

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
BBC Player**

NO	QUESTION	ANSWER
1.	What is BBC Player?	<ul style="list-style-type: none"> ▪ BBC Player is an authenticated multi-genre Subscription Video On Demand (SVOD) service that allows viewers to watch the very best of BBC programmes anytime and anywhere. It is available online at player.bbc.com (browser) and via BBC Player app which can be downloaded from Apple App Store and Google Play Store for smartphones and tablets. ▪ With BBC Player, subscribers of unifi Home, broadband (Minimum speed requirement for BBC Player is 4mbps and above), unifi TV Ultimate Pack & TM Staff Pack will be able to: <ol style="list-style-type: none"> I. Watch BBC First – the home of premium and original drama from the BBC and British independent production companies; with an array of titles that challenge, immerse and entertain, including some of the BBC’s most popular and distinctive dramas. II. Enjoy programmes from new genre brand BBC Brit – which offers premium factual entertainment that is intelligent but irreverent. BBC Brit offers programmes covering science, adventure, business, life-changing moments, extreme characters, quirky eccentrics, music, sport and comedy III. Access a selection of popular programmes from the linear channels on their unifi TV Ultimate Pack & TM Staff Pack subscription – including BBC Earth, BBC Lifestyle and CBeebies; IV. Stream and download a selection of award-winning and highly rated BBC programmes to be watched offline for up to 30 days.
2.	How different is BBC Player from BBC iPlayer?	<ul style="list-style-type: none"> ▪ BBC iPlayer, available only in the UK, is BBC’s internet streaming catch-up television and radio service funded by UK license fee payers. It is not legally available anywhere else. ▪ BBC Player is an authenticated service currently available in Malaysia only to unifi subscribers. BBC Player will feature content from six (5) BBC global channel brands – BBC Earth, BBC First, BBC Lifestyle and CBeebies – as well as BBC Brit – a new global brand – available only on BBC Player in Asia.

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3.	<p>Can you tell me more about the global channel brands on BBC Player? What are they?</p>	<ul style="list-style-type: none"> ▪ BBC Earth inspires audiences by sharing the incredible wonders of our universe. BBC Earth showcases the work of the world's foremost factual filmmakers as it seeks to take audiences on a thrilling journey of discovery. From the smallest creatures under the microscope to the limitless expanses of space, BBC Earth brings viewers face-to-face with heart pounding action, mind-blowing ideas and the wonders of being human. On BBC Player, you will be able to catch up on and view selected programmes that have aired on BBC Earth, as well as exclusive BBC Earth programmes available only on BBC Player. ▪ BBC First is the home of premium, original British drama. Showcasing world-renowned, award-winning talent in front of and behind the camera. It delivers audiences the first chance to see stories that challenge, immerse and entertain, all with a unique British perspective. On BBC Player, you will be able to watch and catch up selected programmes that have aired on BBC First. ▪ BBC Brit offers premium factual entertainment that is intelligent but irreverent. Male-skewing but with broader appeal, it blends expertise with entertainment and fact with fun. The channel will become the exclusive home of Top Gear and covers a rich variety of subjects: cars, science, adventure, business, life-changing moments, extreme characters, quirky eccentrics and comedy. BBC Brit is available exclusively on BBC Player. ▪ BBC Lifestyle offers inspiration for home, family and life. The channel offers programmes on home and design, food, fashion and style, to entertain, engage and inspire viewers. On BBC Player, you will be able to catch up on and watch selected programmes that have aired on BBC Lifestyle, as well as exclusive BBC Lifestyle programmes available only on BBC Player. ▪ CBeebies is loved by pre-schoolers under six years old, and by their parents and care-takers. The channel is inspired by pre-schoolers' natural curiosity and zest for play. Programming on the channel is customised to appeal to and suit the developmental needs of distinct age groups. Parents and caretakers trust CBeebies to deliver a safe, non-violent, interactive experience designed by developmental experts, and delivered by the trusted BBC brand, to promote imaginative play, social interaction, language skills and educational values. On BBC Player, you

