

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
SHEMAROOME**

NO	QUESTION	ANSWER
GENERAL INFORMATION		
1.	What is ShemarooMe?	<ul style="list-style-type: none"> ▪ ShemarooMe is a one stop destination for Premium Bollywood movies and authentic Indian content. ▪ With access to over 3,700 titles, across multiple genres and languages - Bollywood movies (Classic & Premiere), Bollywood movies dubbed in Bahasa Indonesia, Indian content (Bengali, Nepali, Gujarati, Punjabi, Marathi, etc.) as well as other genres such as Kids - it has something for everyone in your family. You can also watch one (1) new movie every Friday in the Bollywood Premiere section.
2.	What is the ShemarooMe offering for unifi Home customers?	<ul style="list-style-type: none"> ▪ Subscribers of unifi Home will get to enjoy a special price as below:- <ol style="list-style-type: none"> a. ShemarooMe Premium at RM8 per month which will enable subscribers to access entire content library on ShemarooMe. b. For first time unifi Home subscribers who subscribed through unifi between 1st Feb – 31st July 2021, they will enjoy a one-time FREE viewing for 30 days. Charges will only appear in the unifi Home second month bill.
3.	Who will be entitled to get this offer?	<ul style="list-style-type: none"> ▪ This special offering is applicable for all new and existing subscribers of unifi and Broadband plans (the minimum speed requirement for ShemarooMe is 4Mbps and above).
4.	What are the benefits of subscribing to ShemarooMe?	<ul style="list-style-type: none"> ▪ Once you have subscribed to ShemarooMe, you can enjoy unlimited access to over 3,700 titles, across multiple genres and languages of movies and non-film content, including devotional, kids, health and fitness and classic sitcoms. ▪ The best part is, you can either stream directly or download and watch it offline on your phone or tablet. You can also view ShemarooMe content through your unifi Plus Box.

NO	QUESTION	ANSWER
5.	I already have a ShemarooMe subscription. Am I still entitled to this offer for unifi Home customers?	<ul style="list-style-type: none"> ▪ This special offer is only eligible for unifi Home subscribers.
6.	Do I have to pay for this ShemarooMe monthly subscription after the free viewing period ended?	<ul style="list-style-type: none"> ▪ Yes, you need to pay RM8/month to enjoy unlimited access of ShemarooMe content in the consecutive months after the free viewing period has ended.
7.	How do I subscribe for this offer?	<ul style="list-style-type: none"> ▪ Just follow the simple steps as below: - <ol style="list-style-type: none"> a. Download ShemarooMe app via Google Play Store on your android mobile device. b. Register to activate your ShemarooMe subscription with unifi auto billing and enjoy 30 days' free trial. c. Sign-in to ShemarooMe app on your mobile device, unifi Plus Box or ShemarooMe website (browser) using the same login credential used during the registration earlier. ▪ Note: Sign-up (registration) for ShemarooMe is not supported by iOS and HarmonyOS. However, after you have registered using ShemarooMe android mobile app, then you can sign-in using your iOS devices.
8.	Can I watch ShemarooMe via my unifi TV box?	<ul style="list-style-type: none"> ▪ Please note that at the moment, ShemarooMe is not accessible via the older version of unifi TV box. However, you can watch ShemarooMe on unifi Plus Box using the same credentials used during the sign-up (registration). ▪ If you are using other than unifi Plus Box, you may watch ShemarooMe via its mobile app.

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9.	How to subscribe to ShemarooMe via unifi Plus Box?	<ul style="list-style-type: none"> ▪ We are in the midst of enhancing our subscription journey through the unifi Plus Box. ▪ For now, subscribers can register for the app via Android mobile by selecting unifi auto billing to enjoy the 30 days Free Viewing. This Free Viewing is available for a limited time only i.e. if you subscribe between 1st Feb – 31st July 2021 for TM subscribers. Once completed, subscribers could use the same credential (mobile number) to log in to ShemarooMe app through our unifi Plus Box to enjoy its content.
10.	What are the available payment options for ShemarooMe subscription?	<ul style="list-style-type: none"> ▪ You can make the payment via unifi direct carrier billing ▪ You can also pay your bill through several payment channels such as: <ul style="list-style-type: none"> i. myunifi app ii. unifi portal via unifi.com.my iii. any nearest TMpoint or TMpoint Authorised Dealer (TAD) outlets iv. POS Malaysia v. selected preferred online banking channels ▪ For hassle-free payment transactions, it is highly recommended that you subscribe to TM Autopay service.
11.	If I terminate my unifi account, will I lose my unifi - ShemarooMe subscription?	<ul style="list-style-type: none"> ▪ Yes, because the ShemarooMe subscription will be discontinued without unifi subscription.
12.	How many devices can I share this account with?	<ul style="list-style-type: none"> ▪ ShemarooMe allows a MAXIMUM of four (4) devices to view its content simultaneously on one (1) subscribed account. This is to ensure that your premium membership is not misused. ▪ In ShemarooMe, you can create multiple profiles for different members of your family to enjoy a personalised experience based on their preferences. You can create a maximum of five (5) profiles including a kid's profile within a single account.

