



**Vodafone Play**



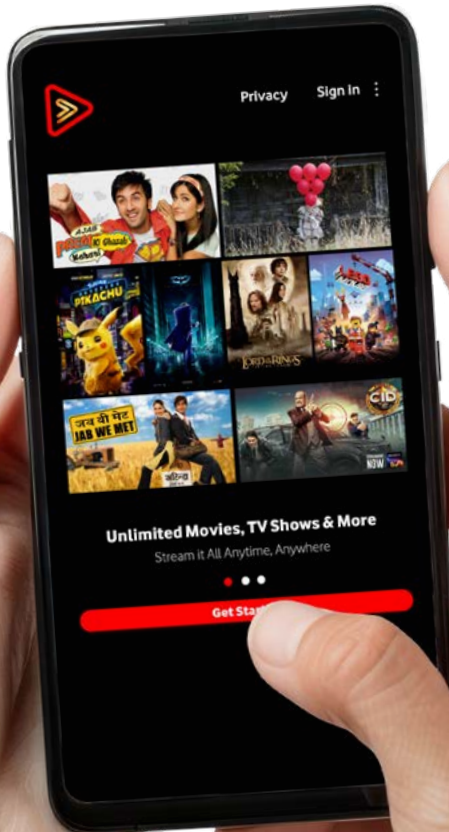
# About Vodafone Play

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Enter an exciting world of entertainment with Vodafone Play – Powered by Vodafone Fiji!

Vodafone Play brings you a massive library of content from the best content providers like Sony Liv, Warner Brothers, local providers like Fiji TV and more - All of this in just 1 App!

Check out a huge collection of on-demand content including Bollywood and Hollywood Movies, Top-rated TV Shows, Original Web series, Kids friendly movies, shows, animated movies and much more, making it an ultimate destination for entertainment at your fingertips. Anytime Anywhere!



# Why Vodafone Play?

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## One App & One Subscription

- One sign-in which gives you access to all of your favourite content on a single app.
- VOD (Video on Demand) content and Channels at your disposal – including popular Bollywood and Hollywood movies, TV shows, Travel, Food, Lifestyle and other content – now catch up on what the world is watching right from your smartphone, Smart TV, Desktop or Tablet.
- Enjoy content from various genres including comedy, romance, thrillers, suspense and more in various languages including English, Hindi and more.
- Enjoy content on various devices such as mobile, tablet, web and TV.

## Watch on any device anytime, anywhere

- Access Vodafone Play on Android and iOS device.
- That's not all – we now bring you the LARGE screen experience (watch on your Android TV, Apple TV, Samsung and LG Smart TVs) and Amazon Firestick.

You can also enjoy our wide collection on your desktop! Simply browse [play.vodafone.com.fj](http://play.vodafone.com.fj) on any browser and enjoy streaming.

## An App that's just tailored for you

**Personalized Recommendations:** Receive tailored suggestions based on your viewing history and preferences. Find titles to watch effortlessly.

- **Watch List** for all your Bingeing experiences: Syncs seamlessly with titles from various content providers. Save all your content in one place for effortless browsing.
- **Curated content**, especially for you in various languages and genres. The world is your playground.

\* Subject to terms & conditions.

We are constantly working towards making your experience seamless and exciting and would love to hear your feedback or address any queries. Please reach out to us on [vodafoneplay@vodafone.com.fj](mailto:vodafoneplay@vodafone.com.fj)



# Vodafone Play – FAQ

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## 1. What is Vodafone Play?

Vodafone Play is a premium entertainment platform exclusively available to Vodafone Prepay, Postpay and Inkk Mobile subscribers. It offers an extensive content library featuring blockbuster Hollywood and Bollywood movies, popular TV shows, Original Web Series, Live TV channels, Kids programs, and more from renowned providers like Warner Brothers, SonyLIV, Shemaroo, and local favourites such as from Fiji TV. With over 50,000 hours of content, Vodafone Play ensures there is something for everyone. Subscribers can choose from 3 flexible subscription tiers – Lite, Plus, and Max – available in daily, weekly, and monthly plans (each a “Plan” or “Subscription Plan”, and collectively “Plans” or “Subscription Plans”) to suit individual preferences.

