FAQ: StreamMORE Vision+

1. **What is Vision+?**

   Vision+ is an Indonesian over-the-top video streaming service owned by MNC Group, the largest media group in Southeast Asia. Vision+ service's content consists of video on demand contents (original titles, TV dramas and shows, films), free-to-air and premium channels (including international channels).

2. **What is StreamMORE Vision+ Premium Add-Ons?**

   StreamMORE Vision+ Premium Add-Ons is a streaming service that gives you access to Vision+ Premium content, with the subscription conveniently billed to your monthly **CelcomDigi Biz Postpaid 5G** account. Each subscription also includes a bonus high-speed 4G & 5G quota of 5GB.

3. **Where can I get the Vision+ app?**

   You can download the Vision+ app via:

   - **Android:** Play Store
   - **iOS:** App Store
   - **Web Browser:** https://www.visionplus.my/ for other devices

4. **Which devices are compatible with Vision+?**

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

Desktop or Laptop Browsers	Phone & Tablets	Living Room Devices
• Chrome • Safari • Microsoft Edge • Firefox • Opera	• Android mobile 8.0 and above • iOS15 and above • iPad15 and above	• Android TV (OS 10.0 and above) • Chromecast • AirPlay

5. **What is the access available for Vision+ with CelcomDigi Biz Postpaid 5G?**

Vision+ Premium Malaysia	
Watch all titles*	✓
Download selected content	✓
Create Profiles	Up to 8
Concurrent streaming	2 Screens
Maximum Device logins	5 Devices
Cast/Airplay	✓
Maximum Video quality	Up to Full HD (1080p)
Maximum Audio quality	Up to Dolby Atmos
Compatible devices	Phone, Tablet, Laptop, Android TV

**Important note: Sports channels and public exhibitions are not included*

6. **Where can I get more information on StreamMORE Vision+ Premium Add-Ons?**

You can learn more about Vision+ here or here.

7. **What is the Vision+ bundle available on selected CelcomDigi Postpaid plans?**

Add Ons	Price	High Speed Internet (5G/4G)	Quota Validity	Vision+ Validity	Auto-Renewal
Vision+ Premium + 5GB (5G+4G)	RM14.90	5GB*	30 days	30 days (end of day)	Yes

**5GB is high-speed quota (5G/4G) and can be used for hotspot.*

8. **How do I subscribe to StreamMORE Vision+ Premium Add-Ons?**

Subscription can be performed via CelcomDigi app.

Channels	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 Vision+ (Premium) & 5GB internet Step 6: Click Confirm Subscription to proceed.

9. **Will there be any notification after successfully subscribing?**

Yes, you will receive a Welcome SMS upon successful subscription and a separate SMS on log in detail for Vision+ access. The SMS will be sent to the principal mobile number.

If you did not receive any notification SMS with the link to access Vision+ Premium, you may still attempt to login to Vision+ application. If login fails, please reach out to us via WhatsApp.

10. **Upon successful subscription, how do I log in to Vision+?**

You can login using the OTP sent to your CelcomDigi mobile number.

On your desktop browser:

a. Go to Vision+ and select 'Login/Register'
b. Select 'Continue with OTP'
c. Change the country prefix to Malaysia (+60) and enter your mobile number to login (the same number you used to purchase the subscription).
d. Agree to the Terms of Use, Privacy Policy and Supplemental Privacy Policy for Malaysia by clicking the button below.
e. You will receive a 4-digit code through WhatsApp or SMS; enter the 4-digit code onto the browser
f. Choose the content rating for your Profile.
g. Select your preferred content language.
h. Start Streaming!

On your iOS / Android mobile app:

a. Download the Vision+ application from the Apple App Store or Google Play Store.
b. Open the app and click 'Log In'.
c. Select 'Continue with OTP'.
d. Change the country prefix to Malaysia (+60) and enter your mobile number to login (the same number you used to purchase the subscription).
e. Agree to the Terms of Use, Privacy Policy and Supplemental Privacy Policy for Malaysia by clicking 'Agree & Continue'.
f. Enter your mobile number to login (the same number you used to purchase the subscription).
g. You will receive a 4-digit code through WhatsApp or SMS; enter the 4-digit code onto the application.
h. Choose the content rating for your Profile.
i. Select your preferred content language.
j. Start Streaming!

