1. Customer Subscription Management

User Story 1: Subscribe to a Plan

As a customer,
I want to subscribe to a plan,
So that I can enjoy the benefits associated with the plan.

Acceptance Criteria:

1. The user should be able to view available plans (Basic, Gold, Platinum) on the subscription page.
2. The user can select a plan and complete the subscription process.
3. Upon successful payment, the user should receive a confirmation email with login details.
4. The plan should be activated immediately after payment confirmation.
5. If the payment fails, the user is notified with a reason and asked to retry.

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2. Watchlist Management

User Story 2: Create and Manage Watchlist

As a customer,
I want to create and manage a watchlist,
So that I can easily track and access my favorite movies.

Acceptance Criteria:

1. The customer should be able to add up to 20 movies to the watchlist for Basic Plan, 200 for Gold Plan, and unlimited for Platinum Plan.
2. The watchlist should automatically refresh at the start of each month based on the subscription plan.
3. Customers can remove movies from the watchlist, provided they have not started watching them.
4. When the subscription is inactive, the ability to modify the watchlist is restricted to the available free movie quota.
5. For Platinum Plan users, profiles should allow for switching between Kids and Adults movie watchlists.

User Story 3: Buy Movies

As a customer,
I want to buy movies,
So that I can keep them available for streaming at any time, regardless of my subscription plan.

Acceptance Criteria:

1. Customers can buy movies even if they are on the Basic or Gold plan.
2. Purchased movies should not count towards the watchlist limit.
3. For Platinum users, they should be able to download purchased movies for offline viewing.

4. Purchased movies are available to stream at any time and are not removed after subscription plan changes.

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3. Ratings & Reviews

User Story 4: Rate and Review Movies

As a customer,
I want to rate and review movies,
So that I can share my opinions and contribute to the movie community.

Acceptance Criteria:

1. After watching a movie, the customer should be able to rate the movie on a scale of 1 to 5 stars.
2. The user should be able to leave a text-based review for the movie.
3. Customers can edit or delete their rating and review at any time.
4. Each movie page should display the average rating and user reviews.
5. A customer can rate multiple movies, but only once per movie.

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4. Subscription Plan Features

User Story 5: Access Free and Premium Movies Based on Plan

As a customer,
I want to access free and premium movies according to my subscription plan,
So that I can enjoy content based on my selected plan's benefits.

Acceptance Criteria:

1. Basic Plan customers can access 20 free movies per month (10 for kids, 10 for adults) and no premium movies.
2. Gold Plan customers can access 50 free movies per month (25 for kids, 25 for adults) and 100 premium movies.
3. Platinum Plan customers have unlimited access to free and premium movies for both kids and adults.
4. When the plan is inactive, the user's access should be restricted to the free movies according to their plan's inactive rules.

User Story 6: Access Family Features (Platinum Plan)

As a Platinum Plan customer,
I want to create separate profiles for kids and adults,
So that I can provide age-appropriate content to my children while having unrestricted access to adult content.

Acceptance Criteria:

1. Platinum users can create multiple profiles per account (Kids and Adults).
2. Kids profiles are restricted to age-appropriate content, with free kids movies and premium kids movies available.
3. Users can switch between Kids and Adults profiles freely while the Platinum subscription is active.
4. When the plan is inactive, users can still access the limited number of free movies per profile type (kids/adults).

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5. Payment & Transactions

User Story 7: Make Payment for Subscription

As a customer,
I want to make a payment for my subscription,
So that I can activate my plan and start enjoying its benefits.

Acceptance Criteria:

1. Customers can select a payment method (credit card or bank transfer).
2. Payments should be processed via Epay.com for credit cards and manually verified for bank transfers.
3. After a successful payment, the customer receives login details and access to the subscribed plan.
4. A failed payment should provide a clear error message and allow the user to retry.

User Story 8: Manage Subscription

As a customer,
I want to manage my subscription,
So that I can upgrade, downgrade, or cancel my subscription as needed.

Acceptance Criteria:

1. Customers can view their current subscription plan and details.
2. Customers can change their subscription plan (e.g., upgrade from Basic to Gold).
3. Upon cancellation, users should be notified of the expiration date and retain access until the end of the billing cycle.
4. Customers should be able to view their transaction history for reference.

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6. Admin Features

User Story 9: Manage Movies

As an admin,
I want to add, edit, and remove movies,
So that I can keep the movie catalog up to date.

Acceptance Criteria:

1. Admins should be able to add new movies with details like title, genre, description, and availability.
2. Admins should be able to edit existing movie details (title, description, etc.).
3. Admins should be able to remove movies from the catalog.
4. The movie catalog should be updated in real-time.

User Story 10: Manage Customer Accounts & Subscriptions

As an admin,
I want to manage customer accounts and subscriptions,
So that I can ensure proper billing and subscription status for users.

Acceptance Criteria:

1. Admins should be able to view all customer accounts, including subscription status, payment history, and movie purchases.
2. Admins can approve or reject customer movie requests.
3. Admins can activate or deactivate customer subscriptions based on payment status.
4. Admins should be able to generate reports on customer activities, such as movie streaming, purchases, and ratings.

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7. Customer Support

User Story 11: Contact Support

As a customer,
I want to contact support for assistance,
So that I can resolve any issues I encounter with the platform.

Acceptance Criteria:

1. Customers can contact support via email, live chat, or the Help Center.
2. Email support should respond within 24 hours.
3. Live chat should be available during business hours.
4. The Help Center should contain self-service articles for common issues.
5. An FAQ section should be available with answers to common questions related to movies, subscriptions, and technical issues.