## 2. Device Compatibility

To subscribe, you need to download the Vodafone Play app from the Google Play Store or Apple App Store.

Vodafone Play is compatible with:

- Android devices running version 5.0 or higher;
- iOS devices running version 11 or higher;
- TVs: Samsung Tizen OS 3.0+ (2019 onwards), LG Web TV OS 3.5+ (2018 onwards), Google or Android TV OS 8 onwards.

If your device doesn't meet the required specifications, you won't be able to download the Vodafone Play mobile app. However, you can still access and enjoy Vodafone Play on website by visiting [play.vodafone.com.fj](http://play.vodafone.com.fj) on your Chrome, Edge, Firefox and Safari browsers.

Additionally, if you are facing device incompatibility, storage limitations or prefer streaming without downloading, you can access Vodafone Play directly via the same mobile browser link and enjoy seamless content streaming.

### 3. What are the available Subscription Plans?

Vodafone Play offers 3 subscription tiers tailored to the number of devices and simultaneous streams. The Plans are as follows:

Plan Type	Play Lite	Play Plus	Play Max	Content Access Type
Daily	\$1.00	\$2.00	\$3.00	Limited Access to Premium Content
Weekly	\$5.00	\$8.00	\$9.00	Access to Full Premium Content Library
Monthly	\$15.00	\$20.00	\$25.00	Access to Full Premium Content Library
No. of Devices	1	2	4	-
Simultaneous Streams	1	2	4	-

Note: All Subscription Plans are auto-renewable and subject to fall-back charging.

### 4. What payment methods are available?

You can pay for your Vodafone Play subscription using any of the following methods:

- Mobile Credit – Charges are applied directly to your purchased (Real Money and IOU) mobile credit;
- M-PAiSA Mobile Money (“M-PAiSA”) – Payments will be deducted from your M-PAiSA Mobile Money wallet; or
- Add-to-Bill – Postpaid customers can request to add charges to their monthly bill, subject to requisite approvals.

During the initial subscription to any plan, subscribers who choose Mobile Credit or M-PAiSA will be required to select a primary payment method. Auto-renewal will occur based on the chosen primary payment method.

### 5. How does auto-renewal work? And what is fall-back charging?

When you subscribe to Vodafone Play, you consent to automatic renewals and retries unless you opt out. At the end of each billing cycle, Vodafone Play will attempt to automatically renew your plan by charging your primary payment method (Mobile Credit or M-PAiSA, based on the payment method selected during subscription).

Fall-back charging: If the primary payment method has insufficient funds and the transaction for auto-renewal fails, the Vodafone Play system will then, subject to availability of funds (in your selected payment methods) downgrade your Subscription Plan within your tier (Max, Plus, Lite). For instance, it may downgrade from a Monthly Plan to a Weekly Plan or, from a Weekly Plan to a Daily Plan.

## **6. What happens if payment fails and Plan is not auto-renewed?**

If your auto-renewal payment fails after attempting renewal as per your payment methods, your subscription will be deactivated, and you will receive a notification via SMS and email.

Vodafone Play will continue to attempt auto-renewal at 6-hour intervals for up to 24 hours after involuntary deactivation. If all attempts fail during this period, your plan will not be renewed automatically, and you will need to manually re-subscribe later, should you wish.

Please note, there is no grace period during the retry process, and you will lose access to Vodafone Play content until your subscription is successfully renewed. To resume using the service, you will need to subscribe to a new Plan.

## **7. How can I manage or cancel auto-renewal for my subscription?**

You can view your active subscription and cancel it any time without incurring additional charges. To manage your subscription, go to the 'Account Settings', section and select 'Cancel Subscription' under the 'Subscription' tab in the Vodafone Play app.