On your Living Room Devices:

a. Open the Vision+ app on your TV.
b. On your TV screen, click 'Log In'.
c. Using your mobile device, either scan the QR code displayed on the TV or visit https://www.visionplus.id/webclient/#/activate
d. Make sure you are logged in to your Vision+ account on your mobile device.
e. You will be directed to a login page to activate Vision+ on your TV.
f. Enter the 9-digit code shown on your TV screen.
g. Click 'Submit' to continue.
h. You are now successfully logged in to your Vision+ app on the TV.
i. *Note: This device is only treated as companion device, you need to have your account created first on your Vision+ Web or App

11. I subscribed to StreamMORE Vision+ Premium Add-Ons. When will the subscription auto-renew?

Subscription Type	Content Renewal	Bonus Quota Renewal
StreamMORE Vision+ Premium	Will renew once the previous subscription has ended.	On the 31st day of subscription ***Note**: Any unused quota will be forfeited. Please ensure that you have sufficient credit limit 24 hours before expiry of the subscription.*

12. Can I cancel my StreamMORE Vision+ Premium Add-Ons at any time?

Yes, you can cancel anytime via the CelcomDigi app. There will be no pro-rated refund, and you'll continue to enjoy:

- The quota until the end of your current billing cycle;
- Vision+ access till the end of your 30-day monthly subscription period.

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: Select Vision+ (Premium) & 5GB internet Step 6: Click Unsubscribe to proceed.

13. What should I do if I encounter issues logging in to Vision+?

a. Enter the OTP and click Login.
b. While the login page is loading, manually close the login tab.
c. Return to the previous tab where the Vision+ homepage is open.
d. You should now be successfully logged in to Vision+.

14. **I am currently subscribed to StreamMORE Vision+ Premium Add-Ons. Can I do multiple subscriptions on the same add-on service?**

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

15. **What happens if I terminate my postpaid line?**

    If you terminate your postpaid line, you will not be able to access Vision+ Premium with immediate effect. There will be no pro-ration of charges, with full charges imposed.

16. **I have an existing Vision+ Premium direct billed subscription purchased via various payment channels (operator billing/ banking card). Can I still subscribe to StreamMORE Vision+ Premium Add-Ons 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. **Can I use my Vision+ Premium subscription on other devices?**

    Yes, you can login on other compatible devices via the CelcomDigi mobile number used during subscription.

18. **Can I use my StreamMORE Vision+ Premium Add-Ons quota while roaming?**

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

19. **Is StreamMORE Vision+ Premium Add-Ons charged based on 30 days cycle?**

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

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

    Subscriber initially purchased StreamMORE Vision+ Premium Add-Ons on 28th July 2025, and subsequently auto renewed on 27 August 2025. In postpaid bill dated 28th August 2025, subscriber will see both transactions captured in the same bill.

21. **My postpaid line is barred/ suspended. What will happen to my StreamMORE Vision+ Premium Add-Ons?**

    You will not be able to access/ utilize your StreamMORE Vision+ Premium Add-Ons with immediate effect.

22. **My postpaid line is barred/ suspended. What will happen to my StreamMORE Vision+ Premium Add-Ons due for renewal?**

    The StreamMORE Vision+ Premium Add-Ons will be automatically unsubscribed, and you will be required to resubscribe again to enjoy the service.

23. **Can I transfer my CelcomDigi StreamMORE Vision+ Premium benefit from one mobile number to another mobile number?**

    No. The access/ benefit is not transferrable to another mobile number.

24. **I have initiated Vision+ account deletion. Can I undo the account deletion?**

    Unfortunately, no. You will need to resubscribe StreamMORE Vision+ Premium Add-Ons again.

25. **I have further enquiries or issues with my StreamMORE Vision+ Premium Add-Ons. Where can I get help?**

    Please reach out to us via WhatsApp.

26. **What are the terms of my access to Vision+ Premium Subscription?**

    By subscribing to Vision+ Premium, in each case irrespective of whether you log in or complete the registration process for Vision+ Premium, 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. Vision+'s Terms Of Use: Vision+ Terms of Use

III. Vision+'s Privacy Policy: Vision+ Privacy Policy

IV. Vision+'s Software Licenses: Vision+ Software Licenses