

FAQs: WeTV on Astro

About the WeTV app

1. What is WeTV?

WeTV is a global video on demand and over-the-top streaming service, providing the best premium entertainment including Chinese, Indonesian, Korean, Thai, Japanese and Malaysian series and movies to fans of Asian entertainment.

2. Can I stream WeTV for free on my Ultra/Ulti Box?

All Ultra/Ulti Box customers may watch selected WeTV titles for free on their Astro Box. Simply follow these steps:

Step 1: Go to your Ultra/Ulti Box Home Page and select “WeTV” under the Apps rail

Step 2: Click play on any non-VIP titles/episodes and start streaming!

Note: No login is required to stream free content on WeTV.

3. How can Astro customers enjoy WeTV?

Astro customers can subscribe to WeTV VIP via Astro as an add-to-bill service for only RM10.50/month (RRP RM11.90) to enjoy the app on their big screen TV via the Ultra/Ulti Box, wetv.vip or on the go with the WeTV mobile app which is available on Android and iOS devices.

For more details on the WeTV VIP Membership, please refer to Q12 – Q17.

4. How do I subscribe to WeTV VIP via Astro?

All new and existing Astro TV customers can subscribe to WeTV VIP for only RM10.50/month by following the steps below:

Step 1: Go to www.astro.com.my/WeTV and select “Get WeTV now”

Step 2: Log in with your Astro ID

Step 3: Key in your mobile number and proceed to add WeTV to your bill

Step 4: Once you have validated your mobile number via the OTP code, you will be able to enjoy VIP-exclusive shows on WeTV!

5. How do I access WeTV VIP on my Ultra/Ulti Box?

After completing the subscription process in Q4, follow the simple steps below to access WeTV VIP on your Ultra/Ulti Box:

Step 1: Go to your Ultra/Ulti Box Home Page and select “WeTV” under the Apps rail

Step 2: Click “Log in” and scan the QR code on your TV with your mobile device to download/launch the WeTV app

Step 3: On your mobile device, create a new account or log in using your registered mobile number and click "Login Authorization" to pair your device to your TV

Step 4: Once pairing is complete, please press the back button on your remote to start enjoying VIP-exclusive shows!

Important note: Please ensure that the mobile number used to log in to the app is the same one used to purchase your WeTV VIP subscription. Email login is not applicable for Astro Billing WeTV VIP customers.

*We highly encourage our customers to only use their device's built-in camera to scan the QR code if available. Alternatively, only use QR code scanner apps that are from a trusted 3rd party provider. By using an untrusted QR code scanner app, you assume all responsibility for any damages or losses that may occur.

6. I already have a WeTV subscription, what will happen if I use the same mobile number to subscribe to WeTV VIP via Astro?

If you already have a WeTV subscription, you are allowed to subscribe to WeTV VIP with the same mobile number via Astro; however, your existing account will continue to run until you manually cancel it.

With two active subscriptions with the same mobile number, your subscriptions will be added on top of your existing account and you will be charged twice on two separate accounts.

7. Can I access the WeTV app outside of Malaysia?

Yes, you will still be able to access the WeTV app and stream your favourite content outside of Malaysia. However, kindly be informed that this will be subject to content availability in the specific regions.

8. Can I download content on the WeTV app for offline viewing?

Yes, you can download WeTV's content on your device for offline viewing if you have subscribed to WeTV VIP. This feature is not available if you are not a VIP member. However, kindly note that some content is subjected to copyright which disables the download function on those selected videos.

9. What is the storage requirement for content downloading?

The storage requirement is dependent on the type of videos users are downloading as the space needed varies between titles.

10. How many devices can I use to stream WeTV at the same time?

You can access your WeTV VIP account on up to 2 devices at a time, including your Ultra/Ulti Box. To ensure a smoother streaming experience, please sign out from any unused devices.

11. Are there any subtitles available for the content on WeTV?

Yes, subtitles are available in various languages including English, Malay, Chinese (Simplified & Traditional) etc. To enable this feature, click on the subtitles selection option at the bottom right corner of the video player, then click on the language you desire.

WeTV VIP Subscription

12. What is a WeTV VIP subscription?

WeTV offers a wide range of hot and exclusive content in advance for WeTV VIP members, which includes WeTV Originals, series, dramas and many more. With a VIP subscription, you can also enjoy all these exciting content with the ability to skip advertisements to stream without interference and watch your favourite shows on two devices at the same time!

VIP membership privileges:

1. Premium Content on WeTV only
2. Enjoy VIP content on two devices at the same time
3. Watch the content in advance before anyone else!

13. Can I rent movies or series on WeTV via Astro?

Yes, you will be able to rent titles on the WeTV mobile app. Subsequently, you will be able to stream your rented title on the Ultra/Ulti Box, [wetv.vip](#), and the mobile app.

14. How much does a WeTV VIP subscription via Astro cost?

Astro customers can enjoy a special offer of RM10.50/month (RRP RM11.90/month) when they subscribe to WeTV VIP via Astro.

Note to CCC: Employee/Ex Employee/Courtesy Board Members will also enjoy the same pricing at RM10.50/month.

15. When can I start enjoying my WeTV VIP subscription?

You will be able to enjoy all the content on WeTV via your Ultra/Ulti Box, [wetv.vip](#) and the WeTV mobile app immediately upon successful purchase from the Astro website.

Please ensure that the mobile number used to log in to the app is the same one used to purchase your WeTV VIP subscription.

16. How do I cancel my WeTV VIP subscription?

You can cancel your WeTV VIP subscription via WeTV's official website or mobile app. Kindly note that we will not be able to offer a refund if you do decide to leave the WeTV app before your subscription period ends.

17. Will there be any penalty fees if I cancel my WeTV VIP subscription?

No, your subscription will be terminated at the end of your Astro billing date. Until then, you will still be able to access your WeTV VIP account.

App Issues

18. Who may I contact if I encounter any problems with the WeTV app?

If you require any assistance with the app, you may:

1. Visit the WeTV official Facebook Page for more information: [WeTV Malaysia - Home | Facebook](#); or
2. Drop the WeTV team a message via Facebook chat [here](#)

If you encounter any issues with your Astro billing and entitlement, you may contact our Customer Service by:

1. Submitting a feedback form here: [www.astro.com.my/contactus/form](#); or
2. Reaching to us via WhatsApp by typing "Hi" at 03-9543 3838

19. Will my personal information be protected?

Yes, Astro is bounded by the PDPA. All information received will be used in accordance with our [Privacy Notice](#).

