't worry! You will continue to enjoy content access through the purchased period; please keep your cancellation receipt for your records. Please note that if you do not cancel your subscription before the next installment is due, you will be charged for the entirety of that period.

## 9. How do I request a refund?

If you wish to request a refund for an subscription, you can do so by emailing us at [bowltv@bowl.com](mailto:bowltv@bowl.com) or by filling out a request form [here](#). Please note refunds for annual subscriptions are only offered within 30 days from the date of purchase. After 30 days have passed from the time of purchase, you are no longer eligible for a refund. Monthly subscriptions can be refunded within one week from the time the subscription was purchased. We do not offer refunds on event-specific tickets.

Please note that taxes and fees are non-refundable.

## 10. How do I use an access code I was given?

Congratulations on receiving an access code! Please follow these steps to redeem it:

- Go to [www.bowltv.com](http://www.bowltv.com)
- Click a premium channel (like Backstage or The Vault)
- Create an account or sign in to your existing one
- Once registered, you can redeem your access code by entering the six-digit code into the form and clicking Enter Access Code
- Once confirmed, you will be given access to BowlTV.com

## 11. Account Sharing

Users will not be permitted to share accounts. While users can log in under the same credentials, any connection by more than two IP addresses will be booted.

Please remember, your name is on the account and therefore allowing a user to login to your account will give them access to your identity, personal information and ability to chat under your name. We strongly recommend you do not share your account.

## 12. My payment is rejected. What can I do?

If you have registered, but your payment didn't go through and was rejected by the bank, please do the following:

- Double-check if you filled in the correct billing details, including expiration date or your CVC code.
- If your data is correct, you might need to contact your bank asking for more details. Due to privacy policy, we don't receive any details on the reason for this rejection from the banks. You can find their contact details on the back of your card.
- To get access immediately, you can try using another payment method. When you pay with a credit card, our system asks authorization from your bank. In some cases, a bank refuses the payment and there can be multiple reasons. The bank does not inform us about the exact reason, to respect your privacy, so we are unable to give you specific information. Please contact your bank for any details and status of your account, in case this happens to you.

## 13. Where can I change my password?

There are some restrictions to make sure that your password is secured. A password must have at least six characters, with one uppercase, one number and one non-alpha numeric symbol (i.e., %, @, !). If you wish to change your password, you can do it anytime by following these simple steps:

- When logged in, click on your name in the top-right corner
- Click Log Out
- Attempt to log in again
- On the BowlTV USBC Community Login Page, click Forgot Password
- Enter your username and then hit submit

- Check your email connected to your account and follow the steps to change your password

**14. How do I download the BowlTV app?**

1. Open your app store (Apple App Store or Google Play/Android store)
2. Search for "BowlTV"
3. Download the app
4. Open the app once it has completed downloading
5. Login and enjoy!

**15. How do I watch BowlTV on the app?**

Once in the app, any live events will automatically play on the home page. To watch another video, you must navigate to the channel you want to view and press play on the video.

**16. Is there a smart TV or Roku app?**

Currently, we do not offer a Roku, Firestick or smart TV app. We hope to have one in the future and are working on that for our subscribers. You can AirPlay or Chromecast from the mobile app to your smart TV.

**17. How is this different from going to BowlTV on my mobile web browser?**

The BowlTV mobile app will allow you to stay logged in and navigate to the correct lane view, channel and video you want to watch.

**18. Why can't I update my information on the app?**

Please manage your account on the BowlTV website to decrease the risk of error and fraud.

**19. How do I turn off/on notifications?**

On the app, please go to your profile and toggle the Notifications button to enable or disable.

**20. How do I watch on my TV?**

Currently, we do not offer a Roku, Firestick or smart TV app. Future enhancements for the mobile experience will come in time for our subscribers. There are a couple of different methods to get BowlTV to your TV. The first is an HDMI cable. Simply plug one end to your computer and the other end into your TV. You can AirPlay from the IOS mobile app or do the same and cast to Chromecast from the mobile browser to your smart TV. At this time, BowlTV supports Casting on LIVE content only, not videos on demand. Simply hover or tap on the screen to display the video controls, select the cast/airplay icon and select your desired device. The content will appear on your device, and you can control it from the source (i.e phone or browser) or from your device's remote.

Supported Devices as of February 2023:

- Apple AirPlay
- Google Chromecast
- Amazon FireTV \*
  - Amazon FireTV Users - Please note, casting to FireTV will require use of a third party app available on the FireTV App Marketplace called AirStream.

Note: The Chromecast icon appears on Google Chrome and Android devices, while the Airplay icon appears on Safari and iOS devices.

**21. How do I change my username?**

Unfortunately, unless you are a sanctioned member of USBC, you will be unable to change the email/username associated with your BowITV account.

**22. BowITV Giveaway Rules**

To read the rules for BowITV giveaways, click [here](#).

**23. Terms of Services**

To read the USBC Terms of Services, please go [here](#).

**24. Have you found your answers?**

We hope the above FAQ helped answer your questions. If you still have questions, feel free to reach out to our team at [bowltv@bowl.com](mailto:bowltv@bowl.com).