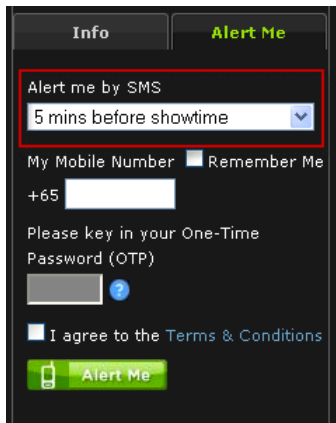


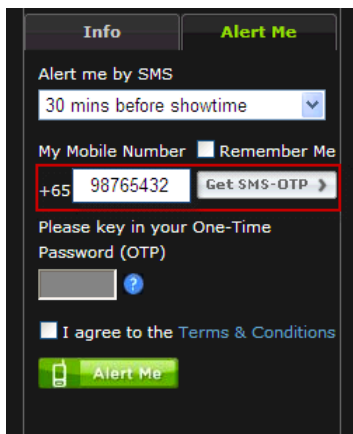
1) How to set-up a programme alert on web

Step 1: Select the minutes before showtime that you would like to be alerted.



The screenshot shows a web form with two tabs: 'Info' and 'Alert Me'. The 'Alert Me' tab is active. Under the heading 'Alert me by SMS', there is a dropdown menu currently set to '5 mins before showtime'. Below this, there is a 'My Mobile Number' field with a 'Remember Me' checkbox. The number field contains '+65' followed by a masked number. A 'Please key in your One-Time Password (OTP)' field is also present, with a question mark icon. At the bottom, there is a checkbox for 'I agree to the Terms & Conditions' and a green 'Alert Me' button with a mobile phone icon.

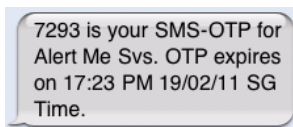
Step 2: Key in the 8-digit mobile number (Singapore only) that you would like to receive the alert on. Click on 'Get SMS-OTP' button.



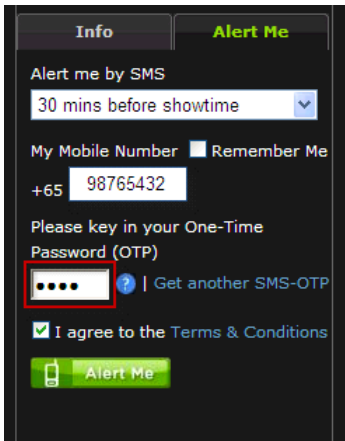
This screenshot shows the same 'Alert Me' form. The 'Alert me by SMS' dropdown is now set to '30 mins before showtime'. The 'My Mobile Number' field is now filled with '+65 98765432'. The 'Remember Me' checkbox is still unchecked. The 'Get SMS-OTP' button, which is a small grey button with a right-pointing arrow, is now highlighted with a red box. The rest of the form, including the OTP field and the 'Alert Me' button, remains the same.

Step 3: Check your mobile phone. You will receive a 4-digit One-Time Password (OTP) SMS on the mobile number that you have submitted.

Example:

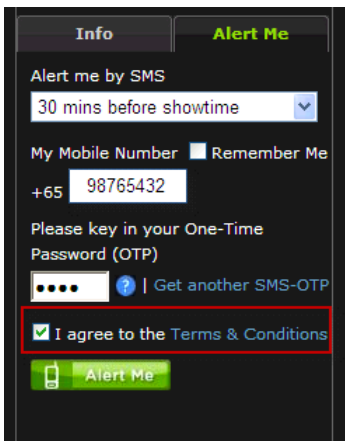


Step 4: Key in the 4-digit OTP. If the OTP has expired, click on 'Get another SMS-OTP' and try again.



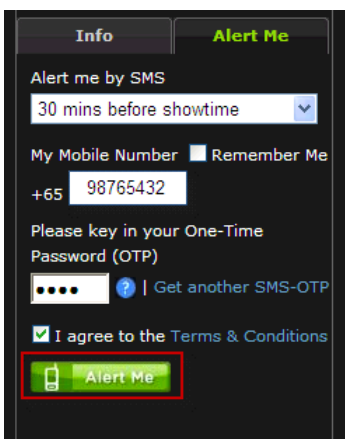
The screenshot shows a mobile application interface with two tabs: 'Info' and 'Alert Me'. Under the 'Alert Me' tab, there is a dropdown menu for 'Alert me by SMS' set to '30 mins before showtime'. Below that is a 'My Mobile Number' field with the number '+65 98765432' and a 'Remember Me' checkbox. The 'Please key in your One-Time Password (OTP)' section has a text input field containing four dots, which is highlighted with a red box. To the right of the input field is a link that says 'Get another SMS-OTP'. Below the OTP field is a checked checkbox for 'I agree to the Terms & Conditions' and a green 'Alert Me' button with a mobile phone icon.

