

## **CAST – FAQs**

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## General

### 1. What is CAST?

CAST is a unique streaming service that combines the flexibility of LIVE TV and video streaming apps with on-demand entertainment all in one place. Plus, with its download feature, you can download shows on your home WiFi and be entertained on-the-go without having to worry about consuming mobile data.

### 2. Where is CAST available?

CAST is currently available in Singapore, and you will not be able to access the content when traveling abroad.

# Subscription

## 1. Who is eligible to subscribe for CAST?

CAST is currently available for Singtel Postpaid Mobile subscribers, Singtel Fibre Broadband subscribers and Singtel TV subscribers. Do note that this service is not available to mio Stadium+ and Cross-carriage subscribers.

## 2. How do I subscribe to CAST packs?

You can subscribe to CAST via:

Sign Up Channels	Singtel Postpaid Mobile subscribers	Singtel Broadband Subscribers	Singtel TV Subscribers
• Dial *688	√		
• My Singtel app	√		
• Call 1609	√	√	√
• Singtel Retail Shops	√	√	√
• <a href="http://CAST.sg">CAST.sg</a>	√	√	√
• Singtelshop.com	√ (with Singtel Postpaid Mobile Plan)	√ (with Singtel Broadband Plan)	√ (with Singtel TV Plan)

## 3. How long does it take to activate the subscribed packs?

Subscription will take up to 10 minutes for activation for Postpaid Mobile subscribers, and up to 2 working days for Fibre Broadband and TV subscribers after your order has been processed. Upon activation, please download CAST app from the App Store or Google Play Store, or if you have already done so, re-log in to view your subscription.

## 4. What is the difference between Asian Plus and Asian Hits Pack?

Asian Plus is a bigger-sized content pack which covers Asian drama series, variety shows, movies and news, and includes content from Asian Hits Pack and Hallyu Pack.

## 5. In the CAST app, I'm able to see Asian Hits Pack and Hallyu Pack. However, I'm unable to find the subscription page, how can I subscribe to these packs?

Asian Hits Pack and Hallyu Pack are no longer available for subscription. You may subscribe to Asian Plus for similar content offering. For current Asian Hits Pack and Hallyu Pack subscribers, you can still view your subscribed content in the CAST app.

## 6. In the CAST app, I'm able to see Kids Pack. However, I'm unable to find the subscription page, how can I subscribe to this pack?

Kids Pack is also no longer available for subscription as a standalone content pack, but you can sign up for Kids Pack as part of My First Mobile. My First Mobile is a Mobile pack designed for your child, which includes Mobile Filter and Mobile Share. Please refer to [www.singtel.com/myfirstmobile](http://www.singtel.com/myfirstmobile) for more information. You can also subscribe to Variety Plus, which includes content for kids and includes exclusive access to the Nickelodeon Play App, on top of other general English entertainment content.

## 7. I am currently signed up to Kids Pack, Asian Hits Pack and Hallyu Pack, will my subscription be affected?

No, your subscription will not be affected, you can still view your subscribed content in the CAST app.

**8. Can I still sign up for Viu premium?**

Yes, you can still sign up to Viu Premium at \$4.90/month with a 12-month contract, and \$6.90/month with no contract.

**9. Do I get to enjoy the full PL coverage when I subscribe to Sports Pack?**

Yes, subscribers will get to enjoy complete coverage of the Premier League. This includes all 380 matches for the entire season and up to 10 live matches per match week.

**10. Sports Plus contains content from FOX Sports/FOX Sports 2/FOX Sports 3. What content do these channels generally carry?**

It carries content across various events such as Formula 1, Bundesliga, AFC Football, UFC, Tennis and Golf Majors along with other sports curated for Singapore viewers.

# Getting started

## 1. How do I access CAST?

CAST can be accessed on your mobile device via the CAST app that can be downloaded on the App Store or Google Play Store.

Please note that an internet connection is required to access CAST content.

Refer [here](#) for steps on how to log in.

- For Viu Premium subscribers via CAST, you will be required to download both the CAST and Viu apps to access the content. Refer [here](#) for steps on how to link your CAST account to Viu.
- Kids Pack and Variety Plus subscribers can enjoy full access in Nickelodeon Play app, also available on App Store and Google Play Store.
- For FOX+ subscribers via CAST, you will be required to download both the CAST and FOX+ apps to access the content.
- Aneka Plus subscribers can enjoy full access in tonton app, also available on App Store and Google Play Store.

