FAQ: sooka Bundle CelcomDigi Biz Postpaid 5G StreamMORE

1. **What is sooka?**

   sooka is a streaming platform that provides live sports, on-demand entertainment, local & Asian content, including premium live events. Content types often include:

   - Live sports (e.g., football qualifiers, Premier League, badminton etc.).
   - On-demand shows, local and curated entertainment.

2. **Where can I get sooka app?**

   You can download the sooka app through:

   - **Android:** Play Store sooka-Sports, TV Shows, Movies - Apps on Google Play
   - **iOS:** App Store sooka - Sports, Dramas, Movies App - App Store
   - Web: https://sooka.my/

3. **Which device is compatible with sooka?**

   sooka is available on an extensive list of internet-supported mobile devices, tablets, web browsers and smart devices:

   - Mobile Devices:
     - Android: Mobile and tablet devices running Android 9.0 and above
     - iOS: Mobile and tablet devices running iOS 15.1 and above
   - Computers
     - Google Chrome version 79.0 and above
     - Mozilla Firefox version 73.0 and above
     - Apple Safari version 13.0 and above
   - Smart TVs
     - Samsung TV (2018 models and above) with Tizen OS 4.0+
     - LG TV (2018 models and above) with WebOS 4.0+
     - Hisense TV models U6 and above with VIDAA OS
     - Toshiba TV models with VIDAA OS
     - Android TV brands (Sony, Sharp, Panasonic, Haier, Philips, TCL, Xiaomi, Hisense, Skyworth, PRISM+, Google TV) running Android 8.0 and above
   - Streaming Stick & Box
     - sooka TV Stick (Android TV, 4K UHD)
     - Supports Dolby Digital, Dolby Digital Plus, and Dolby Atmos

- Xiaomi TV Sticks & Mi TV Box (Models 3 & 4)
- Currently not supported: Huawei Tablet M5 & M6

Please refer to sooka for more information.

4. What are the accesses available for sooka with CelcomDigi Biz Postpaid 5G?

Plans	Entertainment (Mobile)	Entertainment+ (Mobile & TV)	Sports & Entertainment	Premium (Mobile & TV)
Ads	✓	✓	✓	X
Sports	X	X	✓	✓
TV Shows & Movies	✓	✓	✓	✓
Devices	Mobile, Tablet & Computer	Mobile, Tablet, Computer & TV	Mobile, Tablet & Computer	Mobile, Tablet, Computer & TV
Resolutions	HD (720p)	Full HD (1080p)	HD (720p)	Full HD (1080p)
Concurrent Devices	1	2	2	3

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

You can get more information at https://sooka.my/

6. What are the sooka passes available on eligible CelcomDigi Biz Postpaid 5G plans?

Add-Ons	StreamMORE sooka Entertainment (Mobile) + High-Speed Quota (5G+4G)	StreamMORE sooka Entertainment+ (Mobile & TV) + High-Speed Quota (5G+4G)	StreamMORE sooka Sports & Entertainment (Mobile) + High-Speed Quota (5G+4G)	StreamMORE sooka Premium (Mobile & TV) + High-Speed Quota (5G+4G)
Eligible Postpaid Plans	StreamMORE sooka Add-Ons is available on all CelcomDigi Postpaid consumer rate plans, unless stated otherwise.			

Price	RM11.90	RM25.90	RM27.90	RM4.90
Quota	5GB	5GB	5GB	5GB
Quota Validity	30 days	30 days	30 days	30 days
Sooka Validity	Yes	Yes	Yes	Yes

7. How to subscribe and activate the StreamMORE sooka Add-Ons?

Subscription and activation of StreamMORE sooka Add-Ons can be completed via the CelcomDigi App or the CelcomDigi website.

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 sooka bundle plan **Step 5:** Select Confirm subscription to proceed
CelcomDigi Website	**Step 1:** Go to sooka CelcomDigi page **Step 2:** Select preferred sooka bundle plan and click Subscribe Now **Step 3:** Enter the CelcomDigi mobile number and complete OTP verification **Step 4:** Select Confirm subscription to proceed

Important notes on activation

- An existing active paid sooka subscription must be cancelled before bundle activation on CelcomDigi.
- Subscription attempt will fail if the sooka account is already tied to an active subscription.
- If activation is unsuccessful after the activation link is used, activation link will be redirected to the onboarding form as long as customers have not fully set up their account.

8. Will there be any notification upon successful purchase of pass?

Yes, you will receive an SMS upon successful subscription and a separate SMS on log in detail for sooka access. If you did not receive the SMS, you may still attempt to login to sooka application.

Important: To activate your sooka 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.

9. **I did not receive the OTP on my mobile phone to activate sooka. 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. **How do I activate my sooka account once I have completed my purchase?**

    After successful purchase of the StreamMORE sooka Add-Ons, an activation notification will be sent to the Notification Inbox in the CelcomDigi App.