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		<p>will be able to watch and catch up selected programmes that have been aired on CBeebies, as well as exclusive CBeebies programmes available only on BBC Player.</p>
4.	<p>What BBC programmes are available on BBC Player?</p>	<ul style="list-style-type: none"> ▪ Programmes of the service are updated regularly. Discover some of your favourite programmes from the five (5) global channel brands – BBC Earth, BBC First, BBC Brit, BBC Lifestyle and CBeebies.
5.	<p>Is BBC Player exclusive to unifi subscribers in Malaysia?</p>	<ul style="list-style-type: none"> ▪ Yes, currently BBC Player is only offered for subscription to unifi Home & broadband (Minimum speed requirement for BBC Player is 4mbps and above) and complementary access to unifi TV's Ultimate & TM Staff Pack subscribers in Malaysia.
6.	<p>In terms of functions and features, is there a difference between the BBC Player app and player.bbc.com?</p>	<ul style="list-style-type: none"> ▪ They are the same except for the download feature which is only available on the BBC Player app.
7.	<p>Are all the programmes on the BBC channels on unifi TV also available on BBC Player?</p>	<ul style="list-style-type: none"> ▪ All the BBC channels – BBC Earth, BBC Lifestyle, BBC First and CBeebies on unifi TV are available on BBC Player. ▪ Meanwhile, BBC Brit is exclusively available on BBC Player app only.
8.	<p>Why are some programmes from my favourite BBC channel not available on BBC Player to be streamed or downloaded?</p>	<ul style="list-style-type: none"> ▪ Unfortunately, we are not always able to acquire BBC Player rights for every programme we broadcast; and sometimes we can only acquire the rights to stream a programme, but not to download it. ▪ We are continually looking at ways to ensure a great viewing experience for you, so check back often to discover what is new on BBC Player.

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9.	Will BBC Player be bringing in the latest BBC shows very soon after the UK telecast?	<ul style="list-style-type: none"> ▪ We will bring selected programmes express from the UK. Do check in regularly to see what is new on BBC Player!
HOW TO SUBSCRIBE BBC PLAYER IN MALAYSIA?		
1.	I am a unifi TV Ultimate or TM Staff Pack subscriber. Do I get BBC Player for free? How do I get it?	<ul style="list-style-type: none"> ▪ Yes! If you are a unifi TV Ultimate or TM Staff Pack subscriber, you will be able to watch programmes from the BBC channels on BBC Player. In addition, you will have access to BBC Brit, which is not available on unifi TV and you will not have to pay additional subscription fees to access the BBC Player. ▪ Below are the simple steps: - <ol style="list-style-type: none"> 1. Connect your device to unifi Home network for first time activation 2. Download BBC Player app via Google Playstore / Apple App Store or visit www.player.bbc.com. 3. Click “Sign in Now” and enjoy BBC Player’s content
2.	I am a unifi TV subscriber but does not subscribe to Ultimate or TM Staff Pack. Do I get BBC Player for free? How do I get it?	<ul style="list-style-type: none"> ▪ If you are a unifi TV subscriber but does not subscribe to Ultimate or TM Staff Pack, you can subscribe to BBC Player at RM10/month. Simply select the “For Non-Ultimate Pack Subscribers” option. Once subscribed, you will be able to watch programmes from BBC channels on the BBC Player. In addition, you will have access to BBC Brit, which is not available on unifi TV. For newly sign-in users, they can also enjoy 30 days free viewing. ▪ Below are the simple steps: - <p style="text-align: center;"><u>For mobile app & web browser</u></p> <ol style="list-style-type: none"> 1. Ensure your device is connected to your unifi Home network for first time activation 2. For mobile devices, download BBC Player app via Google Playstore / Apple App Store. For web browsers, visit www.player.bbc.com. 3. Subscribe or click “start 30 days’ free trial” to enjoy BBC Player’s content. Once the free trial has ended, subscribe via unifi auto billing.

