



Streaming service says you're in the wrong location with IP Address

The More You Know: MLConnect is your Internet Service Provider (ISP). If you have a streaming service from Hulu, YouTube TV, Netflix, etc. then these are your Content Providers. Matching of your IP address with your location is done through 3rd party Geolocation Providers.

My IP address shows I am in the wrong location.

If you have been to a website that was able to tell which city you were currently in, then it was using geolocation from a 3rd party database. (Geolocation Provider)

Not all Geolocation services are updated the same way. Each can look at different factors such as:

- Your Public IP Address
- A Geolocation Database (provided by 3rd parties)
- GPS Information
- Wi-Fi Access Points
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Note: This location information sent by the Geolocation Provider is approximate. IP addresses are logical and don't correspond to any particular physical location. As is the case with most ISP's, our MLConnect network uses dynamic addressing so where an IP address is today, it may not be in the same place tomorrow or the next day.

What can I do if my address shows up as the wrong location from the Content Provider?

If your location is showing up incorrectly from your streaming service, then the quickest way to correct the issue is to contact the Content Provider to change the location settings. Here are support links to two of the most popular content providers.

For Hulu Customers

<https://help.hulu.com/s/article/manage-home-network-location>

For YouTube TV Customers

<https://support.google.com/youtubetv/home/location>

If you still need assistance, call MLEC and select OPTION 6 to be connected to our MLConnect Support team.

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Hickman County: 931-729-3558
Humphreys County: 931-296-1581
Perry County: 931-589-2151

Houston County: 931-289-3311
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