

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI TV 20% OFF CAMPAIGN FOR ALL VIDEO ON DEMAND (VOD) TITLES
IN HYPFFLICKS PLUS CATEGORY
21 MARCH TO 30 APRIL 2020**

| NO | QUESTION | ANSWER |
|---|---|---|
| UNIFI TV 20% OFF CAMPAIGN FOR ALL VIDEO ON DEMAND (VOD) TITLES IN HYPFFLICKS PLUS CATEGORY | | |
| 1. | Can you tell us more about the campaign? | <ul style="list-style-type: none"> ▪ Following the Movement Control Order by the Malaysian Government, unifi is encouraging its customers to stay at home in an effort to stem the spread of COVID-19 while helping them to stay connected to their family, friends and colleagues. ▪ Realising this, unifi TV is giving a 20% discount for all Video-on-Demand (VOD) titles in its HyppFlicks Plus category. |
| 2. | Who are entitled to this campaign? | <ul style="list-style-type: none"> ▪ All unifi TV customers from the residential segment are entitled to enjoy this campaign via unifi TV Media Box and unifi playTV app. ▪ This campaign is also available for unifi playTV users without unifi subscription. |
| 3. | How long is the duration of this campaign? | <ul style="list-style-type: none"> ▪ Subscribers can enjoy the 20% discount from 21st March until 30th April 2020. |
| 4. | What are the VOD titles included under this campaign? | <ul style="list-style-type: none"> ▪ Subscribers can enjoy 20% discount for ALL VOD titles in HyppFlicks Plus category including 3D titles during this campaign. |
| 5. | How much is the price of the VOD titles after the 20% discount? | <ul style="list-style-type: none"> ▪ The price for each title according to its format is as below: <ul style="list-style-type: none"> • HD/SD movies – RM8 • Premium movies – RM12 • 3D movies – RM14.40 |
| 6. | I have redeemed my reward points with VOD voucher code. Can I redeem any movie during this campaign? | <ul style="list-style-type: none"> ▪ The VOD voucher redeemed from unifi Rewards points can only be used for titles priced more than RM10 only. It is not valid for discounted titles priced less than RM10 during this campaign period. |
| 7. | I receive a complimentary VOD movie voucher every month. Can I use the voucher for this campaign? | <ul style="list-style-type: none"> ▪ Yes, your complimentary VOD voucher is valid during this campaign until the expiration date. Kindly note that the terms & conditions for the complimentary VOD voucher are still applicable. |
| 8. | How long can I watch the movie after I have purchased it? | <ul style="list-style-type: none"> ▪ You may watch the movies as many time as you wish to within 48 hours after you made the purchase. |

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| 9. | How do I sign up for this campaign? | <ul style="list-style-type: none"> ▪ No registration is required for this campaign. All entitled customers can enjoy the discount automatically. |
| 10. | How do I purchase a VOD title using my smart device? | <ul style="list-style-type: none"> ▪ You can just simply follow the below steps: - <ol style="list-style-type: none"> 1) Search and download unifi playTV app on Google Play (Android user) or App Store (iOS user) 2) Select new app with the logo below <div data-bbox="730 501 852 622" style="text-align: center;">  </div> 3) Key in your unifi TV login ID (xxx@iptv / xxx@tvos) and password 4) Select "VOD" 5) Choose your preferred movie title 6) Select "Subscribe" 7) Key on your unifi TV purchase PIN or choose your preferred payment method |
| 11. | How will the customers be notified about this campaign? | <ul style="list-style-type: none"> ▪ Below is our communication plan: - <ul style="list-style-type: none"> • On Air Promo (OAP) and slider broadcast on all unifi TV Channels starting 21st March – 30th April 2020. • Social Media: <ul style="list-style-type: none"> ○ Facebook (www.facebook.com/unifi) ○ Twitter (www.twitter.com/unifi) ○ Instagram (www.instagram.com/unifi) |
| 12. | Who do I contact if I need further info or should I face any unifi TV service issue? | <ul style="list-style-type: none"> ▪ For further assistance, contact us via: <ul style="list-style-type: none"> • myunifi app • Live Chat at unifi.com.my/chat • E-mail us at help@tm.com.my • Message us at facebook.com/weareunifi, • Tweet us @helpmeunifi, • Contact our helpline at 100 |