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		<p style="text-align: center;"><u>For unifi Plus Box</u></p> <ol style="list-style-type: none"> 1. Connect your device to unifi Home network for first time activation. 2. Go to BBC Player app on the launcher. 3. Subscribe by selecting the option “For Non-Ultimate Pack Subscribers”, OR click “start 30 days’ free trial” to enjoy BBC Player’s content. Once the free trial ended, subscribe via unifi auto billing.
3.	<p>I am not a unifi TV subscriber. Do I get BBC Player for free? How do I get it?</p>	<ul style="list-style-type: none"> ▪ If you are not a unifi TV subscriber but currently subscribed to unifi or broadband (Minimum speed requirement for BBC Player is 4mbps and above), you can subscribe to BBC Player at RM10/month by just selecting “For Non-Ultimate Pack Subscribers”. Once subscribed, you will be able to watch programmes from BBC channels on the BBC Player. In addition, you will have access to BBC Brit, which is not available on unifi TV. For newly sign-in users, they can enjoy 30 days free viewing. ▪ Below are the simple steps: - <p style="text-align: center;"><u>For mobile app & web browser</u></p> <ol style="list-style-type: none"> 1. Connect your device to your unifi Home network for first time activation 2. Download BBC Player app via Google Playstore / Apple App Store or visit www.player.bbc.com. 3. Sign up, click “starts 30 days’ free trial” and enjoy BBC Player’s content. Once free trial ended, subscribe via unifi auto billing <p style="text-align: center;"><u>For unifi Plus Box</u></p> <ol style="list-style-type: none"> 1. Connect your device to unifi Home network for first time activation. 2. Go to BBC Player app on the launcher. 3. Subscribe by selecting the option “For Non-Ultimate Pack Subscribers”, OR click “start 30 days’ free trial” to enjoy BBC Player’s content. Once the free trial ended, subscribe via unifi auto billing.

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4.	How much do I need to pay to subscribe to BBC Player?	<ul style="list-style-type: none"> ▪ If you have subscribed to the unifi TV Ultimate & TM Staff pack, you will get complimentary access to programmes from all the BBC channels in your subscription, as well as BBC Brit, which is available exclusively on BBC Player. ▪ Below are the details: - <ol style="list-style-type: none"> 1. unifi TV Ultimate & TM Staff Pack subscribers will have complimentary subscription to watch BBC Player. 2. unifi & broadband (Minimum speed requirement for BBC Player is 4mbps and above) subscribers is offered to subscribed to BBC Player at RM10/month. Just select “For Non-Ultimate Pack Subscribers” and subscribe. For newly sign-in users, they can enjoy 30 days free viewing.
5.	I've downloaded the app / surf to the BBC Player website. Now, how do I watch the programmes?	<ul style="list-style-type: none"> ▪ Simply ensure that you're connected to your unifi or broadband (Minimum requirement for BBC Player is 4mbps and above) network the first time you access BBC Player on your mobile, tablet and computer. This is the one-authentication for each device/browser you use. Then you can subscribe to BBC Player at RM10/month by just selecting “For Non-Ultimate Pack Subscribers”. ▪ Once you are subscribed and successfully signed in, you can use BBC Player anytime, anywhere in Malaysia with additional cost of RM10/month. For newly sign-in users, they can enjoy 30 days free viewing.
6.	Can I watch BBC Player on my TV? How do I watch BBC Player through my unifi Plus Box?	<ul style="list-style-type: none"> ▪ You will require unifi Plus Box to enjoy watching BBC Player content on your TV. If you are unifi TV Ultimate or TM Staff Pack subscriber, please ensure that your unifi Plus Box is connected to your unifi Home network for first time activation. Then, simply go to BBC Player app and click 'Sign in with unifi' and enjoy watching all the content for free!
7.	How do I watch BBC Player on my TV if I am not a unifi TV Ultimate or TM Staff Pack subscriber?	<ul style="list-style-type: none"> ▪ You will require unifi Plus Box to enjoy watching BBC Player content on your TV. ▪ If you are a unifi TV subscriber but does not subscribe to Ultimate or TM Staff Pack, you can subscribe to BBC Player from unifi Plus Box launcher at RM10/month by just selecting the option “For Non-Ultimate Pack Subscribers”. Once subscribed, you will be able to watch programmes from BBC channels on the BBC Player. In addition, you will

