



Q&A

What is HBO Max?

HBO Max is a subscription streaming platform that will feature content designed for each member of the family. With series, reality shows, movies, documentaries and kids' content, HBO Max is quality entertainment where, how and when you want it.

Is HBO GO the same as HBO Max?

HBO Max is a completely new platform that'll be available in Latin America and the Caribbean on June 29 featuring content from iconic brands such as HBO, DC, Cartoon Network, Warner Bros and new original movies and series from the brand.

The current HBO GO service in Latin America and the Caribbean will be discontinued.

What is the difference between HBO GO and HBO Max?

HBO Max is a completely new platform, a unique space to live stories to the max, home to iconic brands like HBO, DC, Cartoon Network and Warner Bros., content that generates excitement and can be enjoyed by all members of the family.

The current HBO GO service in Latin America and the Caribbean will be discontinued.

When is the HBO Max Launch?

HBO Max will be available in Latin America and the Caribbean on June 29.

Can I keep streaming HBO GO even after the launch of HBO Max?

No, the current HBO GO service in Latin America and the Caribbean will be discontinued.

CONTRACT

I am an HBO GO subscriber, will I keep my access to HBO Max?

If you have an HBO GO subscription directly with HBO or through an authorized third party, you will have access to HBO Max starting June 29. On this day you'll receive an email explaining how to install HBO Max with your HBO GO username and password. It will be very simple! From there you can start living stories to the max with content on HBO Max.

I have HBO channels in my contract with [Partner]. Will I have access to HBO Max or will I have to create a new subscription only for HBO Max?

If you have access to HBO GO through a pay TV or telecommunications provider, you will receive an email on June 29 explaining how to access HBO Max with your HBO GO username and password. It will be very simple! From there you can start living stories to the max with content on HBO Max.

How can I subscribe/access HBO Max?

You can subscribe to HBO Max through different ways:

- Logging in to www.hbomax.com
- Downloading the HBO Max app from your preferred digital store and creating a subscription following the steps indicated by the digital store.
- Through a pay TV provider by purchasing one of the packages that offer access to HBO Max.
- Through telephone or internet companies that are allies of HBO Max in the region.
- If you have the HBO Premium package through your pay TV subscription, you can create your HBO Max subscription at no additional cost. You just have to go to www.hbomax.com, choose the option "Sign in" and then "Sign in with a provider". Make sure to use the credentials you use to access your provider's web services. The platform will guide you through the process to create your HBO Max subscription.

Do I have to re-download the application?

Yes. HBO Max is a completely new platform. If you log in through your mobile device you'll have to download the HBO Max app, and if you log in to HBO GO through your computer, the platform will redirect you to hbomax.com to complete the process.

ACCESS TO THE PLATFORM

If have HBO GO downloaded do I have to download HBO Max? Or will it update automatically?

- You must download the new HBO Max application on your device. The current HBO GO service in Latin America and the Caribbean will be discontinued.
- If you access HBO GO from your computer, the service will redirect you to hbomax.com to complete the process.

Will I continue to have my HBO GO playlist on HBO Max??

No. HBO Max is a completely new platform. Once you start enjoying all the titles on the platform to the max, you'll be able to create a new list with your favorite titles.

EXPERIENCE

Is it possible to view content on several devices simultaneously? How many?

HBO Max offers two subscription plans for users to choose the one that suits them best.

- The **Standard** plan, which allows viewers to live the HBO Max experience in its maximum splendor, offers families access to 3 simultaneous users, 5 personalized profiles, title downloads and HD video, depending on the device.
- The **Mobile** plan is a simpler plan, with access to the same catalog of titles, but designed for an individual experience on smartphones and tablets, with optimized image quality.

Is it possible to see HBO Max on a SmartTV?

You can enjoy the platform and contents of HBO Max on a SmartTV through the **Standard** plan, which allows viewers to live the HBO Max experience in its maximum splendor, offers families access to 3 simultaneous users, 5 personalized profiles, title downloads and HD video, depending on the device.

Will HBO Max allow English, Spanish and Portuguese subtitles with original sound? Will all content be dubbed into local languages?

HBO Max offers the option, in most cases, to enjoy content in original audio, English, Spanish and Portuguese. In most cases, it's also possible to add subtitles in any of the three languages.

CONTENT

What content will I find on HBO Max?

HBO Max is a platform that offers a unique space to live stories to the max, being home to iconic brands such as HBO, DC, Cartoon Network and Warner Bros., content that generates excitement and can be enjoyed by all members of the family. Within the contents of HBO Max, you'll find titles produced exclusively for the platform, the Max Originals, told from our region and other parts of the world. HBO Max will also feature content for the family and the little ones through iconic brands such as Looney Tunes, Hanna-Barbera and Cartoon Network. It's possible that certain HBO Max content may not be available under your subscription with your service provider. Consult with your service provider if this is the case for more information.