If you cancel your subscription before its expiry, you will still have access to content until the end of your billing cycle.

## **8. Will I receive a refund if I cancel my subscription early?**

No, Vodafone Play adheres to a strict no-refund policy in accordance with the content partner guidelines. If you cancel your subscription at any time during a billing cycle, no refunds will be provided for any un-utilised days.

## **9. Will I be notified about upcoming renewals?**

You will receive notifications via SMS and/or email before your subscription is renewed at the mobile number and address provided by you on registration for Vodafone Play. These notifications will include a reminder of the upcoming charge and the renewal date.

## **10. Will I lose my watch history if my Plan expires?**

If your Plan expires and is not renewed, you may lose access to your watch history and personalised settings. It is up to you to ensure that you have sufficient funds available via your nominated payment methods so you do not lose any personalised settings.

## **11. Can I upgrade my subscription to a higher-tier Plan mid-cycle?**

Yes, you can upgrade to a higher Plan (e.g., from Play Lite to Play Plus or from a Daily Plan to a Weekly Plan) at any time.

Please note that Vodafone Play does not offer pro-rata billing for upgrades, so the full price of the new Plan will apply. Your current Plan will end immediately, and no refunds will be provided for any unused days under the previous Plan selected. However, you can start enjoying the benefits of your upgraded Plan right away. This policy is consistent with our content provider's no-refund policy.

## **12. Does my subscription Plan include data to use for Vodafone Play?**

No. Vodafone Play subscriptions provides you access to the content available on the platform. You will have to separately have sufficient data packs to utilise on the service. Data for use on the service is not included in the Vodafone Play subscription.

You are responsible for all internet access charges.

### **13. Will I get network connectivity if I get Vodafone Play?**

No. If your area does not have internet connectivity or, if the network connectivity is unstable, it does not mean that there will be network connectivity or improvement in internet access once you subscribe to Vodafone Play.

### **14. I am a Postpaid User; how do I get access to Vodafone Play Service?**

Postpaid users will need to use the 'Add to Bill' option on the app. If your postpaid account is pursuant to a business account, the request must be facilitated and approval granted by your respective business account manager before you are granted access to the service.

### **15. For Postpaid users, how long does it take for the subscription to be added to the bill?**

For Postpaid users, approval for subscription may take 2-3 business days to appear on your postpaid account and for access to Vodafone Play content to be granted.

### **16. What are the different types of devices I can use to access Vodafone Play?**

Vodafone Play can be accessed on a variety of devices, including:

- Smartphones running on Android and iOS;
- Tablets running on Android and iOS;
- Smart TVs (All Android TVs, Apple TV, Samsung, LG and Amazon Firestick), Computers and Laptops via [www.play.vodafone.com.fj](http://www.play.vodafone.com.fj)

For an enhanced viewing experience, we recommend using the Vodafone Play mobile app on smartphones, tablets, or smart TVs.

### **17. How many devices and simultaneous streams are allowed on each Plan?**

The number of devices and streams allowed depends on your Subscription Plan:

- Play Lite Plan: 1 device, 1 simultaneous stream;
- Play Plus Plan: 2 devices, 2 simultaneous streams;
- Play Max Plan: 4 devices, 4 simultaneous streams.

### **18. How do I manage devices connected to my account?**

You can manage your devices through the 'Account Settings' section in the Vodafone Play app. From there, you can view all devices connected to your account and remove or, add devices as needed.

### **19. What happens if I exceed the device or stream limits?**

If you exceed the number of devices or streams allowed under your subscribed Plan, additional streams will be blocked. You will be notified to upgrade your Plan if you wish to add more devices or streams. If you prefer to stay on the same Plan, you will need to log out of one of your active devices in order to add a new one. You can manage your devices and streams through the 'Account Settings' in the Vodafone Play app.