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		<p>have access to BBC Brit, which is not available on unifi TV. For newly sign-in users, they can also enjoy 30 days free viewing.</p> <ul style="list-style-type: none"> ▪ Below are the simple steps: - <ul style="list-style-type: none"> <li style="text-align: center;"><u>For unifi Plus Box</u> 1. Connect your device to unifi Home network for first time activation. 2. Go to BBC Player app on the launcher. 3. Subscribe by selecting the option “For Non-Ultimate Pack Subscribers”, OR click “start 30 days’ free trial” to enjoy BBC Player’s content. Once the free trial ended, subscribe via unifi auto billing.
8.	<p>I am a unifi / broadband (Minimum speed requirement for BBC Player is 4mbps and above) subscriber. Can I watch BBC Player anyway?</p>	<ul style="list-style-type: none"> ▪ If you are a subscriber of unifi or broadband (Minimum speed requirement for BBC Player is 4mbps and above), you will need to subscribe to BBC Player for RM10/month by just selecting “For Non-Ultimate Pack Subscribers”. Once subscribed, you will be able to watch programmes from BBC channels on the BBC Player. In addition, you will have access to BBC Brit, which is not available on unifi TV. For newly sign-in users, they can enjoy 30 days free viewing. ▪ You can watch BBC Player online on player.bbc.com or you can download the BBC Player app on Apple App Store (for iOS devices) and Google Play Store (for Android devices).
9.	<p>I am a TM customer but I do not know if I can watch BBC Player as part of the service. How do I find out?</p>	<ul style="list-style-type: none"> ▪ You need to have an Ultimate or TM Staff Pack subscription with unifi TV to be able to use BBC Player with no additional cost. ▪ You need to be a unifi or broadband (Minimum speed requirement for BBC Player is 4mbps and above) subscriber and subscribe to BBC Player with an additional cost of RM10/month. ▪ For newly sign-in users, they can enjoy 30 days free viewing.

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10.	How do I unsubscribe my BBC Player subscription?	<ul style="list-style-type: none"> ▪ You may visit your nearest TMpoint or Live Chat at unifi.com.my/chat or via myunifi app.
11.	I am not a TM customer how can I get to watch BBC Player?	<ul style="list-style-type: none"> ▪ To access BBC Player in Malaysia, you must subscribe to at least a unifi or broadband (Minimum speed requirement for BBC Player is 4mbps and above) service. To subscribe to unifi or broadband (Minimum requirement for BBC Player is 4mbps and above), please visit nearest TMpoint / visit our website at unifi.com.my
12.	Can I access BBC Player even if I do not have Wi-Fi or mobile data?	<ul style="list-style-type: none"> ▪ You will need a broadband connection or data service on your smart device or on your computer to watch and download programmes on BBC Player. ▪ You will not require mobile data, Wi-Fi or a broadband connection to watch programmes that you have already downloaded.
13.	I already have a unifi or broadband (Minimum speed requirement for BBC Player is 4mbps and above) and unifi TV Pack subscription. How do I start using BBC Player?	<ul style="list-style-type: none"> ▪ Simply ensure that you're subscribed to Ultimate or TM Staff Pack. Make sure that your device is connected to your unifi broadband the first time you access BBC Player on your mobile, tablet, computer and unifi Plus Box. This is a one-time authentication for each device/browser you use. It's that easy. Once you have successfully signed in, you can use BBC Player anytime, anywhere in Malaysia with no additional cost. ▪ For non-Ultimate or TM Staff Pack customer, simply ensure that you're connected to your unifi or broadband (Minimum speed requirement for BBC Player is 4mbps and above) network the first time you access BBC Player on your mobile, tablet, computer and unifi Plus Box. This is a one-time authentication for each device/browser you use. Then you can subscribe to BBC Player at RM10/month by just selecting the option "For Non-Ultimate Pack Subscribers". Once you are subscribed, you can use BBC Player anytime, anywhere in Malaysia with additional cost of RM10/month. For newly sign-in users, they can also enjoy 30 days free viewing.

