

FREQUENTLY ASKED QUESTIONS (ZAP)

Q. What is ZAP?

A. **Zap** is a streaming site and the premium source of audio & video content.

Q. How much do I have to pay for ZAP service?

A. Registration/Subscription Charge: BDT 1.34 (with VAT+SD+SC)

Q. What is the daily charge for ZAP service?

A. Daily Charge: BDT 1.34 (with VAT+SD+SC)

Q. How do I subscribe for the service?

A. Dial *23333*421# or Type START<SPACE>ZAP and send to 23333 or Browse www.zapbd.com from your handset and click register.

Q. How do I unsubscribe from the service?

A. Dial*23333*422# or Type STOP<SPACE> ZAP and send to 23333 or Browse www.zapbd.com from your handset and click deregister.

Q. What type of contents will be available in this service?

- Video Song
- Life Style
- Movie Song
- Unreleased Audio Song
- Drama

Q. What is the link to browse ZAP service?

A. www.zapbd.com

Q. Can I browse ZAP portal without subscription/registration?

A. Yes you can.

Q. Can I watch contents without subscription/registration?

A. No you can't.

Q. This service will be automatically renewed?

A. Yes

Q. Will there be any data charge for streaming the contents?

A. Yes

Q. Is there any browsing charge?

A. For browsing only data charges are applicable.

Q. Does it support all devices?

A. Handsets with internet option are supported to use this service.

Q. I click on a video link and nothing happens?

A. Make sure that your Internet connection is working

Q. I can hear something, but I'm not seeing video?

A. Your connection to the Internet is too slow to view this particular video?

Customer Support:

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