    Open the activation notification and follow the on-screen steps to activate the sooka account. Once activation is completed, sooka content access will be available.

    If activation is not successful, please contact sooka Customer Service for assistance.

11. **I am already a sooka subscriber. Can I activate the StreamMORE sooka Add-Ons using the same account?**

    If you are an existing sooka subscriber with an active paid subscription, you must cancel your current sooka subscription first before clicking the StreamMORE sooka Add-Ons activation link.

    Activation will fail if your sooka account already has an active subscription.

12. **I am an existing sooka subscriber and already clicked the activation link, but the activation fails. What should I do?**

    If the activation link has already been clicked and activation fails due to an existing sooka subscription:

- You must contact sooka Customer Service to request an account reset.
- After the reset is completed, you will need to activate again using the bundle activation link.
- There is currently no self-serve recovery once the activation link is consumed.

13. Can I use a different email address to activate the sooka subscription?

Yes. If your existing sooka subscription is tied to a specific email address, you may:

- Cancel your existing sooka subscription first, or
- Activate using a different email address that is not tied to an active sooka subscription.

14. What happens if I change (upgrade or downgrade) my StreamMORE sooka Add-Ons?

When you change your sooka bundle plan:

Your current bundle subscription will be terminated immediately

- The new bundle subscription will take effect right away
- Remaining validity from the previous bundle will not be carried forward
- No pro-rated applies

After plan change, activation steps may be required depending on account status. If activation fails, please contact sooka Customer Service for assistance.

15. I cancel my StreamMORE sooka Add-Ons subscription and subscribe again later, do I need to activate again?

Yes. If you cancel and later re-subscribe to the StreamMORE sooka Add-Ons:

- A new activation process is required
- A new activation link will be issued via CelcomDigi
- Your existing sooka account may be reused only if there is no active paid subscription tied to it

If activation fails, please contact sooka Customer Service for account reset support.

16. I subscribed to StreamMORE sooka 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.

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

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

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

17. I subscribed to StreamMORE sooka Add-Ons. When will the subscription auto-renew?

Your sooka 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.

18. I subscribed to StreamMORE sooka Add-Ons. Can I cancel the subscription at any time?

Yes, you can perform cancellation via CelcomDigi app (whichever is applicable). There will be no pro-rated of charges, with full charges imposed. Upon cancellation, quota and sooka 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 sooka subscription. Step 5: Click Unsubscribe to proceed.

19. Can I purchase the same StreamMORE sooka Add-Ons pass multiple times?

No, multiple purchases and subscription of the same StreamMORE sooka Add-Ons pass is not allowed. However, you can subscribe to other streaming services available under StreamMORE, such as Disney+, Prime Video, Viu, iQIYI and Vision+.

20. I subscribed StreamMORE sooka Entertainment. Can I subscribe to StreamMORE sooka Premium?

No, you must first cancel your current subscription to StreamMORE sooka Entertainment before you can change your sooka plan. Once you have performed the cancellation on the CelcomDigi App, you may continue to subscribe again to StreamMORE sooka Premium.

Please take note on the followings

- that there will be no pro-rated of charges, and full charges will be imposed on both subscriptions.
- if you have remaining days of validity in your previous subscription, it will not be carried forward into the new subscriptions and will be considered loss.

21. I subscribed StreamMORE sooka Add-Ons. What will happen if I terminate my postpaid line?

If you terminate your postpaid line, you will not be able to access sooka with immediate effect. There will be no pro-rate charges, with full charges imposed.

22. Can I use my sooka subscription on other devices?

Yes, you can login on other compatible devices via the email ID registered during onboarding.

23. Can I use my StreamMORE sooka Add-Ons quota while roaming?

No. The quota is only applicable for domestic use only (within Malaysia).

24. Is StreamMORE sooka Add-Ons charged based on 30 days cycle?

Yes, StreamMORE sooka Add-Ons is charged based on 30 days cycle and will auto-renew at 12:00 A.M. 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 sooka transactions will be billed in the same postpaid bill.

eg. The subscriber initially purchased StreamMORE sooka (Entertainment) + 5GB (5G+4G) on 28 July 2024, and subsequently auto-renewed on 27 August 2024. In postpaid bill dated 28 August 2024, the subscriber will see both transactions captured in the same bill.

25. My postpaid line is barred/suspended. What will happen to my StreamMORE sooka Add-Ons?

You will not be able to access/ utilize your CelcomDigi sooka Bundle pass.

26. Can I transfer my StreamMORE sooka 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.

27. I have initiated sooka account deletion. Can I revert the account deletion?

Please contact sooka Customer Service directly for assistance on account deletion status and recovery options.

28. I have further enquiry or issue with my StreamMORE sooka Add-Ons subscription. Where can I get help?

Please reach out to us via WhatsApp.

29. What are the terms of my access to sooka?

By subscribing to sooka, in each case irrespective of whether you log in or complete the registration process for sooka, 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. sooka Terms Of Use
c. sooka Privacy Policy