FAQ: Disney CelcomDigi Biz Postpaid Plan

1. **What is Disney+?**
   Disney+ is the dedicated streaming home for movies and shows from Disney, Pixar, Marvel, Star Wars, National Geographic and Star. Disney+ offers an ever-growing selection of exclusive premieres of originals, including feature-length films, documentaries, live-action and animated series, and short-form content.

2. **Where can I get Disney+ app?**
   You can download the Disney+ app through:

   - Android: Play Store
   - iOS: App Store
   - Web https://www.disneyplus.com/en-my or other devices

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

   Desktop or Laptop Browsers:

   - Chrome (version 75+)
   - Safari (version 11+)
   - Microsoft Edge (version 79+)
   - Firefox

   Phones and Tablets:

   - Android mobile v5.0
   - iOS v12+
   - iPad v10+

   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

Please refer to Disney+ for more information.

4. What are the accesses available for Disney+ with CelcomDigi Biz Postpaid?

Subscription	Disney+ Basic Plan	Disney+ Premium Plan
Watch all titles	✓	✓
Download selected content (max 10 mobile devices only)	✓	✓
Create profiles	Up to 7	Up to 7
Concurrent streaming	1 screen	3 screens
Maximum device logins	3 Devices	10 Devices
Cast/Airplay	✓	✓
Maximum video quality	Up to Full HD (1080p)	Up to 4K Ultra HD (2160p)
Maximum audio quality	Up to Dolby Atmos (5.1 Dolby)	Up to Dolby Atmos (5.1 Dolby)
Compatible devices	Phone, Tablet, Laptop, TV	Phone, Tablet, Laptop, TV

5. Where can I get more information on Disney+ application?

You can get more information at https://help.disneyplus.com/en-GB/

6. What are the Disney+ Add-Ons available on eligible CelcomDigi Biz Postpaid plans?

Add-Ons	StreamMORE Disney+ (Basic) + High-Speed Quota (5G+4G)	StreamMORE Disney+ (Premium) + High-Speed Quota (5G+4G)
Eligible Postpaid Plans	All CelcomDigi Biz Postpaid plans	
Price	RM22.90 (NP: RM29.90)	RM37.90 (NP: RM49.90)
Quota	5GB	
Quota Validity	30 days	
Disney+ Validity	Disney monthly cycle	
Auto-Renewal	Yes	

Important Notes:

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

- Price displayed above is before service tax. 6% service tax applicable on these Add-Ons.

7. How do I subscribe to CelcomDigi Business Disney+?

For StreamMORE Disney+ 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 scroll to **Lifestyle** Step 3: Click on the **Disney+** icon Step 4: Select preferred **Disney+ & 5GB internet** Step 5: Select Confirm subscription to proceed

8. Will there be any notification upon successful activation?

Yes, you will receive a SMS upon successful subscription and a separate SMS on log in detail for Disney+ 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 Disney+ application. For further assistance, please reach out to us via **WhatsApp**.

9. I did not receive the OTP on my mobile phone to activate Disney+. 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 activating Disney+, how do I log in?

Please follow the steps below to activate your Disney+ account:

On your desktop browser:

Go to Disney+'s homepage and select Login.

Enter your mobile number to login (the same number you used to purchase the subscription).

Please agree to the Terms of Use, Privacy Policy and Supplemental Privacy Policy for Malaysia by clicking the button below.

You will receive a 4-digit code via SMS; enter the 4-digit code onto the browser.

Start streaming!

On your iOS / Android mobile app:

Download the Disney+ application.

Please agree to the Terms of Use, Privacy Policy and Supplemental Privacy Policy for Malaysia by clicking '**Agree & Continue'**.

Enter your mobile number to login (the same number you used to purchase the subscription).

You will receive a 4-digit code through SMS; enter the 4-digit code onto the application.

Start streaming!

On your living room devices:

Open Disney+ app on your Living room device.

Click on **'Agree and Continue'**.

Enter your mobile number to log in (the same number you used to purchase the subscription).

Enter the OTP sent to your number.

Start streaming!

11. I subscribed to StreamMORE Disney+ Add-Ons. When will the pass expire?

Disney+'s access validity period will follow calendar month calculation, with expiry being the same day of following month, or last day of following month, whichever is earlier. Samples as shown below:

Disney+ Access Granted on	Disney+ Access Valid till	Disney+ Access Auto-Renewal
30 Dec 2026 3pm	30 Jan 2027 2:59pm	30 Jan 2027 3pm
30 Jan 2026 3pm	28 Feb 2027 2:59pm	28 Feb 2027 3pm
28 Feb 2026 3pm	28 Mar 2027 2:59pm	28 Mar 2027 3pm

You may also refer to Disney+'s access validity in Disney+ application.

12. I subscribed to StreamMORE Disney+ 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 Disney+ access will last till end of current subscription validity.

Channel	How to purchase?
CelcomDigi App	Step 1: Login to the CelcomDigi App Step 2: Go to **Shop** and scroll to **Lifestyle** Step 3: Select **My Subscriptions** on the top right corner. Step 4: Select **Disney+** subscription. Step 5: Click **Unsubscribe** to proceed.

13. I subscribed to StreamMORE Disney+ Add-Ons. When will the pass expire?

Disney+ Access Validity: Disney+'s access validity period will follow calendar month calculation, with expiry being the same day of following month, or last day of following month, whichever is earlier. Samples as shown below:

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You may also refer to Disney+'s access validity in Disney+ application.

