

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
Dimsum Entertainment**

NO	QUESTION	ANSWER
GENERAL INFORMATION		
1.	What is Dimsum Entertainment?	<ul style="list-style-type: none"> ▪ Dimsum Entertainment is a video streaming service in Malaysia, Brunei and Singapore serving unlimited Asian content including dramas, animations, kid's edutainment, movies, news and lifestyle content, as well as Education and e-shopping feature. Watch the latest dramas and simulcast from the countries of origin on multiple devices, with an affordable subscription fee or watch our library titles for free.
2.	What is the Dimsum Entertainment offering for unifi subscribers?	<ul style="list-style-type: none"> ▪ unifi subscribers will get to enjoy special price as below: - <ol style="list-style-type: none"> 1. RM10/month to enjoy unlimited access of Dimsum Entertainment content. 2. For new subscribers who subscribe through unifi, you will enjoy FREE viewing for the first 30 days.
3.	Who is entitled to get this offer?	<ul style="list-style-type: none"> ▪ This offering is applicable for all new and existing unifi & Broadband (Minimum speed requirement for Dimsum Entertainment is 4mbps and above) customers subscription ("Eligible Subscribers")
4.	I already have a Dimsum Entertainment subscription. Am I still entitled to this unifi offer?	<ul style="list-style-type: none"> ▪ 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 www.dimsum.my and perform the one-time simple sign up. You will get instant access to your unifi-Dimsum Entertainment account. You may access via Dimsum Entertainment apps using the same sign up credentials.
5.	Do I have to pay for this offer?	<ul style="list-style-type: none"> ▪ Yes, you only need to pay RM10/month to enjoy unlimited access of Dimsum Entertainment content!

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6.	How do I subscribe for this offer?	<ul style="list-style-type: none"> ▪ Follow simple step as below: - 1. Connect your unifi Plus Box to your unifi home network for first time activation 2. Download dimsum entertainment app via Google Playstore / Apple App Store or visit www.dimsum.my. 3. Register to activate your Dimsum Entertainment subscription with unifi auto billing and enjoy 30 days free trial.
7.	What kind of content is available on Dimsum Entertainment?	<ul style="list-style-type: none"> ▪ We have dramas, animations, kid's programmes, movies, variety shows, news and lifestyle from all over Asia, including China, Taiwan, Hong Kong, Thailand, Singapore, Malaysia, Korea and Japan. Some of the content are from our branded partners. Most of our library content is available to view for free once you signed up, and you can also opt in to our VIP package to enjoy premium content.
8.	Does Dimsum Entertainment provide subtitles for all content?	<ul style="list-style-type: none"> ▪ Dimsum Entertainment have subtitles for the majority of their library and are constantly working on adding subtitles for more content. The choice of languages is as follow: - 1. Bahasa Malaysia 2. English 3. Chinese
9.	How many devices can be connected to the same unifi-Dimsum Entertainment account?	<ul style="list-style-type: none"> ▪ You can connect up to a MAXIMUM of five (5) devices per unifi-Dimsum Entertainment account.
10.	Can I access unifi-Dimsum Entertainment when I am offline?	<ul style="list-style-type: none"> ▪ You can download 10 shows via the mobile phone app and access the download shows for up to 14 days without internet connection.
11.	Can I watch unifi – Dimsum Entertainment via unifi TV set-top-box?	<ul style="list-style-type: none"> ▪ Dimsum Entertainment is not accessible via unifi TV box at the moment. However, you can watch Dimsum Entertainment on unifi Plus Box. ▪ If you are using unifi TV Box, you are entitled to enjoy the new unifi Plus Box by change/upgrade your unifi home plan, OR with additional unifi Plus Box for RM20 for 24 months.

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12.	How to subscribe to Dimsum Entertainment via unifi Plus Box?	<ul style="list-style-type: none"> ▪ We are in the midst of enhancing our subscription journey through unifi Plus Box, and for now, subscribers could register the app via mobile by selecting unifi auto billing to enjoy special price for unifi subscribers. Once completed, subscribers could use the same account to log in to Dimsum Entertainment app through our unifi Plus Box to enjoy dimsum entertainment content.
SERVICE TERMINATION		
13.	How do I terminate my unifi- Dimsum Entertainment account/subscription ?	<ol style="list-style-type: none"> 1. For Android and Web users: Go to My Account/ Subscription History> Cancel 2. For ios users: Go to Settings > App Store > Tap your Apple ID at the top of the screen > View Apple ID > Subscriptions > Cancel 3. For MAC and PC users: Open iTunes > Account > View My Account > Enter password or Touch ID (MAC) & Account page, scroll to Settings > Manage Subscriptions > Cancel Subscription
14.	Will I get a refund if I terminate my subscription midway?	<ul style="list-style-type: none"> ▪ Unfortunately, you cannot refund your subscription amount if you cancel it mid-way. However, the amount will not be deducted post the cancellation.
TECHNICAL SUPPORT		
15.	How do I get my Dimsum Entertainment login ID and password?	<ul style="list-style-type: none"> ▪ For first time login, you need to register through your email or Facebook in order for you to get your login ID and password.
16.	What should I do if I forgot my ID/password?	<ul style="list-style-type: none"> ▪ Follow simple step as below: - <ol style="list-style-type: none"> 1. Go to 'Login' on our home page. 2. Select 'Forgot your password?' 3. Enter your registered email then submit. 4. You will receive email from Dimsum Entertainment to reset password

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17.	Can I change my password	<ul style="list-style-type: none">▪ Yes, you can go to “My Account” and click on the Edit Account Info button to change password. Be sure to click Save on the top once you are done to save your password.
CONTACT US		
18.	Dimsum Entertainment Support	<ul style="list-style-type: none">▪ Any feedback, question, comment or suggestion on Dimsum Entertainment, just email us at contactus@dimsum.my or call dimsum entertainment at : 1300-88-7827 (Monday to Friday from 8.30am – 5.30pm except public holidays) and Dimsum Entertainment will sort it out for you.
19.	Where can I get more info on Dimsum Entertainment?	<ul style="list-style-type: none">▪ For more information regarding the Dimsum Entertainment product, please check out the Dimsum Entertainment website page here at www.dimsum.my