FAQ: iQIYI Bundle CelcomDigi Biz Postpaid 5G Plan

1. **What is iQIYI?**
   iQIYI is a leading Asian online video streaming service that offers a variety of content, including original series, movies, and user-generated content. It offers a wide range of content, including original drama series, variety shows, movies, kids programs, documentaries and animations.

2. **Where can I get iQIYI app?**
   You can download the iQIYI app from the Google Play Store, Apple App Store or iQIYI website for other devices.

3. **Which device is compatible with iQIYI?**
   iQIYI is available on an extensive list of internet-supported mobile devices, tablets, web browsers and smart devices:

Smartphones & Tablets	• Android: 5.0 or above • iOS v12+ • iPad v10+
PC/ Laptop	• Chrome (version 75+) • Safari (version 11+) • Microsoft Edge (version 79+) • Firefox
Living room devices	• Android TV (OS 7.0 or above) • Chromecast [Gen2 above (Firmware 1.43+)] • Apple TV OS 11+ (Gen 4 above) • Apple TV 4K (all 3 generations) • LG TV (2018 models/ web OS 4.0 or above- not available on TV M3) • Samsung TVs (2017 and above models with Tizen operating system) • Hisense Smart TVs and Toshiba Smart TVs with VIDAA OS U6 1.2 and few other models

4. **What is the access available for iQIYI with CelcomDigi BizPostpaid 5G?**

iQIYI Standard VIP	
Concurrent watching on multiple screens	2
VIP skip ads	Skip Ads
Stream Quality	1080p
Dolby Atmos	✓
VIP Download	✓
Advanced viewing	✓
Exclusive content	✓
Blockbusters	✓

5. **Where can I get more information on iQIYI?**
   You can get more information at iQIYI.

6. **How can I enjoy iQIYI?**
   CelcomDigi customers subscribing to the following streaming pass will get to automatically enjoy iQIYI as part of their subscription.

Add-Ons	Price	Quota (5G+4G)	Quota Validity	iQIYI Access Validity	Auto-Renewal
iQIYI (Standard VIP) + 5GB (5G+4G)	RM 14.90	5GB*	30 days	31 days	yes

**5GB quota is high speed 5G+4G data and can be used for tethering/ hotspot.*

7. **How do I subscribe to StreamMORE iQIYI Add-Ons?**
   Subscription can be performed via CelcomDigi app.

Channel	How to Purchase
CelcomDigi app	**Step 1:** Login to the CelcomDigi app **Step 2:** Go to 'Shop' **Step 3:** Select 'Lifestyle' **Step 4:** Select 'Entertainment' **Step 5:** Select iQIYI (Std VIP) & 5GB internet **Step 6:** Click 'Confirm Subscription' to proceed

8. **Will there be any notification upon successful activation of the bundle?**
   Yes, you will receive a Welcome SMS upon successful subscription and a separate SMS on log in detail for iQIYI access. The SMS will be sent to the principal mobile number.

   If you did not receive the SMS, you may still attempt to login to iQIYI application. If login failed, please reach out to us via WhatsApp.

9. **I did not receive the OTP on my mobile phone to activate iQIYI. What should I do?**
   Kindly ensure that your mobile number is the same CelcomDigi mobile number used during subscription. The OTP will only be sent to that same CelcomDigi mobile number. For further assistance, please reach out to us via WhatsApp.

10. **Upon successful activation of these bundles, how do I log in to iQIYI?**

On your desktop browser

A. Go to iQIYI and select 'Login'
B. Enter your mobile number to login (the same number you used to purchase the subscription)
C. Please agree to the Terms of Use, Privacy Policy and Supplemental Privacy Policy for Malaysia by clicking the button below
D. You will receive a 4-digit code through SMS; enter the 4-digit code onto the browser
E. Enter your email address and verify it with the OTP sent to your email (this step may be skipped)
F. If it's your first time logging in to IQIYI, fill in your registration details. Click on 'Create account'
G. Choose the content rating for your Profile
H. Select your preferred content language
I. Start Streaming!

On your iOS / Android mobile app

A. Download the iQIYI application
B. Please agree to the Terms of Use, Privacy Policy and Supplemental Privacy Policy for Malaysia by clicking 'Agree & Continue'
C. Enter your mobile number to login (the same number you used to purchase the subscription)
D. You will receive a 4-digit code through SMS; enter the 4-digit code onto the application
E. Enter your email address and verify it with the OTP sent to your email (this is a skippable step)
F. If it's your first time logging in to IQIYI, fill in your registration details. Click on 'Create account'
G. Choose the content rating for your Profile
H. Select your preferred content language
I. Start Streaming!