### **20. How does Vodafone Play ensure my data privacy?**

Vodafone Fiji is committed to protecting your privacy. We adhere to strict data privacy policies in compliance with Vodafone Fiji's guidelines. All personal and payment information is encrypted and securely stored to prevent unauthorized access. Please refer to our Privacy Policy for more information on how we manage your information.

## **21. How is my data protected?**

Your data is safeguarded using industry-standard encryption protocols, ensuring that your personal and payment information remains secure. Our systems are continuously updated to guard against emerging security threats.

## **22. What security measures are in place for transactions?**

We use secure payment gateways and advanced encryption technologies to protect your financial transactions. Whether you are using Mobile Credit or M-PAiSA, you can make secure payments with confidence.

## **23. Will my personal information be shared with third-parties?**

Vodafone may use third-party service providers to operate the platform or administer activities on Vodafone's behalf, such as providing professional services, facilitating payments or acquiring content. Vodafone may share your personal information with these third-parties to provide to you the Vodafone Play services in an efficient manner.

Please refer to our Privacy Policy for more information on how we manage your information.

## **24. Does Vodafone Play offer parental controls?**

Yes, Vodafone Play provides parental control features to help restrict access to certain content based on age ratings, ensuring a safe viewing experience for younger users. It is up to you to activate parental controls.

## **25. How can I restrict access to certain content for younger viewers?**

You can set up parental controls by navigating to the 'Account Settings' in the Vodafone Play app and selecting 'Manage Profile'. Here, you can choose content restrictions based on age ratings, allowing you to block specific content categories for younger viewers.

## **26. How is access to age-restricted content controlled on Vodafone Play?**

Access to age-restricted content on Vodafone Play is automatically managed based on the age information provided in your user profile and the content's age rating as provided by the content provider.

## **27. Does Vodafone Play offer any promotions or trial periods?**

Yes! Vodafone Play offers a 30-day free trial ("Trial") for new, first-time subscribers. This promotion is available for one year and is limited to one offer per subscriber. The variety of content available during a Trial will be limited.

## **28. How do I sign up for a trial?**

To sign up for a Trial, simply download the Vodafone Play app, complete the registration process and subscribe to the '30-day Trial'. This offer is available only to new users, and is subject to eligibility conditions. Vodafone reserves the right to modify or discontinue the Trial offer at any time.

## **29. What happens after Trial ends?**

Once your Trial ends, your selected Subscription Plan will automatically renew, and the payment method provided during registration will be charged accordingly. You can cancel your auto-renewal at any time before the Trial ends to avoid being charged.



### **30. How does the Trial work?**

The Trial is available to new Vodafone Play subscribers who subscribe for the first time. Determination for eligibility will be at Vodafone Fiji's discretion. After registering for the Trial, you will not be charged, however, you will need to select your Subscription Plan and set up your primary and secondary payment methods. The variety of content available during a Trial will be limited. At the end of the Trial, your selected Plan will be automatically renewed, and payment will be charged to the payment methods you nominated.

### **31. Will I be charged during my Trial?**

No, you will not be charged during your Trial period. However, after the Trial period ends, your subscription will automatically renew, and the selected payment method will be used for billing.

### **32. Can I download content for offline viewing?**

Yes, limited content on Vodafone Play can be downloaded, enabling you to watch it without an internet connection, provided you have sufficient storage space on your device. Look for the download icon next to eligible titles. Downloaded content will remain available until you have an active subscription. However, access to downloaded content will be lost if your Subscription Plan expires.

### **33. How many downloads are allowed at a time?**

Only one download is allowed at a time on Vodafone Play. Remainder of the selected downloads go into queue.

### **34. Where can I find my downloaded content?**

All your downloaded content will appear under the 'My Downloads' section in the Vodafone Play app.

