FAQ: Prime Video Bundle CelcomDigi Biz Postpaid 5G

1. **What is Prime Video?**
   Prime Video is your gateway to premium entertainment—where blockbuster movies, exclusive Amazon Originals, and global hits come together.
   Stream NBA's biggest matches, watch their stars battle in the fiercest rivalries, only on Prime Video, at no extra cost. From epic adventures like Fallout Season 2 and A Working Man to beloved Korean dramas like Surely Tomorrow and Nice to Not Meet You, there's something for every mood, every moment.

2. **Where can I watch Prime Video?**
   You can watch Prime Video through below options:
   - Download Prime Video app from the following platforms:
     - Android: Play Store
     - iOS: App Store
   - Available on most Smart TVs & streaming devices
   - Web www.primevideo.com where you can stream directly without downloading an app.

3. **What is the access available for Prime Video with CelcomDigi Biz Postpaid 5G?**

Access Allowed	Prime Video
Watch all titles	✓
Download selected content (on mobile and tablet devices only)	Yes, you can download available titles to only two devices at one time. If you have already downloaded a title to two devices, you will need to delete it from one of them before downloading another device.
Create profiles	Up to 6 profiles
Concurrent streaming	Up to 3 devices. However, you are only able to stream 2 devices concurrently for a single show/movie
Maximum device logins	Up to 3 devices
Cast/ Airplay	✓ Cast info here
Maximum video quality	Up to 4K Ultra HD with HDR
Maximum audio quality	Up to Dolby Atmos (5.1 Dolby)
Compatible devices	Supported devices here

4. **Where can I get more information on Prime Video?**
   You can get more information at Prime Video Support.

5. What are the Prime Video pass available on eligible CelcomDigi Biz Postpaid 5G plans?

Prime Video Pass	Price	Validity	Renewal
StreamMORE Prime Video + 5GB Internet	RM23.00 (NP: RM25.00)	Monthly	Auto-Renewal

Important Notes:

- 5GB quota is high-speed 5G+4G Internet can be used for tethering or hotspot.
- Price displayed above is before service tax. 6% service tax is applicable on these Add-Ons.

6. **How do I subscribe to StreamMORE Prime Video 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 and select Lifestyle **Step 3:** Select Entertainment **Step 4:** Select preferred Prime Video & 5GB Internet **Step 5:** Select Confirm subscription to proceed

7. **Will there be any notification upon successful activation of these pass?**
You'll receive an SMS once your subscription is successful, along with a notification in the CelcomDigi app containing the activation link for Prime Video. Both will be sent to the mobile number used for the subscription.

Important: To activate your Prime Video account, you must click the activation link in your CelcomDigi app inbox. Please ensure you've downloaded the CelcomDigi app and registered your account before subscribing. If you need help, please reach out to us anytime via WhatsApp.

8. **I did not receive the OTP on my mobile phone to activate Prime Video. 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 the same CelcomDigi mobile number. For further assistance, you may go to Amazon - Help with Signing In or contact CelcomDigi via WhatsApp.

9. **I have a problem with my Prime Video account, what should I do?**
For any problems with Prime Video account, you may go to Amazon - Help with Signing In or contact CelcomDigi via WhatsApp.

10. **How do I access my Prime Video account?**

After activating your Prime Video account, visit the Prime Video webpage or open the mobile application. Login by using your mobile number that you subscribed to.

11. **Upon successful activation of these pass, how do I log in to Prime Video?**
    Please follow the steps below to activate your Prime Video account:

    On your desktop browser:
    a. Go to Prime Video homepage and select Sign in.
    b. Enter your mobile number to login (the same number you used to purchase the subscription).
    c. You will receive a One-Time Password (OTP) via SMS; enter the OTP onto the browser.
    d. Start streaming!

    On your iOS / Android mobile app:
    a. Download the Prime Video application.
    b. Enter your mobile number to login (the same number you used to purchase the subscription).
    c. You will receive a One-Time Password (OTP) via SMS; enter the OTP onto the application.
    d. Start streaming!

    On your living room devices:
    a. Open Prime Video app on your Living room device.
    b. Enter your mobile number to log in (the same number you used to purchase the subscription).
    c. You will receive a One-Time Password (OTP) via SMS; enter the OTP onto the application.
    d. Start streaming!

12. **I subscribed to StreamMORE Prime Video Add-Ons. When will the pass expire?**
    This is a monthly pass and it will be automatically renewed on a monthly basis. The pass will only expire if the renewal is not successful.

13. **I subscribed to StreamMORE Prime Video 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 Prime Video access will last till end of current subscription validity.

Channel	How to Cancel Subscription
CelcomDigi app	**Step 1:** Login to the CelcomDigi app. **Step 2:** Go to Shop and select Lifestyle. **Step 3:** Select My Subscriptions on the top right corner. **Step 4:** Select Prime Video subscription. **Step 5:** Click Unsubscribe to proceed.

14. **Can I purchase the same Prime Video Add-Ons multiple times?**
    No, you are not allowed to perform multiple purchases of the same Prime Video Add-Ons while there is an active subscription.

15. **Can I purchase multiple StreamMORE Add-Ons for different streaming services even if I have subscribed to a Prime Video Bundle pass from CelcomDigi?**
    Yes, you are allowed to purchase other StreamMORE Add-Ons with other streaming services after subscribing to StreamMORE Prime Video Add-Ons.

16. **I subscribed to StreamMORE Prime Video 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 Prime Video with immediate effect. There will be no pro-ration of charges, with full charges imposed.

17. **I subscribed to StreamMORE Prime Video Add-Ons. What will happen if I transfer my line to another owner name (transfer of ownership)?**
    The content access will be terminated before it is transferred to the new owner of the mobile number.

18. **I have fully utilised my internet quota to stream content on Prime Video. 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 Prime Video.

19. **I have an existing Prime Video direct billed subscription purchased via other payment channels (operator billing/ banking card). Can I still subscribe to StreamMORE Prime Video Add-Ons using the same mobile number?**
    No, you need to cancel your previous subscription before attempting to subscribe using the same mobile number.

20. **Can I use my Prime Video subscription on other devices?**
    Yes, you can login on other compatible devices via the CelcomDigi mobile number used during subscription.

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

22. **I am not a CelcomDigi customer; can I subscribe to the StreamMORE Prime Video Add-Ons?**
    Only CelcomDigi customers are eligible to purchase the StreamMORE Prime Video Add-Ons. You will need to become a CelcomDigi customer before you can subscribe to our passes and enjoy streaming with better value and savings.

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

24. **Can I transfer my StreamMORE Prime Video Add-Ons benefit that I purchased from one mobile number to another mobile number?**
    No. The bundle access/ benefit is not transferable to another mobile number.

25. **I have further enquiries or issues with StreamMORE Prime Video Add-Ons subscription. Where can I get help?**
    - For subscription-related issues, you can contact CelcomDigi via WhatsApp.
    - For issues related to Prime Video usage, go to Prime Video Support to find articles related to your issue.
    - Alternatively, you can reach out to Prime Video Customer Service directly to seek help on your issue.

26. **What are the terms of my access to Prime Video?**
    By subscribing to Prime Video, in each case irrespective of whether you log in or complete the registration process for Prime Video, 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:
    I. CelcomDigi Terms & Conditions: Celcom | Digi
    II. Amazon Prime Video Terms Of Use - Global
    III. Amazon Prime Video - Usage Rules
    IV. Amazon Prime Video - Condition of Use
    V. Amazon Prime Video - Privacy Notice