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14.	<p>What are the system requirements to use BBC Player on PC, Android and iOS?</p>	<ul style="list-style-type: none"> ▪ On a computer, your web browser and internet connection should meet the following minimum requirements for the best experience on BBC Player. ▪ Recommended desktop computer operating systems: <ol style="list-style-type: none"> 1. Mac OS 10.x 2. Windows 8.1 3. Windows 10 ▪ Recommended web browsers: <ol style="list-style-type: none"> 1. Google Chrome (Latest version) 2. Microsoft Internet Explorer 11 3. Microsoft Edge 4. Mozilla Firefox (Latest version) 5. Safari (Latest version) ▪ Internet bandwidth minimum recommendation: <ol style="list-style-type: none"> 1. Standard Definition (SD) videos: 1.5 Mb/sec 2. High Definition (HD) videos: 3.0 Mb/sec ▪ Browser Plug-ins <ol style="list-style-type: none"> 1. To watch videos using Firefox, Internet Explorer, and Safari, you may also need to install Microsoft Silverlight version 5.1 or Adobe Flash (version 10.2.159.1 or higher). ▪ Support for mobile devices: <ol style="list-style-type: none"> 1. You can also download the BBC Player app via the Apple App Store (for iOS devices) or Google Play Store (for Android devices). This lets you download your content to an iOS or Android device. 2. iOS: iOS 8.0 and above, with a current Safari or Chrome browser for website use 3. Android: 5.0 and above, depending on device, with a current Chrome browser for website use <p>Note: We try to assure optimum performance on as many Android devices as possible, but because of the large number of Android devices in the market, we are unable to test them all to the same level. A newer version of the Android OS as well as the latest browser (for player.bbc.com) is the best way to ensure good performance with an Android device.</p>

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15.	Can I use my unifi TV pack subscription to watch programmes on BBC Player on more than one device?	<ul style="list-style-type: none"> ▪ As long as you have unifi TV Pack subscription, you can access BBC Player on multiple devices in your household.
16.	Can I watch BBC Player on Apple TV?	<ul style="list-style-type: none"> ▪ If you have an iPhone or iPad, you can Airplay BBC Player programmes on your Apple TV. For more details, visit Apple's Airplay support page.
17.	Can I watch BBC Player with Chromecast on my TV?	Yes, Chromecast are now available on BBC app and website for users to cast to TV.
18.	Can I access BBC Player when I am overseas?	<ul style="list-style-type: none"> ▪ You will not be able to stream programmes on BBC Player or watch them online when you are not in Malaysia. ▪ If you have installed the iOS or Android app, you will be able to watch the programmes you have already downloaded onto your device as long as the download(s) has not expired.
SECURITY		
1.	How does BBC Player support parental guidance and protection for children?	<ul style="list-style-type: none"> ▪ BBC Player lets you use a PIN to control access to programs on supported devices. To set up a PIN, go to 'Settings' on the BBC Player app or website. ▪ Please note that you will have to do this for every new device that you download BBC Player to and for every browser you use to access player.bbc.com ▪ You may also enable "Kids Mode" to explore and watch kids only programmes.

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2.	Why do I need to sign in, the first time I watch programmes on BBC Player, while connected to my unifi broadband?	<ul style="list-style-type: none"> ▪ The requirement to sign in is part of the security feature that helps to prevent unauthorised use of your BBC Player account. While being connected to your unifi or broadband (Minimum requirement for BBC Player is 4mbps and above) we can check that you are a TM customer, without you needing to enter any username and password.
STREAMING AND DOWNLOADING PROGRAMMES ON BBC PLAYER		
1.	What is the difference between streaming and downloading?	<ul style="list-style-type: none"> ▪ Streamed videos are videos that are played on one device but are stored on a centralised server on the internet. You need to have a connection to the internet in order to play the video. ▪ Downloaded videos are stored on the device that they were downloaded onto. You need a connection to download the video file to get it onto your device, but after it has been downloaded you can watch the video without any internet or 3G/4G connection. BBC Player allows temporary downloads for certain programmes on most iOS and Android devices. ▪ The difference between streaming and downloaded videos is similar to the difference between listening to a song on the radio and listening to a song that has been downloaded to your iPad. If you are listening to a song on the radio, you need to have reception — a connection to the radio station. If you are listening to a song on iTunes (for example) that has been downloaded onto your iPad, you can listen to it anywhere; you don't need reception or a connection.
2.	Do I stream or download the shows on BBC Player?	<ul style="list-style-type: none"> ▪ Besides streaming, you can also download selected programmes to view it offline for up to 30 days. ▪ To check which programmes that can be downloaded, click on the individual programmes on the service to get the information. Downloaded programmes will be stored in your smartphones and tablets for up to 30 days. ▪ Please note that you can only download programmes while on the BBC Player app. If you're on player.bbc.com, you will only be able to stream programmes.