## 2. I have subscribed to a CAST pack. How do I check on my subscription status?

Subscription will take up to 10 minutes for activation for Postpaid Mobile subscribers, and up to 2 working days for Fibre Broadband and TV subscribers after your order has been processed. Upon activation, please download CAST app from the App Store or Google Play Store, or if you have already done so, re-log in to view your subscription.

To check on your subscriptions status, launch CAST app and proceed to “My Account”, “My Subscriptions”.

Subscribed packs status will be reflected as “Active” and you will be able to access the pack’s contents immediately.

If you are unable to access the content after the stipulated activation time, please call 1688 to enquire about your subscription status.

## 3. What devices can I use to access CAST?

CAST is available on most iOS and Android-enabled mobile and tablet devices.

For list of compatible devices, please click [here](#).

## Using CAST

### 1. Why do I need to create a CAST ID to access CAST content?

A CAST ID, consisting of a registered email address and password, is required for accessing our partners' apps premium services. For example: Viu Premium, Nickelodeon Play, FOX+ and tonton app.

You can also use your registered email address and password to authenticate other mobile and tablet devices for use with CAST.

### 2. Why is One-Time Password (OTP) required?

OTP is to ensure secure access and an optimal viewing experience for our subscribers. It is to verify the authenticity and prevent misuse of access of the subscribed contents.

### 3. How much content can I download with one subscription?

The number of downloads is dependent on your device storage capacity. CAST does not limit the number of downloads.

### 4. How long can I store the downloaded content?

Downloaded content will remain under the "Download" section of the CAST app for 7 days, after which customers must download the content again, subjected to its availability.

### 5. How many devices can I access my subscribed pack contents with?

You can register as many devices as you want, but streaming is allowed on only one device at any one time.

### 6. Do I need internet connection to access CAST downloaded content?

Viewing CAST downloaded content does not require an internet connection. However, you will not be able to access the other CAST features.

### 7. Does CAST app support mirroring features (such as ChromeCAST)?

This feature is currently not available. We are working to expand the viewing options for our subscribers.

## Accessing Viu Premium via CAST

### 8. How do I access Viu Premium via CAST?

Subscribers of Viu Premium via CAST will have to create a CAST ID:

- Register email address and set a password within the CAST app.
- Login to the Viu app via the same email and password.

Your account will be linked between CAST and Viu to enjoy Viu Premium. For subsequent access to Viu, you may access Viu app directly.

Please note that if you have subscribed directly with Viu, we will not be able to link the accounts together for viewing.

### 9. I have an existing account on Viu (free version) and I have subscribed to Viu Premium via CAST. How do I link the accounts?

Subscribers of Viu Premium via CAST will have to create a CAST ID:

- Register email address and set a password within CAST app.
- Login to Viu app via the same email and password

Your account will be linked between CAST and Viu to enjoy Viu Premium. For subsequent access to Viu, you may access the Viu app directly.

Please note that if you have subscribed directly with Viu will not be able to link the accounts together for viewing.

**10. I am currently subscribed to Viu Premium (not via CAST). Can I transfer my subscription to CAST?**

Please sign-up for a new subscription via CAST to enjoy Viu Premium at a promotional rate.

**11. I am currently subscribed to Viu Premium (not via CAST). How do I change my subscription to Viu Premium via CAST?**

For customers who have subscribed to Viu Premium (not via CAST), you may cancel your Viu Premium subscription by turning off the “Automatic Renewal” at least twenty four (24) hours before the next Monthly Billing Date on your iTunes or Google Play account.

To subscribe to Viu Premium via CAST, you may proceed to one of the following sales channels:

Sign Up Channels	Singtel Postpaid Mobile subscribers	Singtel Broadband Subscribers	Singtel TV Subscribers
• Dial *688	√		
• My Singtel app	√		
• Call 1609	√	√	√
• Singtel Retail Shops	√	√	√
• <a href="http://CAST.sg">CAST.sg</a>	√	√	√
• Singtelshop.com	√ (with Singtel Postpaid Mobile Plan)	√ (with Singtel Broadband Plan)	√ (with Singtel TV Plan)

Once subscribed and activated, please download CAST app from your respective App Store or Google Play Store.

