

FAQs: The BBC Player app on Astro

About the BBC Player app

1. What is the BBC Player app?

BBC Player is an authenticated multi-genre SVOD (Subscription Video on Demand) service that allows viewers to watch the very best British programmes anytime and anywhere.

BBC brands available on the app include:

- **BBC Earth** inspires audiences by sharing the incredible wonders of our universe. BBC Earth showcases the work of the world's foremost factual filmmakers as it seeks to take audiences on a thrilling journey of discovery across natural history and science. From the smallest creature under the microscope to the limitless expanses of space, BBC Earth brings viewers face to face with heart pounding action, mind-blowing ideas and the wonders of being human.
- **BBC First** is the home of premium, original British dramas. Showcasing world-renowned, award-winning talent in front of and behind the camera, it delivers audiences the first chance to see stories that challenge, immerse and entertain, all with a unique British perspective.
- **BBC Brit** offers premium factual entertainment that is intelligent but irreverent. Male-skewing but with broader appeal, it blends expertise with entertainment and fact with fun. This brand is the exclusive home of Top Gear and covers a rich variety of subjects: cars, science, adventure, business, life-changing moments, extreme characters, quirky eccentrics and comedy. BBC Brit is available exclusively on BBC Player.
- **BBC Lifestyle** is the unique entertainment destination brimming with vibrant, fresh and exciting programmes which set trends and guide you into transforming your world; from revamping your home to invigorating your culinary skills and helping you become happier and get the best out of life.
- **CBeebies** is a pre-school channel for children aged six years and under. CBeebies provides a range of pre-school programming designed to encourage learning through play in a consistently safe environment. Acclaimed children's titles such as *Bluey*, *Hey Duggee*, *Go Jetters*, *JoJo & Gran Gran*, *Thomas & Friends* and *Teletubbies* encourage children to learn about and enjoy the world around them.

2. Who can access the BBC Player app?

Starting 20 December 2022, Astro customers on eligible packs will receive access to the BBC Player app to enjoy world class documentaries, premium British dramas, aspirational lifestyle programmes, engaging preschool programmes and more on the big screen via the Ultra Box, Ulti or stream via the mobile app or website for no additional charge.

3. What content is available on BBC Player?

Access to content within the BBC Player app is based on the pack that Astro customers have subscribed to:

Pack Entitlement	Content Access on BBC Player App
Platinum	Full access (BBC Lifestyle, BBC Brit, BBC First, BBC Earth, CBeebies)
Entertainment, Entertainment Plus, Premium 2, Premium 3	BBC Lifestyle, BBC Brit, BBC First, CBeebies
Variety Add on, Variety Mini	BBC Lifestyle, BBC Brit, BBC First
News & Documentary Add on, Learning Mini	BBC Earth

Note: For a limited time only, all Astro customers will be able to access CBeebies content on TV and through the BBC Player app (Ultra Box, Ulti Box, Mobile and Website).

4. How much does it cost to subscribe to BBC Player via Astro?

BBC Player is bundled to the selected pack listed above (Q3) for both existing and new eligible customers. Subscribe to our TV Packs for better savings now by visiting www.astro.com.my or WhatsApp “Get BBC” at 03-9543 3838.


5. How do I access the BBC Player app on the Ultra Box or Ulti Box?

Eligible customers may follow the simple steps below to access the BBC Player app on their Ultra Box or Ulti Box:

HOW TO STREAM BBC PLAYER ON YOUR TV


STEP 1

Press the home button on your Astro remote and select the BBC Player app.




STEP 2

Select and play any title on the BBC Player homepage.




STEP 3

Select Sign in with Astro.



STEP 4

Scan the QR code on your TV with your phone's camera and follow the simple instructions.



6. How do I access the BBC Player mobile app?

Download the BBC Player app from the iOS App Store or Google Play Store. After you have successfully downloaded the app to your mobile device, simply click “Astro” as your service provider and log in with your Astro ID. Once complete, you will get instant access to all your favourite BBC content right at your fingertips!

7. How can I access BBC Player via website?

Please visit www.bbcplayer.com on your browser, log in with your Astro ID and start streaming.

8. When can I start enjoying my BBC Player subscription?

Starting 20 December 2022, Astro customers on eligible packs will receive complimentary access to the BBC Player app to enjoy world class documentaries, premium British dramas, aspirational lifestyle programmes, engaging preschool programmes and more on the big screen via the Ultra Box, Ulti Box, or stream via the mobile app or website. Thank you for your support.

9. How many devices can I use to access the BBC Player app at one time?

Customers can access a maximum of 5 devices concurrently on the BBC Player app, including the Astro Ultra Box or Ulti Box.

10. Can I download content from the BBC Player app for offline viewing?

Yes, selected downloaded programmes will be available for viewing offline for up to 30 days. Just click on a programme you would like to watch offline to check if it is downloadable. Kindly note that this download feature is only available on the BBC Player app.

If you are accessing the BBC Player website, you can only stream content online.

11. What is the storage requirement for content downloading?

The storage requirement is dependent on the type of videos users download as the space needed may vary.

12. Are there any subtitles available for content on the BBC Player app?

English closed captions are available for all BBC Player programmes, while Chinese and Bahasa Malaysia subtitles are available for selected programmes only.

13. What audio options are available for content on the BBC Player app?

Currently, only English audio is available for all BBC Player content.

14. Can I access content on the BBC Player app outside of Malaysia?

Unfortunately, you will not be able to stream or watch programmes online when you are outside of Malaysia. However, you will still be able to watch available downloaded programmes offline on the BBC Player mobile app.

Astro Login

15. How do I register for an Astro ID?

Download the BBC Player app > Select "Profile" > Click on "Log in with Astro ID" > Click on "Do not have an Astro ID? Click here".

16. Can I update my email address/mobile number for my Astro ID?

Yes, please visit Astro's Self Service Portal via selfservice.astro.com.my to update your email address or mobile number.

17. I have forgotten my password; what should I do now?

Step 1: Click “Log in” and click “Forgot my password”

Step 2: Enter your email address and click “Submit”

Step 3: An email will be sent to your registered email address with further instructions on how to reset your password

18. How do I unlock a locked user account?

You may contact Astro’s Customer Service by:

1. Submitting a feedback form here: www.astro.com.my/contactus/form, or
2. Send a message on WhatsApp by typing “Hi” at 03-95433838.

19. Will my personal information be protected?

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

Other App Enquiries

20. I am unable to log in to BBC Player with my Astro ID via Google; what should I do now?

Please follow the simple steps below if you are facing issues logging in to BBC Player:

- 1) Go to id.astro.com.my and log in via your Google account
- 2) Under “Profile”, create a new password for your Astro ID
- 3) Return to BBC Player and sign in via Astro using your Gmail account and the new password

21. Who may I contact if I encounter any problems with the BBC Player app?

There are 4 ways for you to contact us for assistance:

Issues related to BBC Player in-app or content:

- 1) Submit an in-app feedback form to BBC Player, or
- 2) Reach out to BBC Player via email at bbcplayerops@bbc.com

Issues related to Astro entitlement/packages:

- 1) Submit this feedback form here: www.astro.com.my/contactus/form, or
- 2) Send a message on WhatsApp by typing “Hi” at 03-95433838