### **35. What should I do if I encounter errors while using Vodafone Play?**

If you encounter issues such as playback errors, failed downloads, or app malfunctions, first check your network connection to ensure it is stable. You can also try restarting the Vodafone Play app. Additionally, verify that your device meets the minimum system requirements. If the problem persists, please contact Vodafone Customer Care for further assistance.

### **36. What should I do if my payment fails?**

If your payment fails, first ensure that your payment details are up-to-date and that you have sufficient balance in your account. You can then retry the payment or update your payment method if necessary. If the issue persists, please contact Vodafone Customer Care for further assistance.

### **37. How can I troubleshoot streaming issues?**

If you encounter streaming issues, first check your internet connection and ensure you have a stable speed. You can also try restarting the Vodafone Play app or switching to another device to see if that resolves the issue. If the problem persists, please reach out to Vodafone Customer Care for further assistance.

**38. I cannot find my favourite movies and TV shows on Vodafone Play, can I request for it?**

Vodafone is committed to having a vast library of content for its Vodafone Play subscribers. Should you wish to request for a Movie or TV show, please drop us an email on [vodafoneplay@vodafone.com.fj](mailto:vodafoneplay@vodafone.com.fj) with details of the same or reach us through our social channels or Customer Care lines. Please note all content is subject to acquisition rights for the Fiji territory. Vodafone Fiji will continuously strive to keep onboarding exciting content for its subscribers on the Vodafone Play platform.

**39. I am currently not in Fiji and using roaming services, can I still access Vodafone Play?**

Unfortunately, you will not be able to access Vodafone Play content outside of Fiji due to content rights and territory restrictions.

**40. How do I get help if I encounter issues not listed in this FAQ?**

If you experience issues or have additional queries, you can visit the 'Contact Us' section in the Vodafone Play app. Alternatively, you can visit the Vodafone website, email us at [vodafoneplay@vodafone.com.fj](mailto:vodafoneplay@vodafone.com.fj), or call 124 (Free) or 123 (Charged) for Prepay users, and 125 for Postpay users

# Vodafone Play – How to Sign Up & Subscribe for a 30-Day Trial

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## Step 1: Download the App

- Get Vodafone Play on Android, iOS devices, Tablets, and Smart TVs.
- Visit the Google Play Store, Apple App Store, or access it on compatible Smart TVs.

## Step 2: Register Your Account

- Open the Vodafone Play app and click on “**Sign Up.**”
- Register using your Vodafone or Inkk mobile number and email address.

## Step 3: Enter Your Details

- Fill in the required details:
  - First Name
  - Last Name
  - Mobile Number
  - Email ID
  - Password
  - Date of Birth (DOB)
  - Gender

## Step 4: Verify Your Account

- You will receive a One-Time Password (OTP) via SMS and email.
- Enter the OTP to confirm and proceed.

## Step 5: Subscribe to Activate Your 30-Day Trial

- Explore a vast collection of movies, TV shows, live channels, and more.
- Choose a subscription plan (Lite, Plus, or Max).
- Select your preferred payment method (Mobile Credit or M-PAiSA Mobile Money).
- **Your initial subscription will not be charged.**
- The 30-day trial begins once the subscription is activated.

## Step 6: Auto-Renewal After Trial

- After 30-day trial, your subscription will **automatically renew** based on your chosen plan and payment method.
- Ensure sufficient balance in your **primary payment wallet** to continue enjoying uninterrupted access.
- You can manage or cancel your subscription anytime in the app.

Enjoy seamless streaming on your **mobile, tablet, Smart TV, or laptop** anytime, anywhere. Get **personalized recommendations** tailored to your preferences, ensuring you never miss your favorite content. Download movies and shows to **watch offline** at your convenience. Keep your family safe with **parental controls**, allowing you to restrict content based on age ratings. Experience high-quality entertainment with **HD streaming and subtitles** for an enhanced viewing experience. **Terms & Conditions Apply.**

**Vodafone Play – Ready to Play!**



# Vodafone Play

Download Now!



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