Step 5: Check on 'I agree to the Terms & Conditions' to proceed.



This screenshot is identical to the previous one, but the red box now highlights the checked checkbox for 'I agree to the Terms & Conditions'.

Step 6: Click on 'Alert Me' to complete the submission.



This screenshot is identical to the previous ones, but the red box now highlights the green 'Alert Me' button at the bottom of the form.

Your alert is set successfully when you see this message and receives a confirmation SMS:

Info **Alert Me**

Alert me by SMS
30 mins before showtime

My Mobile Number Remember Me
+65 98765432

Please key in your One-Time Password (OTP)
 ?

Programme alert was set successfully. You can set 5 programme alerts per day.

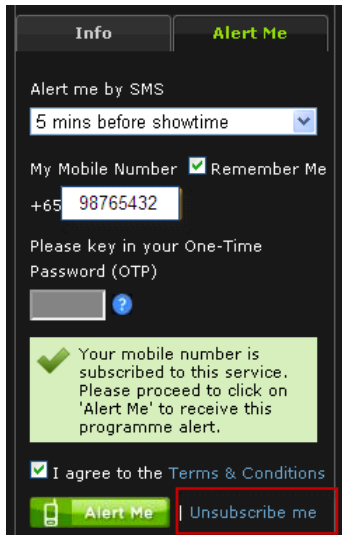
I agree to the [Terms & Conditions](#)

|

Thank you for subscribing to Alert Me Svs. You will receive alert for Smile Again 30 mins before the showtime. To unsub, visit tvguide.starhub.com>Alert Me. For SH Mobile Customers, reply SMS with TV UNSUB.

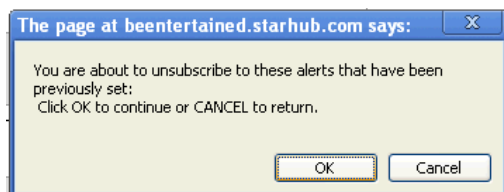
2) How to unsubscribe to the alert me service on web

Step 1: Enter your mobile number. The 'Unsubscribe me' link will appear. Click on it to unsubscribe the mobile number.

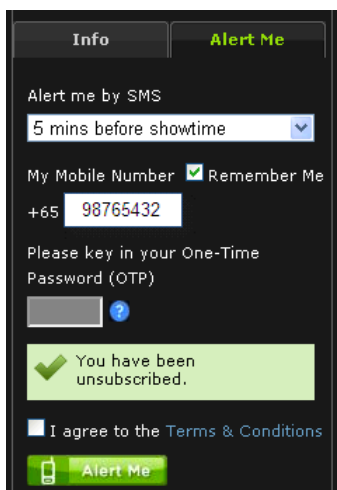


The screenshot shows a mobile application interface with two tabs: 'Info' and 'Alert Me'. Under the 'Alert Me' tab, there is a section for 'Alert me by SMS' with a dropdown menu set to '5 mins before showtime'. Below this, there is a field for 'My Mobile Number' with a checked 'Remember Me' checkbox and the number '+65 98765432'. A section for 'Please key in your One-Time Password (OTP)' has an empty input field and a help icon. A green message box states: 'Your mobile number is subscribed to this service. Please proceed to click on 'Alert Me' to receive this programme alert.' At the bottom, there is a checked checkbox for 'I agree to the Terms & Conditions' and two buttons: 'Alert Me' and 'Unsubscribe me'. The 'Unsubscribe me' button is highlighted with a red rectangle.

Step 2: Your request will unsubscribe you from previously set alerts. Click on OK to proceed.



Your unsubscription is set successfully when you see this message:



The screenshot shows the same mobile application interface as in Step 1. The 'Alert Me' tab is active. The 'Alert me by SMS' dropdown is still set to '5 mins before showtime'. The 'My Mobile Number' field shows '+65 98765432' with the 'Remember Me' checkbox checked. The 'Please key in your One-Time Password (OTP)' field is empty. A green message box now states: 'You have been unsubscribed.' The 'I agree to the Terms & Conditions' checkbox is now unchecked. The 'Alert Me' button is highlighted in green, and the 'Unsubscribe me' button is no longer visible.

4) How to unsubscribe to the alert me service via mobile (For StarHub mobile customers only)

Step 1: Reply SMS with 'TV UNSUB'



*For non-StarHub mobile customers, please unsubscribe via the web at www.starhub.com/tvguide