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13.	Am I able to access ShemarooMe only when I am connected to TM's network?	<ul style="list-style-type: none"> ▪ Don't worry, as long as you have accessed ShemarooMe app on your device while on your unifi connection once before, you are free to use your ShemarooMe account wherever, whenever. All you need is an Internet connection.
14.	Do I need to log in when I want to access ShemarooMe outside TM network?	<ul style="list-style-type: none"> ▪ 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.
15.	How many devices can I use to stream ShemarooMe at the same time?	<ul style="list-style-type: none"> ▪ You can use a MAXIMUM of four (4) devices to view the content simultaneously on one (1) subscribed account. This is to ensure that your premium membership is not misused.
16.	Can I watch ShemarooMe content when I am offline?	<ul style="list-style-type: none"> ▪ Yes, you can download the movies and shows and access them without an internet connection. These will be available in the download section of the app.
17.	Can I watch ShemarooMe content using unifi – ShemarooMe account while travelling abroad?	<ul style="list-style-type: none"> ▪ You will not be able to watch ShemarooMe content when you are outside Malaysia due to licensing and rights restrictions.
SERVICE TERMINATION		
1.	How do I terminate my unifi – ShemarooMe account / subscription?	<ul style="list-style-type: none"> ▪ You can choose to cancel your subscription anytime by following the steps below: - <ul style="list-style-type: none"> • If you have bought your plan on ShemarooMe android app, you can follow this process: Click on 'Me' and enter 'View Plans'. Select the option 'View/Modify Plans' to cancel the plan.

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2.	Will I get a refund if I terminate my subscription midway?	Unfortunately, if you cancel the subscription midway of the billing cycle, you will not be refunded for the remaining period. This means, you can still enjoy the service until the end of the billing cycle for that month. Your access to the service will be discontinued starting from the next billing cycle and no further charges will be reflected in your bill.
TECHNICAL SUPPORT		
1.	I forgot my ShemarooMe password. What can I do?	<ul style="list-style-type: none"> ▪ Reset via mobile number: Click 'Forgot Password'. You will be redirected to provide your registered mobile number. On entering the correct details, you will receive your one-time password (OTP) via text message. Enter that OTP to reset your password. ▪ Reset via e-mail: Click 'Forgot Password'. You will be redirected to provide your registered e-mail. On entering the correct details, you will receive a reset password e-mail. Click on Set a New Password, enter your New Password and Confirm Password, now click on Reset button.
SECURITY		
1.	What is the profiles setting on ShemarooMe?	<ul style="list-style-type: none"> ▪ In ShemarooMe, you can create multiple profiles for different members of your family. We recommend users to create different profiles for each member to enjoy a personalised experience based on their preferences. ▪ You can create a maximum of five (5) profiles including a kids' profile within a single account.
2.	How can I create the profiles?	<ul style="list-style-type: none"> ▪ As soon as you log in for the first time, you will be asked to create profiles. ▪ If you want to add more profiles, click on 'Me' and go to 'Manage profiles' and add a new profile.
3.	Can I edit my profile?	<ul style="list-style-type: none"> ▪ Yes, you can edit the profiles. To edit your profile(s), first you have to log in to your account, if you're not logged in already. Now follow this process to edit the profile: <ol style="list-style-type: none"> a. Go to your 'Me' icon and choose 'Manage profiles' b. Click on 'Edit' below the profile that you want to make the changes in and press 'Done'.

