

## FAQ

### 1. What is the offer?

Subscribers will get to enjoy special price as below: -

- a) YuppTV Tamil + Yuppflix : RM15/month
- b) YuppTV Hindi + Yuppflix : RM15/month
- c) YuppTV Bangla + Yuppflix : RM15/month
- d) YuppTV Malayalam + Yuppflix: RM15/month
- e) YuppTV Telugu + Yuppflix : RM15/month
- f) Yuppflix : RM10/month

### 2. Who will be entitled to get this offer?

This offering is applicable for all new and existing unifi & Broadband (4mbps & 8mbps) customers.

### 3. What are the major benefits of subscribing to YuppTV?

Once customer subscribed, customer will enjoy unlimited access to tens of thousands of TV shows & movies. Best part is you can either stream directly or download and watch offline on your phone or tablet.

### 4. Do I have to pay for this offer?

Yes, the charges as below: -

- a) YuppTV Tamil + Yuppflix : RM15/month
- b) YuppTV Hindi + Yuppflix : RM15/month
- c) YuppTV Bangla + Yuppflix : RM15/month
- d) YuppTV Malayalam + Yuppflix: RM15/month
- e) YuppTV Telugu + Yuppflix : RM15/month
- f) Yuppflix : RM10/month

### 5. How do I subscribe for this offer?

We've made it super easy. Simply connect to your device to your unifi & broadband (4mbps & 8mbps) Internet connection and go to <http://yupptv.com> on your browser. You will land to YuppTV-TM UniFi promo page. You can then enjoy YuppTV instantly after you sign up. Be sure to complete your sign up process over your unifi & broadband (4mbps & 8mbps) internet connection.

### 6. I already have a YuppTV subscription. Am I still entitled to this TM offer?

Yes, you will get a new account under this offering. Simply log out from your existing account, ensure you are connected to your TM network and go to [yupptv.com](http://yupptv.com) and perform the one-time simple sign up. You will get instant access to your TM YuppTV account. You may access via YuppTV apps using the same sign up credentials.

**7. Can I watch YuppTV via Unifi TV set-up box?**

YuppTV cannot be accessed via Unifi TV set-up box at the moment.

**8. What is the difference between YuppTV and Unifi TV VOD?**

Unifi TV offers the current and latest blockbuster movies straight from the cinemas to you (TV and mobile devices). Selected movies are available in 3D. YuppTV offers library programmes which can be viewed on smartphones, tablets, desktops and laptops.

**9. If I terminate my unifi account, will I lose my TM YuppTV subscription?**

Yes. Because one cannot exist without the other.

**10. How many devices can share this account?**

You can connect up to a MAXIMUM of 4 devices per YuppTV account.

**11. Can I only use YuppTV when I am connected to TM's network?**

Of course not. As long as you have connected your device to YuppTV or the YuppTV app once before while on your Unifi connection, you are free to use your TM YuppTV account wherever, whenever. All you need is an Internet connection.

**12. Do I need to log-in when I want to access YuppTV outside TM network?**

You don't have to log-in. Once the device is activated at home on your UniFi network, the account will remain logged in with the device for as long as your subscription is active and you can watch on any network, whether on wi-fi or mobile data.

**13. I have some other burning questions that need to be asked. Who do I bug?**

As long as the 'burning question' at hand does not involve your nether regions, our very caring Customer Support will be there to help you out. For any questions, feedback or confessions, please email [support@yupptv.com](mailto:support@yupptv.com) or go to Contact Us at <http://www.yupptv.com/Contact> for further details.

# General FAQ



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## 14. What is YuppTV?

YuppTV is an internet TV service with more content that you can poke a stick at. We know this, for you cannot poke a stick at tens of thousands of hours of content. We stream top quality TV shows and movies over the Internet for a small periodic access fee. You can watch those shows on any 4 devices per membership. You even get to choose the devices and we are working on giving you the ability to download shows to your preferred device to watch later, offline of course.

## 15. Where is YuppTV available?

Currently, YuppTV is available in USA and Canada, UK, Australia, Singapore, Malaysia, New Zealand, and the Middle East. But don't despair, we're working on bringing YuppTV to more countries soon. Available TV shows and movies may vary by location and will change from time to time.

## 16. What kind of content is available on YuppTV?

Complete seasons of hundreds upon hundreds of top Indian TV Channels and movies from 13 languages including Tamil, Hindi, Telugu, Malayalam, Kannada, Marathi, Bengali, Punjabi, Oriya, Gujarati, Sinhalese, Urdu and English.

There are thousands of hours of content available online for you to stream instantly via almost any device that connected to the internet. Pause, rewind, fast forward or replay as often as you like. No ads, just the good parts, whenever you want it. Click [HERE](#) to start browsing our library. Or check the [DEVICE REQUIREMENTS](#) to see if yours are supported by YuppTV.

## 17. What devices can I use to stream YuppTV?

YuppTV is available on your phone, laptop, tablet, TV. You name it!

For those of you who can't sit still, simply download the YuppTV app on the Google Play Store or Apple App Store and enjoy YuppTV on your mobile/tablet.

Prefer binge watching on a slightly bigger screen? Just go to YuppTV.com on your laptop/PC!

OR...

If you like your TV shows & movies reeeally big, you can even watch YuppTV on your TV -- just add HDMI or Chromecast.

## 18. What is the minimum requirement for my devices?

We try really hard to make our technology as top-notch as possible. And on top-notch devices, this top-notch technology sings like a pretty little bird.

Make sure you meet the following requirements or your mileage may vary:

Apple devices: iPhone 5 and above, iOS7 or later

Android devices: 4.3 and above

PCs: Windows 7 and 8

Mac: OSX and above

Supported browsers: Chrome 40+, Firefox 36+, Safari 7+ and IE11. (Do people still use Internet Explorer these days? Bless 'em)

### **19.Can I use YuppTV on my jailbroken device?**

Unfortunately, no. Sorry.

### **20. How do I sign out from YuppTV?**

Leaving already? :( That's okay. We're pretty sure we'll see you again real soon. To sign-out, just navigate your way to the homepage, head to the menu bar on the top left. Click on your profile name and you should see a logout option. Then, just erm... log out.

### **21.What are the required internet connection speeds?**

In short, Fast wins. Faster wins more. Typically we require at least some form of broadband, but the flavour you rock is the flavour we'll cop. We try to ensure that even on lameband you will have a great experience.

### **22.Is there a limit to how much I can watch on YuppTV?**

No. That's all :).

### **23.Can I watch YuppTV content when I am offline?**

NO at this moment.

### **24.How many devices can I use to stream YuppTV at the same time?**

You can connect up to 4 devices and stream up to 4 at the same time, as long as their operating systems are supported by YuppTV. If you want to register a 5th device, tough luck... you can't. Joking! (Well, actually we're not) You need to remove 1 device that is registered to make way for the new one you intend to connect.

### **25.Can I stream YuppTV in HD?**

Yes you can!

### **26.Help! I forgot my login email. What should I do?**

Ok, don't panic. It happens even to the best of us. To retrieve your forgotten login email, please contact [support@yupptv.com](mailto:support@yupptv.com).

### **27.How do I report a stolen device or suspicious activity on my account?**

Losing a device is always a bummer. If the device you use to watch YuppTV is lost or even worse... stolen, and if you see suspicious activity on your account, please CONTACT US immediately. All account activities are only stored for a limited time, so it's important that you contact us as soon as you realize something is wrong.