

## Disney+ frequently asked questions

### 1. I can see the Disney+ app on Sky Q, how can I get an account?

You can now purchase Disney+ through Sky if you're an existing Sky Q customer. Once you have purchased, Disney+ will be added to your monthly bill. The steps are simple to follow and start with you upgrading above.

### 2. What are the benefits of getting Disney+ on Sky Q?

When you purchase Disney+ through Sky, you'll get Sky TV and Disney+ recommendations side by side and be able to manage all your bills together in one place, easily.

### 3. How much is Disney+ on Sky Q?

You can enjoy Disney+ on Sky Q for an extra £7.99 a month. This will be on your monthly bill at the end of each billing month.

### 4. How can I get Disney+ if I'm an existing Sky+ customer?

Disney+ is only available on Sky Q. You'll need to upgrade your box to a Sky Q box to be able to use the app. Due to COVID-19, we can't send our engineers out right now to upgrade your box.

### 5. Can I use Disney+ before my Sky Q box is installed?

No. You'll need your Sky Q box installed before you can enjoy Disney+ on any device. Due to COVID-19, we can't send our engineers out right now. If you've ordered an installation, we'll keep you updated on the earliest engineer set up time.

### 6. How do I find the Disney+ app on my Sky Q box?

The Disney+ app can be found in the Apps section on Sky Q.

### 7. If I order Disney+ directly through Disney, will I be able to transfer my account to Sky?

No. If you already have Disney+ with another provider, contact them to avoid paying twice when you subscribe with Sky.

### 8. How many streams can I watch simultaneously?

You can watch on 4 devices at the same time. Your Sky Q and Sky Q Mini will count towards these devices.

### 9. I've signed up for Disney+ through Sky. How can I activate my subscription?

If you are a Sky Q customer and have already received a Sky Q box, you should have received an email to activate. Alternatively, you can activate your account by going to [www.sky.com/disneyplus-activate](https://www.sky.com/disneyplus-activate) and signing in with your Sky ID. If you don't have a Sky ID yet, you can set one up easily by clicking 'sign up' and following the instructions.

### 10. Still can't find what you're looking for?

Due to COVID-19, our contact centres are experiencing unusually long wait times so please check our Help page which should have all the information you need to get started.

<https://www.sky.com/help/diagnostics/sky-tv-apps-on-sky-q/using-disney-plus>