



## **FAQs – Singtel TV Channel Closure**

### **HBO On Demand (HD)**

#### **1. Why is the channel closing? When will it happen?**

Our partner is ceasing broadcast for this channel in the region, so HBO On Demand will be closed on Singtel TV from 4 December 2024, 0000hrs.

#### **2. How will customers be told of the channel's closure?**

We'll run on-screen messages from 11 November 2024, telling customers of the upcoming closure. If you're subscribed to any of the HBO channels (CH420 – 424) on Singtel TV, you'll see the messages when tuned in.

#### **3. I am subscribed to this channel. What happens on 4 December 2024?**

This channel will no longer be available for viewing on Singtel TV. But don't worry, there're no other changes to your TV pack subscription. Your HBO Pak subscription comes with access to Max Standard plan, and you can stream your HBO favourites and more on the Max app.

#### **4. I have an active HBO GO account, what happens?**

You're all set if you have an existing HBO GO subscription. Starting from 19 Nov '24, your HBO GO subscription will become a Max subscription. As you've already activated your HBO GO account, simply download the Max app and sign in with your HBO GO account details to start streaming.

#### **5. I haven't activated my HBO GO account; can I stream on Max?**

Yes, you can! Look out for a new activation link for Max via email and SMS from us, by 30 Nov '24. Simply tap the link and follow the steps on screen to finish the activation process. Then, create a new Max account to start streaming.

#### **6. Will there be a reduction to my Singtel TV pack subscription fee? Will I continue to enjoy the discounts I currently have on my Singtel TV subscription?**

There are no changes planned to the subscription fee of your Singtel TV pack(s).

But not to worry, we'll keep to the same discounts you currently enjoy on your TV pack subscription, till the end of your promotion period.