

FREQUENTLY ASKED QUESTIONS (FAQ) FOR NEW OTT PARTNER (VIU)

NO	QUESTION	ANSWER
CONTACT US		
1.	How can I contact Viu?	<ul style="list-style-type: none"> Please feel free to reach out to us if you need any help or are experiencing any difficulties. Our customer support is available from 9 a.m. to 6 p.m. from Monday to Friday. Send us an e-mail to: help.my@vuclip.com Call our support line at: 03 2242 4240 Send us a direct message on Facebook: https://www.facebook.com/ViuMalaysia/
GETTING STARTED		
1.	Do I have to register to get started?	<ul style="list-style-type: none"> You can enjoy free videos on Viu without registering with us. However, to access the premium Content, you would have to first register for an account and subscribe to a premium subscription in order to view this type of content.
2.	What kind of videos can I access on Viu?	<ul style="list-style-type: none"> The list is increasing as you read. Currently, we are providing you access to over 4500 hours of movies, TV shows and songs.
3.	What does premium content indicate?	<ul style="list-style-type: none"> Premium content indicates paid content. You would have to subscribe to a premium subscription in order to access this content.
4.	Why should I subscribe to the app?	<ul style="list-style-type: none"> One single subscription that includes: <ol style="list-style-type: none"> Ad-free streaming Access to premium paid videos.
ACCOUNT AND SETTINGS		
1.	How can I cancel my Viu subscription?	<ul style="list-style-type: none"> If the need ever arise, you can cancel your subscription by going to the “Subscriptions” in the “My Account” section in the Menu and unsubscribe.
2.	How can I keep my account secure?	<ul style="list-style-type: none"> While we are doing everything to keep your credentials safe, you must keep in mind the Following to protect your account: <ol style="list-style-type: none"> Use a strong password and update it periodically Keep your computer safe Sign out of unused devices
BILLING HELP		
1.	What is a promo code?	<ul style="list-style-type: none"> Participate in our promotional events to receive promo codes, which you can use to get a subscription to Viu. Each promo code is valid for a limited period, so make sure you do not miss out on our exciting offers.

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2.	How subscribers will get the promo code?	<ul style="list-style-type: none"> Subscribers will get the voucher code via SMS within 5 business days upon successful Unifi Installation.
3.	How do I redeem a promo code?	<ul style="list-style-type: none"> You can redeem the promo code by subscribing to the app and proceeding with the “Redeem” or “Promo Code” option in the Payment Type. Enter the code and enjoy your subscription.
4.	How to subscribe to VIU and enjoy 6 months complimentary access to premium content via TM latest set top box called Unifi Plus Box?	<ol style="list-style-type: none"> Connect your Unifi Plus Box to your Unifi home network for first time activation Go to VIU app, choose sign in and pairing code will appear on screen. Go to www.viu.com on web browser or mobile browser Select menu icon on top left and select redeem option Input valid promo code on the voucher screen, and sign up. Select menu icon on top left, input pairing code and enjoy access to VIU
5.	What are the available payment options?	<ul style="list-style-type: none"> Enlisted below are the available payment options based on the platform. Android Apps: <ol style="list-style-type: none"> Google Billing Carrier Billing Boost Credit / Debit card via Molpay Direct banking via Molpay Promo Code iOS Apps: <ol style="list-style-type: none"> In-app Apple billing Desktop Site/Mobile Browsers: Carrier Billing Credit / Debit Card via Molpay Direct banking via Molpay Boost Promo Code
6.	Will I get a refund if I cancel 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.
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WATCHING VIDEOS ON VIU		
1.	What are the devices that I can use to stream videos on Viu?	<ul style="list-style-type: none"> You can stream videos through multiple devices: <ol style="list-style-type: none"> Android and iOS apps Desktop / Laptop browser Mobile Browser Android TV
2.	How many devices can I access my account from at the same time?	<ul style="list-style-type: none"> You can access your account on a maximum of 5 devices at a time.

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3.	Can I watch videos with breaks, without having to start all over again?	<ul style="list-style-type: none">• Of course! We automatically detect where you had left a particular video the last time based on the device you are using and resume the video from that point onwards.
ABOUT VIU		
1.	What is Viu?	<ul style="list-style-type: none">• Viu is a Premium Video on Demand application which offers you an amazing video experience across all devices (Phone, Tablet, Desktop); consuming content on high speed network connections. You can either stream or download content to watch it offline.
2.	Which regions is Viu available in?	<ul style="list-style-type: none">• Viu is available in the following regions currently:<ol style="list-style-type: none">1. India2. Malaysia3. Indonesia