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3.	Is there a maximum number of programmes I can download onto my device(s)?	<ul style="list-style-type: none"> ▪ You can download as many programmes as you want, as long as you have enough memory in your device to store the programmes.
4.	My downloaded programmes have disappeared. What happened to them?	<ul style="list-style-type: none"> ▪ You have up to 30 days to watch your downloaded programme(s) on the device you have saved them to. During this time, you can watch these programme(s) as many times as you like. After the stipulated number of days, the content will be automatically deleted from your device.
5.	What happens if I am watching a programme that is due to be deleted during the time I am watching it?	<ul style="list-style-type: none"> ▪ No problem! You will be able to watch to the end but it will be deleted after you've finished watching it.
6.	How do I delete my downloaded videos?	<ul style="list-style-type: none"> ▪ To access 'Downloads', click 'Menu' from the iOS or Android app and then select 'Downloads' to see what you have downloaded. Select the 'x' button located the image for the download you wish to delete. Now click on 'Remove download' to confirm your action. If you change your mind, you can press the 'x' to the left of 'Remove download'.
7.	Is there a limit to the number of programmes that I can simultaneously download?	<ul style="list-style-type: none"> ▪ You can add as many programmes as you want to the download queue, but only one download is active at a time. When the first programme has been downloaded, the app automatically moves to download the next item in the queue. For optimum performance, we recommend you keep your downloads to a maximum of five (5) programmes at any one time. ▪ If you experience problems to download your programmes, try deleting all the queued items and adding them again.
8.	How do I cancel a programme that is being downloaded?	<ul style="list-style-type: none"> ▪ While you're within the app, click 'Menu' and then select 'Downloads'. Next, press the 'x' button located below the image for the programme you want to cancel. Now click on 'Remove download' to confirm your action. If you change your mind, you can press the 'x' to the left of 'Remove download'. ▪ Please note that you can only download programmes in the app. Programme downloads are not available on player.bbc.com.

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9.	Can I access a programme that I have downloaded to one device and watch it on another device?	<ul style="list-style-type: none"> ▪ Unfortunately, you cannot do that with this current version of BBC Player. Downloads are specific to the device they have been downloaded onto. If you have another device you have downloaded the app onto, you can download the programmes to that device and watch it offline there.
10.	Can I download and watch a programme at the same time?	<ul style="list-style-type: none"> ▪ Yes, this should not be a problem. However, on some devices and in some network conditions, this can cause instability in the app. If you experience issues while watching and downloading a programme, please cancel the download. Alternatively, wait until the download has been completed before watching it. ▪ You will need to log into every device that you have downloaded the BBC Player app onto, and every new computer you are using for the online version.
11.	How long am I able to watch a programme for once it has been downloaded?	<ul style="list-style-type: none"> ▪ You can check how many days you have left to watch the programme in the 'Downloads' section of the app.
12.	How do I find the programme I have just downloaded?	<ul style="list-style-type: none"> ▪ You will be able to download most of the BBC Player programmes for up to 30 days. These programmes will be stored in the 'Downloads' section of the BBC Player app. To access this function, navigate using the 'Menu' on the app and select 'Downloads'.
13.	I want to watch the programmes in HD. Is there an option to choose the video quality on BBC Player? Can I choose the quality of my downloads? If so, how do I do this?	<ul style="list-style-type: none"> ▪ In most cases, you will be watching the HD versions. If you wish to lower the video quality (in order to save bandwidth, for example), you can set your preference in the 'Video & Audio Settings' under 'Settings'.
14.	How do I know how much time I have left to watch my downloaded programme(s)?	<ul style="list-style-type: none"> ▪ All downloads show the remaining number of days they are available for. You can see this number in the 'Downloads' section of the app.

