



## **FAQ - myTV SUPER**

### **About myTV SUPER**

Q1) What is myTV SUPER?

A1) A new online platform with all TVB productions - myTV SUPER. You can enjoy over 30 TVchannels by the brand new myTV SUPER Box and APP. You can catch up on your favorite programs with instant 3-hours playback function of designated channels. Besides, myTV SUPER provides TVB drama library, Asian dramas and variety shows, movies, classic movies and other popular acquired programs. You can pick your favorite show anytime and anywhere through TV set, PC, Smartphone or Tablet PC. myTV SUPER also provides live streaming channels, VOD, time shift, and catch-up which brings you to a new horizon of TV and online video watching excitement!

All programs and channels are subject to the final announcement of myTV SUPER.

Q2) What are the differences among myTV SUPER, myTV and GOTV?

A2) Users of myTV can review the 5 free TVB channels anytime anywhere, some channels are available for live streaming too. While through GOTV people can watch over ten thousands of TVB classic dramas in the past 40 years.

Yet myTV SUPER, subscribers can watch more than 30 channels! It not only supports live streaming and review functions, but also let you to playback your favorite programs just 3 hours ago. myTV SUPER provides TVB drama library, Asian dramas and variety shows, movies, classic movies and other popular acquired programs. You can pick your favorite show anytime and anywhere through TV set, PC, Smartphone or Tablet PC which brings you to a new horizon of TV and online video watching excitement!

Q3) Does myTV SUPER have any service area restriction?

A3) myTV SUPER is available in Hong Kong only.

Q4) Can I register myTV SUPER in Hong Kong but watch the program overseas?

A4) myTV SUPER is available in Hong Kong only.

Q5) What language displays do myTV SUPER support?

A5) myTV SUPER currently supports Traditional Chinese and English displays.

Q6) How many mobile devices does one account support?

A6) Each account supports one mobile device only.

Q7) Can I switch to another mobile device?

A7) Customer can change the mobile device setting maximum 3 times per month, if you would like to switch to use myTV SUPER app to another devices, please follow the steps below:

1. Go to “Memberzone”
2. Enter your account password and press “Next”
3. Press the “Logout” button on the right top corner

The switching quota will be reset on 1<sup>st</sup> of every month.

Q8) Do I need to pay for the data incurred by using the app?

A8) In addition to monthly fee, downloading myTV SUPER app and/ or watching myTV SUPER app (including in-app advertisement) via the mobile data network will incur local data charge, the relevant data consumed shall be deducted from the data entitlement or thereafter charges of customer subscribed monthly plan, whichever is applicable.

### **About Subscription**

Q1) I am not yet 18, can I subscribe to this service?

A1) Subscribers have to be 18 or above.

Q2) I am only interested in the premium content, can I just skip myTV SUPER Basic Pack and subscribe for the premium content only?

A2) Premium service has to be included on top of myTV SUPER Basic Pack.

Q3) How much is it for the monthly service fee?

A3) The monthly service fee for myTV SUPER package is as follows (\*myTV SUPER includes Basic Pack plus TVB Premium SVOD):

<b>Service Package</b>	<b>Monthly Fee</b>
Standalone monthly package: myTV SUPER	\$28/month
12 months fixed contract term: myTV SUPER and TVB Unlimited Data Pack	\$58/month (Discount: \$48/month)
12 months fixed contract term: myTV SUPER and Night Fever Unlimited Data Pack	\$58/month (Discount: \$48/month)

Q4) Where can I subscribe myTV SUPER service?

- A4) You can subscribe myTV SUPER service via 3website (<http://www.three.com.hk/mytv/>)/ 3Shop/ 3iChat or contact Customer Services Hotline at 1033.
- Q5) Any discount offers for subscribing to myTV SUPER Service?
- A5) You will be able to enjoy a free Premium Basic Pack for subscribing to the offers above, which consists of TVBS Asia, Fashion One, Nickelodeon, BBC World news etc. up to 10 channels in total.
- Q6) Why is it required to submit personal information? (Such as address, email address, HKID no and full name...)
- A6) The submission of the personal information denotes that you have read the myTV SUPER service's Personal Information Collection Statement and have given explicit consent to Hutchison Telephone Company Limited ("HTCL") to provide your salutation, full registered name (ENG), HK ID card number/BR number (if applicable), registered address, mobile number, credit card information (if applicable) and email address to TVB.COM Limited for the purposes as specified therein. For details, please visit <http://www.mytvsuper.com/en/pics>. TVB.COM intends to use your salutation, full registered name (ENG), HK ID card number/BR number (if applicable), registered address, mobile number, credit card information, email address, and record of use of myTV SUPER service for marketing of the following services and products:
- (a) TVB.COM's products and services;
  - (b) News, rewards, promotions and events related to or offered by TVB.COM and the TVB Group, such as Television Broadcasts Limited and TVB Network Vision Limited;
  - (c) Joint promotion with merchants and business partners offering discount and other benefits to customers of myTV SUPER service, from and in relation to goods and services of or relating to the following industries: entertainment, media and public relations, telecommunications, retail, leisure and sports, food and beverage, transportation and tourism, software and games, education, environmental, health and wellness, non-profit, information technology, social networking, parenting financial and property.
- Q7) I have not applied auto pay for credit card but if I provide the credit card information for the subscription, will myTV SUPER service be charged with credit card auto pay?
- A7) No, please be rest assured that we will only collect the related info for the purpose of myTV SUPER subscription, while it will not affect your mobile account's payment method.
- Q8) If I do not provide the required personal information (such as address, email address, HKID no and full name...), can I still subscribe to the service?
- A8) No. You have to fill in and submit the required personal information to complete a successful registration.

### **About Channel / program viewing**

Q1) How to check the program schedule on myTV SUPER?

