

FREQUENTLY ASKED QUESTIONS (FAQ)

TVBAnywhere+ 30-Day FREE Access Token

1. Who can enjoy this benefit?

This benefit is exclusive for all M Premium members that have successfully verified their account on MyMagnum 4D App.

2. What is this benefit about?

This benefit entitles M Premium members to enjoy on-demand entertainment content on the TVBAnywhere+ app for 30 days.

After the 30 days, M Premium members will get to enjoy an exclusive discount until 31 July 2024. [Terms and conditions apply.](#)

3. What is the period of this offer?

This benefit begins 24 August 2023 until 31 July 2024, and is issued on a "first come, first served" basis, while stocks last.

4. When does my 30-day free access begin?

Each activation code gives a 30-Day Free Access period to the TVBAnywhere+ app. The 30 days starts when you activate the code on TVB Anywhere website.

Upon redeeming the activation code on 'My Rewards' page, there's a 30-day period before the activation code expires.

5. How can I enjoy this benefit?

30-Day Free Access Token

1. Make sure that you're an M Premium member.
2. Redeem the activation code from 'My Rewards' page on the MyMagnum 4D app.
3. Copy the activation code and apply it on TVB Anywhere website.
4. Download or launch the TVBAnywhere+ app and log in to start enjoying the benefit.

Exclusive discount

Upon completing the 30-Day Free Access on TVBAnywhere+, you will automatically be entitled to an exclusive discount until 31 July 2024 if you continue your premium service subscription with TVBAnywhere+. [Terms and conditions apply.](#)

6. I already have a TVBAnywhere+ premium service subscription, will this 30-Day Free Access still give me the 1-month free access?

Yes, you can enjoy this 30-Day free access by signing up for an additional TVBAnywhere+ account and you can enjoy this on your secondary streaming device. This 30-day free access cannot be used to waive, modify, or alter the terms of your existing TVBAnywhere+ account.

7. I have problem getting my activation code from the MyMagnum 4D app 'My Rewards' page. What should I do?

Please check if you are having any network issue. Try relaunching the app and attempt to redeem again. If the problem persists, please contact Magnum 4D Customer Support via Live Chat on the MyMagnum 4D app or call 603-9212 2800 (9 am to 7 pm).

8. My TVBAnywhere+ app is not working, what should I do?

For TVBAnywhere+ app functionality, please contact TVB Anywhere Customer Support at cs@tvbanywhere.com or via their Live Chat within TVBAnywhere+ app. Please help to provide the following information:

- a) Handset model and OS version.
- b) TVBAnywhere+ app version
- c) Your email address