14. I subscribed StreamMORE Disney+ (Standard). Can I subscribe to StreamMORE Disney+ (Premium)?

Yes, you can subscribe to StreamMORE Disney+ (Premium) via CelcomDigi app.

Upon successful subscription of StreamMORE Disney+ (Premium), the initial subscription of StreamMORE Disney+ (Standard) will be automatically upgraded to Disney+ (Premium) immediately.

Please take note that there will be no pro-ration of charges, and full charges will be imposed on both subscriptions.

15. I subscribed StreamMORE Disney+ Add-Ons. What will happen if I terminate my postpaid line?

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

16. I have an existing Disney+ direct billed subscription purchased via other payment channels (operator billing/ banking card). Can I still subscribe to CelcomDigi Disney+ 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.

If you wish to cancel your direct billed subscription purchased via various payment channels (operator billing/ banking card), visit **here**.

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

18. **Is StreamMORE Disney+ Add-Ons charged based on 30 days cycle?**
    Yes, StreamMORE Disney+ 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 transactions will be billed in the same postpaid bill.

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

20. **Can I transfer my StreamMORE Disney+ Add-Ons benefit that I purchased from one mobile number to another mobile number?**
    No. It is not transferrable to another mobile number.

21. **I have initiated Disney+ account deletion. Can I revert the account deletion?**
    Reversal of account deletion is possible if request is raised within 7 days of account deletion. Please contact us via WhatsApp.

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

23. **I am currently subscribed to StreamMORE Disney+ Add-Ons and I clicked on the 'View Benefits' button in the Disney+ app. What will happen if I complete the transaction via the 'View Benefits' button?**
    If you complete a transaction via the 'View Benefits' button on the Disney+ app, this will be recognised as a direct purchase with Disney+. You will be charged concurrently with the StreamMORE Disney+ Add-Ons subscription.

To avoid this, you will need to ensure the desired subscription remains active and perform cancellation on the other subscription.

24. What are the terms of my access to Disney+?

By subscribing to Disney+, in each case irrespective of whether you log in or complete the registration process for Disney+, 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. Disney+ Terms Of Use
C. Disney+ Privacy Policy
D. Disney+ Supplemental Privacy Policy in Malaysia

FAQ: Disney+ New App (7 October 2026)

1. **Are there changes to the Disney+ services with CelcomDigi?**
   Yes. Effective 7 October 2026, Disney+ will be launching a new app, and all Disney+ customers will need to download the new app to continue enjoying the service.

Together with the new app, Disney+ Basic will be renamed to Disney+ Standard, with some updates to the plan features. Disney+ Premium will also receive updates to its plan features.

Please refer to the table below for the updated plan features:

Subscription	Disney+ Standard (formerly known as Disney+ Basic)	Disney+ Premium
Watch all titles	✓	✓
Download selected content (max 10 mobile devices only)	✓	✓
Create profiles	Up to 7	Up to 7
Concurrent streaming	2 screens (New)	4 screens (New)
Cast/Airplay	✓	✓
Maximum video quality	Up to Full HD (1080p)	Up to 4K Ultra HD (2160p)
Maximum audio quality	Up to Dolby Atmos (5.1 Dolby)	Up to Dolby Atmos (5.1 Dolby)
Compatible devices	Phone, Tablet, Laptop, TV	Phone, Tablet, Laptop, TV

2. **How do I download and watch Disney+?**
   Effective 7 October 2026, all Disney+ customers will need to download the new Disney+ app to continue enjoying their favourites on Disney+.

   The new Disney+ app will be available for download from the Apple App Store and Google Play Store on 7 October 2026 onwards.

   For existing Disney+ customers who have already activated their subscription, there is no need to activate the subscription again. Simply download the new Disney+ app and log in using your existing mobile number.

3. **I'm currently on CelcomDigi Postpaid ONE Pro, which comes with Disney+ Basic. How will I be affected?**
   Starting 7 October 2026, your Disney+ Basic subscription will be automatically replaced with Disney+ Standard. To continue your streaming, just download the new Disney+ app and simply log in to the new Disney+ app using your existing mobile number.

   Note: There is no need to reactivate your Disney+ subscription if you have already activated it before 7 October 2026.

4. **How do I activate my Disney+ subscription?**
   Effective 7 October 2026, customers who have not activated their Disney+ subscription can activate it via the CelcomDigi app.

   To activate your Disney+ subscription:
   - Step 1: Open the CelcomDigi app

- Step 2: Go to Shop > Lifestyle > Entertainment > My Subscription
- Step 3: Select your active Disney+ subscription
- Step 4: Under Access via, select the link provided
- Step 5: Follow the on-screen instructions to complete the activation.

If you have already activated your Disney+ subscription before 7 October 2026, you do not need to activate it again. Simply download the new Disney+ app and log in using your existing mobile number.

5. **Will my existing Disney+ profiles be transferred to the new Disney+ app?**
   No. Your existing Disney+ profiles will not be transferred to the new Disney+ app. You will need to create your profiles again after logging in to the new Disney+ app.

6. **When will the old Disney+ app be discontinued?**
   The existing Disney+ app will be discontinued on 5 November 2026. Please download and use the new Disney+ app to continue streaming your favourite content.