

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

NO	QUESTION	ANSWER
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 currently available in the following regions: <ol style="list-style-type: none"> 1. India 2. Malaysia 3. Indonesia
3.	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. <ul style="list-style-type: none"> • 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 start using Viu ?	<ul style="list-style-type: none"> ▪ You can enjoy free videos with Ads on VIU via web browser or mobile app even without registering with VIU. However to enjoy VIU via the unifi Plus Box, you must activate your promo code provided by TM via SMS (you should be receiving it within 5 business days upon successful unifi installation) ▪ Once you have received your promo code, you will need to register or sign into your account and activate the promo in order to obtain the 6-month premium offer for Viu. <ul style="list-style-type: none"> ▪ Please be informed that the promo code is only applicable on selected campaign/promo basis only.
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 4,500 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"> 1. Ad-free streaming 2. Access to premium paid videos.
ACCOUNT AND SETTINGS		

NO	QUESTION	ANSWER
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"> 1. Use a strong password and update it periodically 2. Keep your computer safe 3. Sign out of unused devices
BILLING HELP		
1.	What is a promo code?	<ul style="list-style-type: none"> ▪ When you participate in our promotional events, you’ll 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.
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 the promo code?	<ul style="list-style-type: none"> ▪ You can redeem the promo code by subscribing to the app and proceed 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 the 6 months complimentary access to premium content via unifi Plus Box?	<ol style="list-style-type: none"> 1. Connect your unifi Plus Box to your unifi Home network for first time activation 2. Go to Viu app, choose sign in and pairing code will appear on screen. 3. Go to www.viu.com on web browser or mobile browser 4. Select the Menu icon on top left and select Redeem option 5. Input a valid promo code on the voucher screen, and sign up. 6. 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"> ▪ Listed below are the available payment options based on the platform. ▪ Android Apps: <ol style="list-style-type: none"> i. Google Billing ii. Carrier Billing iii. Boost iv. Credit / Debit card via Molpay v. Direct banking via Molpay vi. Promo Code ▪ iOS Apps: <ol style="list-style-type: none"> i. In-app Apple billing ii. Desktop Site/Mobile Browsers: iii. Carrier Billing iv. Credit / Debit Card via Molpay

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> v. Direct banking via Molpay vi. Boost vii. Promo Code
6.	Will I get a refund if I cancel my subscription midway?	<ul style="list-style-type: none"> ▪ Unfortunately, there will be no refund for your subscription amount if you cancel it midway. However, the amount will not be deducted post the cancellation.
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"> 1. Android and iOS apps 2. Desktop / Laptop browser 3. Mobile Browser 4. 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.
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.