Subscribers of Viu Premium via CAST will have to create a CAST ID:

- Register email address and set a password within the CAST app.
- Login to the Viu app via the same email and password.

Your account will be linked between CAST and Viu to enjoy Viu Premium. For subsequent access to Viu, you may access Viu app directly.

**Accessing Nickelodeon Play via CAST (For Kids Pack and Variety Plus subscribers)**

**12. How do I access Nickelodeon Play via CAST?**

Subscribers of Kids Pack and Variety Plus will have to create a CAST ID:

- Register email address and set a password within CAST app.
- Login to Nickelodeon Play app via the same set of email and password

Your account will be linked between CAST and Nickelodeon Play and enjoy full access in the app. For subsequent access to Nickelodeon Play, you may access Nickelodeon Play app directly

## Accessing FOX+ via CAST

### **13. I have subscribed to FOX+ via CAST. How do I access FOX+ via CAST?**

Subscribers of FOX+ via CAST will have to create a CAST ID:

- Register email address and set a password within the CAST app.
- Login to the FOX+ app via the same email and password.

Your account will be linked between CAST and FOX+ to enjoy FOX+ content. For subsequent access to FOX+, you may access FOX+ app directly.

## Accessing tonton via CAST (for Aneka Plus subscribers)

### **14. I have subscribed to Aneka Plus via CAST. How do I access tonton via CAST?**

Subscribers of tonton via CAST will have to create a CAST ID:

- Register email address and set a password within the CAST app.
- Login to the tonton app via the same email and password.

Your account will be linked between CAST and tonton to enjoy tonton content. For subsequent access to tonton you may access tonton app directly.

## Mobile bundled data (For Singtel Mobile Subscribers Only)

### **15. I am currently subscribed to MobileShare supplementary line(s), can the packs with 1GB local data bundle be shared?**

MobileShare supplementary line(s) will be able to share the 1GB local data bundle.

### **16. I am currently subscribed a CAST pack with 1GB local data bundle. Can I use the 1GB local data for other purposes?**

Yes. The additional local data bundle included in each CAST subscription pack will be added to your total data bundle allowance and can be used as part of your total local data bundle allowance. Your total data bundle allowance can be checked via My Singtel app.

### **17. How do I track my data consumption, or limit the use of data for CAST?**

As the data consumed is dependent on your total local data bundle allowance, we advise users to monitor their usage via My Singtel app.

My Singtel app also has "Alert Settings" for users to set their preference in receiving alerts for local data usage.

### **18. As of 16 March 2017, can I still add 1GB to my CAST Pack?**

No, this add-on offering has ended. If you are worried about exceeding your monthly data limit, do utilize the "download" function to download shows on Wi-Fi, and watch offline on-the-go, anytime and anywhere without worrying about data charges.

## Billing and Account

### **1. How do I pay for CAST packs?**

CAST packs will be billed monthly to your Singtel Postpaid Mobile and/or SingNet Broadband and/or Singtel TV bill, according to the account that the subscription falls under. The first subscription fee will be reflected in your following month's bill and will not affect your billing cycle.

### **2. Can I change my subscribed pack to another pack?**

You may change your subscribed pack at any time if the subscribed pack is not in-contract. Proration of your subscribed pack will be reflected in the following month's Singtel Postpaid Mobile and/or SingNet Broadband and/or Singtel TV bill.

## Support

### 1. How do I get technical support?

For assistance and support on:

CAST app and account-related issues, please send an email to: [technicalhelp@CAST.sg](mailto:technicalhelp@CAST.sg)

Viu Premium and Viu account-related issues, please send an email to: [enquiry.sg@viu.com](mailto:enquiry.sg@viu.com)

Nickelodeon Play app related issues, please send an email to: [nick-app@vimn.com](mailto:nick-app@vimn.com)

FOX+ app related issues, please send an email to: [support@foxplus.com](mailto:support@foxplus.com)

tonton app related issues, please visit: <http://www.tonton.com.my/support?tab=toc>