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15.	Why aren't all programmes available on BBC Player?	<ul style="list-style-type: none"> ▪ Unfortunately, we are not always able to acquire BBC Player rights for every programme we broadcast; and sometimes we can only acquire the rights to stream a programme, but not to download. ▪ We are continually looking at ways to ensure a great viewing experience for you, so do check back often to discover what's new on BBC Player.
16.	I have a data limit on my phone plan – will streaming programmes on BBC Player be too costly for me? Will BBC Worldwide ensure that streaming will be at optimal level and at a reasonable cost for viewers who are watching on their mobile phones?	<ul style="list-style-type: none"> ▪ We do our best to ensure that technically, the streaming is at an optimal level. ▪ However, you might want to check with your mobile provider for the streaming speed and data plan that you have subscribed to, to ensure that your plan will allow you to get the optimum use of BBC Player. If you exceed your data limit, you may be charged according to your phone plan.
17.	How often will you be uploading new programmes onto BBC Player?	<ul style="list-style-type: none"> ▪ Programmes will be updated regularly, so please do check back often!
LANGUAGES AND SUBTITLES		
1.	Will programmes be available in different languages? Will the programmes on BBC Player be dubbed or subtitled?	<ul style="list-style-type: none"> ▪ At the moment, BBC Player features content in English only. ▪ English, Chinese and Bahasa Malaysia subtitles are available for selected programmes.

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2.	How do I turn off the subtitles?	<ul style="list-style-type: none"> ▪ Subtitles, when available, can be turned on or off using the 'subtitles' button which is shown in the form of a speech bubble located at the top right corner on the app version or as three dots at the bottom right corner of the video on the web version.
TECHNICAL ISSUES		
1.	I am a unifi or broadband (Minimum speed requirement for BBC Player is 4mbps and above) or unifi TV Ultimate or TM Staff Pack subscriber and I am having problems signing in to the service.	<ul style="list-style-type: none"> ▪ When you try to stream or download content for the first time on a device, you will be prompted to sign in.
2.	Before selecting the 'Sign in Now' button, you need to ensure your device is connected to your unifi or broadband (Minimum speed requirement for BBC Player is 4mbps and above).	<ul style="list-style-type: none"> ▪ This will ensure that you are authenticated to use the BBC Player for free on that device, without needing to type in any username or password. This is a one-time authentication for each device (and each browser) you use. ▪ If you are a unifi TV Ultimate or Staff Pack subscriber, just connect to your unifi or broadband (Minimum speed requirement for BBC Player is 4mbps and above) and if you are still having problems, please email http://www.bbcasia.com/bbc-player-contact.
3.	I am a unifi or broadband (Minimum speed requirement for BBC Player is 4mbps and above) or unifi TV Ultimate or TM Staff Pack subscriber and I previously watched content on my	<ul style="list-style-type: none"> ▪ If you are prompted to sign in again when you select to watch content and you are getting an error, one of the following two things might have happened: <ol style="list-style-type: none"> 1. Your device might have 'signed out' from the service. Try watching the content while connected to your unifi or broadband (Minimum speed requirement for BBC Player is 4mbps and above) to sign in again on this device. 2. You might have unsubscribed from unifi TV Ultimate or TM Staff Pack, which is why you don't have the access anymore. You will need to subscribe to unifi TV Ultimate or TM Staff Pack again if you want to continue enjoying BBC