On your living room devices

A. Open iQIYI app on your Living room device
B. Click on 'Agree and Continue'.
C. Enter your mobile number to log in
D. Enter the OTP sent to your number
E. You are now logged in to your Living room device

11. **I subscribed to StreamMORE iQIYI Add-Ons. When will the pass expire?**
    The 5GB quota subscription will be valid until time of subscription on the 30th day of subscription. Any unused quota will be forfeited.

    iQIYI's access will be valid until time of subscription on the 31st day of subscription. Samples as shown below:

iQIYI Access Granted on	iQIYI Access Valid till
1 Dec 2024 3:00 P.M.	1 Jan 2025 2:59 P.M.

    You may refer to iQIYI's access validity in iQIYI application.

12. **I subscribed to StreamMORE iQIYI Add-Ons. When will the bundle auto-renew?**
    Your StreamMORE iQIYI Add-Ons will auto-renew monthly at the end of the subscription.

    You may check the date via CelcomDigi app > Shop > Lifestyle > Entertainment > My Subscriptions.

    Please ensure that you have sufficient credit limit 24 hours before expiry of the subscription.

13. **I subscribed to StreamMORE iQIYI Add-Ons. Can I cancel the subscription at any time?**
    Yes, you can perform cancellation via CelcomDigi app. There will be no pro-ration of charges, with full charges imposed. Upon cancellation, quota and iQIYI access will last till end of current subscription validity.

Channels	How to Cancel Subscription
CelcomDigi app	**Step 1:** Login to the CelcomDigi app **Step 2**: Go to 'Shop' **Step 3:** Select 'Lifestyle' **Step 4:** Select 'Entertainment' **Step 5:** Click on 'My Subscriptions' on the top right corner **Step 6:** Select iQIYI (Std VIP) & 5GB internet **Step 7:** Click 'Unsubscribe' to proceed

14. **I subscribed to StreamMORE iQIYI Add-Ons. What will happen if I terminate my postpaid line?**
    If you terminate your postpaid line, you will not be able to access iQIYI with immediate effect. There will be no pro-ration of charges, with full charges imposed.

15. **I have an existing iQIYI direct billed subscription purchased via various payment channels (operator billing/ banking card). Can I still subscribe to CelcomDigi iQIYI Bundle Pass using the same mobile number?**
    Yes, you can. However, please take note that if both subscriptions are active, **both will be charged concurrently.** To avoid this, you will need to ensure the desired subscription remains active and perform cancellation on the other subscription.

16. **Can I use my iQIYI (Standard VIP) subscription on other devices?**
    Yes, you can login on other compatible devices via the CelcomDigi mobile number used during subscription.

17. **Can I use my StreamMORE iQIYI Add-Ons quota while on roaming?**
    No. The quota is only applicable for domestic use only (within Malaysia).

18. **Is StreamMORE iQIYI Add-Ons charged based on 30 days cycle?**
    Yes, StreamMORE iQIYI Add-Ons is charged based on 30 days cycle and will auto-renew at subscription time on the 31st day of subscription. Please ensure you have sufficient credit limit 24 hours before expiry of the subscription.

    In the event that the current subscription & subsequent renewal falls into same postpaid billing cycle, both StreamMORE transactions will be billed in the same postpaid bill.

    e.g. Subscriber initially purchased StreamMORE iQIYI Add-Ons on 28 July 2024, and subsequently auto-renewed on 27 August 2024. In postpaid bill dated 28 August 2024, subscriber will see both transactions captured in the same bill.

19. **My postpaid line is barred/ suspended. What will happen to my StreamMORE iQIYI Add-Ons?**
    You will not be able to access/ utilize your StreamMORE iQIYI Add-Ons.

20. **My postpaid line is barred/ suspended. What will happen to my StreamMORE iQIYI Add-Ons that is due for renewal?**
    The StreamMORE iQIYI Add-Ons will be automatically unsubscribed and you will be required to resubscribe again to enjoy the service.

21. **Can I transfer my StreamMORE iQIYI Add-Ons benefit that I purchased from one mobile number to another mobile number?**
    No. The bundle access/ benefit is not transferrable to another mobile number.

22. **I have initiated iQIYI account deletion. Can I revert the account deletion?**
    Unfortunately, no. You will then require to re-subscribe the add-ons.

23. **I have further enquiry or issue with my StreamMORE iQIYI Add-Ons. Where can I get help?**
    Please reach out to us via WhatsApp.

24. **What are the terms of my access to iQIYI?**
    By subscribing to iQIYI, in each case irrespective of whether you log in or complete the registration process for iQIYI, the customer (you) further agrees and confirm that he/ she has (you have) read, understood, accepted and agreed to be bound by the following terms and conditions:
    A. CelcomDigi Terms & Conditions: Celcom | Digi
    B. iQIYI Terms of Use
    C. iQIYI Privacy Policy