A1) You may check the program schedule through:

- i) Our official website: [www.mytvsuper.com](http://www.mytvsuper.com);
- ii) myTV SUPER mobile app.

Q2) Does myTV SUPER offer adult program?

A2) Adult program is not available on myTV SUPER currently.

Q3) Is 4K program available on live streaming channels?

A3) 4K program is not available on live streaming channels currently.

Q4) Do live streaming channels sync with TV?

A4) In general, live channels on myTV SUPER service may have a short delay compared with TV broadcast due to network transmission latency.

Q5) Can I watch 4K program on mobile devices?

A5) To reach the resolution of 4K picture quality, myTV SUPER Box should be connected with broadband of 10Mbps or above and played with 4K TV. myTV SUPER mobile app does not support 4K quality.

Q6) What does myTV SUPER Basic Pack include?

A6) myTV SUPER Basic Pack offers TV channels and TVB Production SVOD as follows:

<b>(a) Basic Channels:</b>	
1. Jade* - Channel 81	13. Food* - Channel 93
2. J2* - Channel 82	14. Sports* - Channel 94
3. TVB News Channel* - Channel 83	15. Jade Catch Up* - Channel 95
4. Pearl - Channel 84	16. Travel* – Channel 96
5. TVB Finance Channel* - Channel 85	17. TVB Radio* – Channel 97
6. TVB Classic* - Channel 86	18. Chinese Opera Channel* - Channel 98
7. Korean Drama* - Channel 87	19. Disney Junior - Channel 101
8. Japanese Drama* - Channel 88	20. Classic Movies* - Channel 200
9. Chinese Drama* - Channel 89	21. Mei Ah Movie Channel - Channel 201
10. Asian Select* - Channel 90	22. TVBN 2 - Channel 700
11. Entertainment News* - Channel 91	23. Mainland News - Channel 701
12. Asian Variety* - Channel 92	24. Al Jazeera English - Channel 704
<b>(b) SVOD - TVB Production</b>	
To provide more than 23,000 hours TVB made programme per month with monthly regular updates.	

\*Instant backward function

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In addition, customers can enjoy the contents of beIN SPORTS 1- Channel 302 and beIN SPORTS 2-

Channel 303 until the contract expires or 31 May 2018 (whichever is earlier). These channels mainly play international football matches, such as Lega Serie A, Championnat de France de football Ligue 1, Major League Soccer and so on.

Q7) What does TVB Premium pack include?

A7) TVB Premium SVOD offers diversified home entertainment VOD service, with over 20,000 programming hours, including dramas, variety shows, food & travel, anime & cartoons, music, news and 4K programs.

Q8) Why cannot watch live streaming channel or program archive?

A8) Here are some possible reasons:

- You are not in Hong Kong
- Network is unstable
- The video cannot be played due to copyright or license issue
- The player in your device does not support the system

Q9) Can I add a live streaming channel to “My favorite”?

A9) No, “My Favorite” is for keeping your favorite VOD program list only.

### **Technical Support**

Q1) What is the basic requirement for my PC, mobile phones and tablets for using the service of myTV SUPER?

A1) Basic requirement for using myTV SUPER:

i) Smartphones:

Operation System: iOS 7.0 or above, Android 4.0 or above

ii) Tablet PCs:

Operation System: iOS 7.0 or above, Android 4.0 or above

Network Connection: suggested to use WIFI or 3G/4G LTE network

myTV SUPER app compatible mobile device is recommended for using the Service, please visit

[http://www.mytvsuper.com/en/userguide#basic\\_requirement](http://www.mytvsuper.com/en/userguide#basic_requirement) for details.

Q2) What is the required broadband transmission for enjoying myTV SUPER service?

A2) Watch through myTV SUPER mobile app: about 1.5Mbps.

Q3) Can I download myTV SUPER program to my device?

A3) Yes. Only specific SVOD programs can be downloaded (maximum of 3 episodes; different programs are accepted). Normally, the downloaded program can be kept for 7 days. The actual viewing period may be affected due to the shelf life of that program.

Q4) Why download does not work?

A4) Please ensure the following status before download:

- i) Battery level of mobile device maintains 50% or above;
- ii) Sufficient memory size for the mobile device (400 MB or above);
- iii) Sufficient network data for the mobile device.

Q5) Can I change the interface of myTV SUPER?

A5) No, changing the interface is not available currently.

Q6) The mobile device I use is not in the compatible list or is lower than the minimum requirement of service, what can I do?

A6) If your mobile device is not compatible with myTV SUPER or is lower than the minimum requirement, the service may not function normally on your device, or some function is not available for use.

Q7) Can I download and install myTV SUPER app on other TV Box?

A7) No, myTV SUPER app does not apply on other TV Box.

Q8) May I know how much data will it be consumed for watching an episode with about 60 mins long?

A8) It is about 600MB per 1 episode in general.

#### **myTV SUPER service activation and termination**

Q1) Can I purchase myTV SUPER app service but not activate right after?

A1) Service will be activated once you received a confirmation SMS (around 4 hours after subscription) notifying your customer ID and account password.

Q2) If I had terminated the service before and now I would like to subscribe the service again, will the previous downloaded content be cleared?

A2) After termination of the Service, all the settings will be erased.

Q3) If I terminate the service with the usage less than a month, will the fee be refunded on a pro-rata basis?

A3) If usage of is less than a month, the applicable monthly service fee shall be payable by the customer in full but not refundable at all on any pro-rata basis.

Q4) What is the procedure for service termination?

A4) If customer subscribes myTV SUPER service through HTCL, customer must notify HTCL by calling Customer Services Hotline 1033 not less than seven days before the then current statement cutoff date of the Service. Termination of the Service shall forthwith become effective as from HTCL's receipt from the customer of the termination notice



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