NO	QUESTION	ANSWER
	<p>device/browser but it does not seem to work anymore.</p>	<p>Player or subscribe to BBC Player at RM10/month by just selecting “For Non Ultimate Pack Subscribers”.</p> <ul style="list-style-type: none"> ▪ If you are a unifi or broadband (Minimum speed requirement for BBC Player is 4mbps and above) or unifi TV Ultimate or TM Staff Pack, just connect to your unifi or broadband and if you are still having problems, please email http://www.bbcasia.com/bbc-player-contact.
4.	<p>I am having problems playing programmes on my phone / tablet / smart device. What can I do?</p>	<ul style="list-style-type: none"> ▪ If you are having problems playing programmes on your smart device, the following troubleshooting may help resolve your problem: <ol style="list-style-type: none"> 1. Check your connection type and speed <ul style="list-style-type: none"> ▪ Playback quality should change based on your connection speed. If you’re having pausing/buffering problems, it’s good to understand your connection performance. To check further, Live Chat at livechat.tm.com.my/ 2. 3G/4G – Poor performance over a mobile network <ul style="list-style-type: none"> ▪ You could try turning your data connection off and on again. However, even if it appears that you have a good signal on your 3G/4G mobile network, other factors such as a congested network may affect performance. Connecting to a Wi-Fi network should improve playback and if it is a consistent problem, consider downloading programmes over Wi-Fi beforehand. 3. Is your device trying to connect via an unknown Wi-Fi network (hotspot, work network etc.)? <ul style="list-style-type: none"> ▪ If your device is set to ‘connect to Wi-Fi networks automatically’, while you may think you’re connected via your 3G/4G mobile network or a known Wi-Fi network, your device may actually be trying to connect to a public/guest Wi-Fi hotspot or other Wi-Fi network. If you do not have the password to this public/guest Wi-Fi network, you will experience problems. So either try and get a password for the network you’re connected to, disable ‘connect to Wi-Fi networks automatically’ on your device setting to revert back to 3G/4G, or manually select your desired Wi-Fi network. 4. Wi-Fi – Poor performance <ul style="list-style-type: none"> ▪ If others are using the same network, or if you have other devices connected to the internet, then all these devices

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		<p>are competing for available bandwidth. Try switching other devices off or offline. Also, the further away you are from the router, the worse the signal quality, so try moving closer to your router. Restarting your router may also help.</p> <p>5. Are you using the latest version of the app?</p> <ul style="list-style-type: none"> ▪ App updates frequently include bug fixes, so please update if you're not using the latest version of the app. You can check for updates in your Apple App Store (for iOS devices) or Google Play Store (for Android devices). <p>6. Try reinstalling the app</p> <ul style="list-style-type: none"> ▪ Sometimes, reinstalling the app may resolve a playback problem. This is also a good way of ensuring that you are using the latest version. However, please note that when you delete the app, any downloaded programmes will also be deleted. <p>7. Are you using the latest Operating System version for your device?</p> <ul style="list-style-type: none"> ▪ If updates are available, it is worth considering updating your operating system (OS) as sometimes, bugs can only be fixed by an operating system update. <p>8. I am watching programmes at home via Wi-Fi. Yet I am having skipping and buffering problems. Why is that?</p> <ul style="list-style-type: none"> ▪ If you are having problems with playback such as the video skipping or buffering, you might want to check your Wi-Fi connection. If the signal is strong, check if other devices on the network are downloading or uploading anything as this may slow down the service. <p>9. I can't download some of the programmes on BBC Player. Why is that?</p> <ul style="list-style-type: none"> ▪ We aim to make as many of our programmes as possible downloadable for up to 30 days. However, due to different rights agreements we have with different programme makers, this isn't always possible. ▪ To check if your favourite programme can be downloaded, check for the 'Download' button shown alongside the programme, based on the version of the BBC Player app.

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"><li data-bbox="634 317 1430 478">▪ You may have to expand the panel on a tablet in order to see the 'Download' button. The same download feature is available on Android and iOS devices. Please note that the download function is only available on the BBC Player app and not the web version. <p data-bbox="634 516 1398 611">10. My favourite programme on the BBC channel(s) I subscribe to is not available on BBC Player. Why is that?</p> <ul style="list-style-type: none"><li data-bbox="634 621 1422 716">▪ We are not always able to acquire BBC Player rights for every programme we broadcast. Do check back regularly to see what's new on BBC Player.