

Question: Why can't I watch after making a payment?

Answer:

We recommend that you follow these steps to activate your subscription after payment is made:

1. Click on the 'settings' icon on the top left (mobile) of the Tonton app or the right (computer) of your website.
2. Select App Settings from the menu.
3. Click the Account button
4. Click the Refresh Entitlement button
5. Wait until the sign
6. Click the Tonton logo to return to the home page.

Question: I have subscribed but why do I still have ads?

Answer:

For your information, a TontonUp subscription gives you access to watch exclusive movies and dramas and premium TV channels that are only available on the Tonton app. To watch without ads, you need to choose one of the premium TV channels and exclusive viewing materials marked with the TontonUp logo.

For viewing stories marked with the TontonUp logo, ads are only broadcast on the first to third episodes of the drama being watched and will not have ads on subsequent episodes.

Question: How do I cancel my TontonUp monthly subscription?

Answer:

For your information, you can cancel your automatic recurring payments on your Tonton Profile. For your easy reference, here are the steps to cancel your TontonUp subscription:

You can use MOBILE PHONE or DESKTOP via the website (computer).

#### Mobile Phone

- 1) Go to Settings > click on Account > Click on Refresh Entitlements > Then click on Manage Account
- 2) Click on Subscription Plan
- 3) Click on Cancel Recurring Subscription

#### Website

- 1) Log in to Account > Click on Settings > Select Account
- 2) Go to Subscription Plan
- 3) Click on Cancel Recurring Subscription

If you are having trouble canceling your subscription, please include your latest payment receipt and the following details for us to further review and perform a manual cancellation from our system.

Registered Email Address:

Registered Phone Number:

For your information, subscription cancellation requests must be made no later than 5 days before your subscription expiration date.

Question: How do I change my password?

Answer: We suggest you reset your password, then log in again.

You can go to the link below to reset your account password - Page

Question: Can I subscribe when I am outside Malaysia?

Answer: For your information, our platform can only be viewed in Malaysia at this time.

Question: Why does an error appear on the screen while I'm enjoying Tonton?

Answer: If you want to reactivate your subscription for exclusive content, you can visit this link <https://www.tonton.com.my/tontonup> to upgrade your account. Once you click the link, you will see a page showing the "SUBSCRIBE NOW" section.

Please click on the "SUBSCRIBE NOW" section at the TOP to continue the subscription and payment process.

Please select your preferred payment method and follow the next instructions in Step 2.

Once you have made your subscription payment, we recommend that you click the Renewal button

Question: What TV Tuisyen programs are available on the Tonton platform?

Answer: TV Tuisyen is an online learning program that offers high-quality educational videos for Form 1 to Form 5 students (ages 13–17), in line with the Standard Secondary School Curriculum (KSSM) set by the Ministry of Education Malaysia.

Exclusive to the Tonton streaming platform, TV Tuisyen provides instructional videos, training, and interactive content delivered by experienced instructors, including celebrity teachers with outstanding academic credentials. With over 3,500 educational videos, students and families can enjoy unlimited access to all content anytime,

anywhere, across multiple devices. By subscribing to Tonton, users get a convenient, premium, and affordable way to access the entire learning library.