FAQ: Viu Bundle CelcomDigi Biz Postpaid 5G Plan

1. **What is Viu?**
   VIU is your go-to entertainment platform, bringing you the best of Korean dramas & movies, hit variety shows, award-winning VIU Originals, and a stunning selection of popular Malay, Chinese, Thai, and Indonesian dramas. With high-quality subtitles in multiple languages, VIU keeps you connected to the pulse of Asian entertainment. From heart-stopping thrillers to hilarious comedies and unforgettable romances, VIU is where you find it all, anytime, anywhere.

2. **Where can I get Viu app?**
   You can download the VIU app from the Google Play Store or Apple App Store.

3. **Which device is compatible with Viu?**
   VIU is compatible with smartphones, tablets, desktops, smart TVs, and selected streaming devices.

Smartphones & tablets	• Android: 5.0 or above • Apple: iOS 14 – above (only available on iPhone and iPad for now)
PC/Laptop	**Hardware requirements for PC/laptop** • CPU: Pentium 4 (or above) • Memory: 512MB (or above) • Sound card: Sound Blaster 16 or compatible **Software requirements for PC/laptop** • Microsoft Windows operating system: • System requirement: Windows XP SP2 (or above) / Windows Vista / Windows 7 / Windows 8 / Windows 10 *Windows RT currently not supported • Browser: Microsoft Edge / Firefox 4.0 (or above) / Google Chrome 11 (or above) / Safari 4.0 (or above) • Display: 1024 x 768 (or above) **Mac operating system:** • System requirement: OS X (or above) • Browser: Safari 4.0 (or above) / Firefox 4.0 (or above) / Google Chrome 11 (or above) • Display: 1024 x 768 (and higher)
Apple TV, Smart TV, Android TV	**Apple TV operating system:** • System requirement: tvOS 14 (or above) **Sony Android TV operating system:** • System requirement: Android 6.0 (or above)

	Samsung Smart TV: • 2024 Tizen 8.0, 2023 Tizen 7.0, 2022 Tizen 6.5, 2021 Tizen 6.0, 2020 Tizen 5.5, 2019 Tizen 5.0, 2018 Tizen 4.0, 2017 Tizen 3.0 **LG Smart TV:** • 2024 webOS TV 24, 2023 webOS TV 23, 2022 webOS TV 22, 2021 webOS TV 6.0, 2020 webOS TV 5.0, 2018 - 2019 webOS TV 4.x **Philips Smart TV:** • 2022 Philips Android MTK9970 AP TPM211EA • 2020-2021 Philips Android MTKT32 AP TPM215E • 2019-2020 Philips Android MTK5599 AP (MSAF) TPM191E

Please refer to VIU for more information.

4. What is the access available for VIU Premium?

Through premium subscriptions, Viu offers an enhanced streaming experience with these exclusive features:

VIU Premium Plan	
Content Access	All
Viu Originals	✓
Movies	✓
Ads	No Video Ads
Early Access	✓
Full Access	5
Download content	✓
Maximum device logins	5 Devices
Maximum video quality	Up to Full HD (1080p)
Cast/Airplay	✓

5. Where can I get more information on VIU application?

You can get more information at Viu.

6. How can I enjoy VIU?

CelcomDigi customers subscribing to the following streaming pass will get to automatically enjoy VIU as part of their subscription.

Add-Ons	Price	Quota (5G+4G)	Quota Validity	Viu Access Validity	Auto-Renewal
Viu Premium + 5GB (5G+4G)	RM9.90	5GB*	30 days	N + 30 days (end of day)	Yes

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

7. **How do I subscribe to StreamMore Viu 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 Viu (Premium) & 5GB internet **Step 6:** Click Confirm Subscription to proceed.

8. **Will there be any notification upon successful activation of these bundles?**
   Yes, you will receive a Welcome SMS upon successful subscription, the SMS will be sent to the CelcomDigi mobile number that performed the subscription.

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

9. **How do I access my VIU account?**
   You can login via the OTP sent to your CelcomDigi mobile number upon login. Please refer to FAQ #12 for more details.

10. **I did not receive the OTP on my mobile phone to activate VIU. What should I do?**
    Please ensure that your mobile number is the same mobile number used during subscription. The OTP will only be sent to that same mobile number.

    For further assistance, please reach out to us via WhatsApp.

11. **Upon successful activation of these bundles, how do I log in to VIU?**
    On your desktop browser:
    A. Go to Viu and select 'Subscribe Now'
    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 Viu, 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 Viu 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 Viu, 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 Viu 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.

12. **I subscribed to StreamMore Viu Add-Ons. When will the bundle expire?**

- **Internet Pass Quota Validity:** The VIU Internet quota subscription will be valid until time of subscription on the 30th day of subscription. Any unused quota will be forfeited.
- **VIU's access validity:** The VIU access validity period will be valid until 11.59pm on the 30th day of subscription. Samples as shown below:

VIU Access Granted on	VIU Access Valid till
1 Dec 2024 3pm	31 Dec 2025 11.59pm

13. **I subscribed to StreamMORE Viu Add-Ons. What will happen if I terminate my line or port out?**

If you terminate your line or port out, you will not be able to access Viu with immediate effect. There will be no pro-ration of charges, with full charges imposed.

14. **I subscribed to StreamMORE Viu Add-Ons. What will happen if I transfer my line to another owner name (Transfer of Ownership)?**

The content access will be carried forward to the new owner of the mobile number. It is advisable for you to unsubscribe from the service prior to performing a transfer of ownership to another owner name.

15. **I have fully utilised my internet quota to stream content on VIU. What should I do?**
    You can purchase CelcomDigi One-Time Passes or subscribe to Monthly Passes with sufficient internet quota to continue enjoying content on VIU.

16. **I have an existing VIU direct billing subscription purchased via other payment channels (Operator Billing / Banking Card). Can I still subscribe to a CelcomDigi VIU 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.

17. **I have multiple CelcomDigi mobile numbers, can I update my VIU login to a different number?**
    No, VIU access is not transferable to other mobile numbers. Customers can only login to VIU via the CelcomDigi mobile number used during subscription.

    If you have a new CelcomDigi mobile number, you will need to purchase a new StreamMore Viu Add-Ons pass using the new mobile number via the CelcomDigi app.

18. **Can I use my StreamMore Viu Add-Ons subscription on other devices?**
    Yes, you can login on other compatible devices via the CelcomDigi mobile number used during subscription.

19. **I am not a CelcomDigi customer; can I subscribe to a CelcomDigi Viu Add-Ons?**
    No. Only CelcomDigi customers are eligible to purchase CelcomDigi VIU Add-Ons. You will need to become a CelcomDigi customer before you can subscribe to CelcomDigi VIU Add-Ons and enjoy streaming with better value and savings.

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

21. **I have further enquiry or issue with StreamMore Viu Add-Ons subscription. Where can I get help?**
    Please reach out to us via WhatsApp.

22. **What are the terms of my access to VIU?**

By subscribing to VIU, in each case irrespective of whether you log in or complete the registration process for VIU, the Customer (you) further agree 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. Viu's Terms of Use
C. Viu's Account Terms of Use
D. Viu's Privacy Policy
E. Viu's Personal Information Collection Statement