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		<ul style="list-style-type: none"> ▪ Please note that you will not be able to change the profile details on ShemarooMe app on unifi Plus Box.
4.	<p>Can I delete my profile?</p>	<ul style="list-style-type: none"> ▪ You can delete your profile. To do so, you have to log in to ShemarooMe. Click on the 'Me' icon and go to 'Manage profiles'. Select 'Edit' below the profile the you want to delete and press 'Delete Profile'. ▪ We'd really like you to keep your profile running, so let us know if there is any specific issue you are facing that we could help with. Write an e-mail to support@shemaroo.com with your grievance.
5.	<p>How to enable the parental control feature?</p>	<ul style="list-style-type: none"> ▪ On ShemarooMe, you can enable parental control by setting a PIN. You can turn on this feature only if you have purchased a plan. ▪ After purchasing a plan, users can follow the below steps: <ol style="list-style-type: none"> a. Select the 'Me' icon and navigate the menu to select 'Settings' b. Under 'Privacy Settings', you will find an option to enable 'Parental Control' by sliding the button. c. To enable the 'Parental Control', you will be prompted to enter your ShemarooMe password. d. After successfully entering the password, you will be requested to set a 4-digit PIN. Enter a 4-digit number of your choice and press 'Confirm'. ▪ After enabling the parental control, users will be prompted to enter the PIN when they try to exit the kids' profile or launch the app, to ensure maximum safety.
6.	<p>How to disable the parental control?</p>	<ul style="list-style-type: none"> ▪ After you have logged in, you can follow this steps to disable the parental control feature: <ol style="list-style-type: none"> a. Select the 'Me' icon and navigate the menu to select 'Settings' b. Under 'Privacy Settings', you will find an option to disable 'Parental Control' by sliding the button. ▪ However, we highly recommend to enable the parental control feature if your child accesses the app.

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7.	I want to change the parental control PIN.	<ul style="list-style-type: none"> ▪ After you have logged in, follow the below process: <ol style="list-style-type: none"> a. Select the 'Me' icon and navigate the menu to select 'Settings' b. Under 'Privacy Settings', you will find an option to Change the PIN c. You will be prompted to enter your ShemarooMe password. After successfully entering the password, you will be requested to change the PIN by entering a new 4-digit PIN. d. Enter the new 4-digit PIN and continue watching ShemarooMe.
8.	I forgot my parental PIN code, what do I do now?	<ul style="list-style-type: none"> ▪ To get your parental PIN code, click on Forget PIN tab, enter your email ID on which you wish to receive your parental PIN code. ▪ Then go to Me icon and click on Main profile. Get your parental PIN code from your e-mail ID and enter the same.
TECHNICAL ISSUES		
1.	I'm getting a black screen with no sound.	<ul style="list-style-type: none"> ▪ Please restart the device you are viewing the content on and start the app. If the issue still persists, email to us at support@shemaroo.com, mentioning the steps to recreate the issue and screenshot of error messages if any.
2.	Why is my app shutting down / crashing / closing frequently on my phone?	<ul style="list-style-type: none"> ▪ For an optimum user experience, kindly update the app to the latest version. Also, try to clear your app data and restart your phone. If you're still facing problems, send us an e-mail at support@shemaroo.com.
3.	Video is taking very long time to load. What can I do?	<ul style="list-style-type: none"> ▪ If the videos are buffering on your app, please check if your Internet connection is working fine. If the internet is working fine and it's still taking time to load, then please send us an e-mail at support@shemaroo.com.

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4.	The app is consuming too much data.	<ul style="list-style-type: none"> ▪ If the app seems to be consuming too much of your data, try changing your video quality settings. ▪ You can try changing the video quality by tapping the video and clicking the gear icon on the top right corner. That should bring up a list of video quality options to choose from! ▪ If it still doesn't help, send us an e-mail at support@shemarooome.com about the problem.
5.	Can I change the video quality?	<ul style="list-style-type: none"> ▪ Yes, you can change video quality by clicking on the gear icon on video player and choose the desired video quality as per your network speed.
CONTACT US		
1.	ShemarooMe support	<ul style="list-style-type: none"> ▪ For any feedback, question, comment or suggestion on ShemarooMe, just email us at support@shemarooome.com
2.	Where can I get more info on ShemarooMe?	<ul style="list-style-type: none"> ▪ For more information regarding the ShemarooMe, please check out our website at www.shemarooome.com ▪ For more information regarding the terms and conditions, you can check out our website at https://unifi.com.my/plus-box/shemarooome