


**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI TV RAMADAN & RAYA 2023 CAMPAIGN**

UNIFI TV RAMADAN & RAYA 2023 CAMPAIGN – UNIFI TV OFFERINGS		
GENERAL INFORMATION		
NO.	QUESTION	ANSWER
1	What is this campaign about?	<p>To celebrate this upcoming Ramadan & Raya season, Unifi TV will be giving away offerings below so you can continue to be entertained during the festive holidays starting 18th March 2023:</p> <p>Free trial of Durioo+ streaming app for Unifi TV Pack subscribers. Redeem the voucher from 18th March – 30th April 2023 at https://activate.unifi.com.my</p> <p>Free viewing of all Unifi TV channels from 21st – 27th April 2023. There will be four (4) channels below which are only available for free viewing from 24th – 27th April:</p> <p>beIN SPORTS 1 HD beIN SPORTS 2 HD beIN SPORTS 3 HD beIN SPORTS 4 HD</p>
2	Who is entitled to these campaign offerings?	<p>All Unifi Home and Unifi Biz customers are entitled to enjoy the rewards.</p> <p>Note: Durioo+ streaming app is not applicable for Unifi Biz customers.</p>
FREE VIEWING OF UNIFI TV CHANNELS		
3	How do I watch all of the Unifi TV channels offered?	<p>All eligible Unifi Home and Unifi Biz customers can automatically watch all the channels on Unifi TV Boxes and stream on Unifi TV app from 21st April 2023 – 27th April 2023.</p> <p>There will be four (4) channels below which are only available for free viewing from 24th – 27th April:</p> <p>beIN SPORTS 1 HD beIN SPORTS 2 HD beIN SPORTS 3 HD beIN SPORTS 4 HD</p>
4	What channels are available during this free viewing campaign?	<p>There are 71 channels that you can watch for free! For the full list of these channels, you may refer here under “All Channels”, “Video On Demand” and “Catch Up” https://unifi.com.my/tv/offerings/tv-packs/ultimate-pack</p> <p>There will be four (4) channels below which are only available for free viewing from 24th – 27th April:</p> <p>beIN SPORTS 1 HD beIN SPORTS 2 HD beIN SPORTS 3 HD beIN SPORTS 4 HD</p>

		<i>*Please note that TM reserves the rights to remove, replace, reduce or add the number of Unifi TV channels participating in this campaign.</i>
5	How can I watch these channels with free viewing using my mobile device?	<p>You can follow these simple steps below: Search and download “Unifi TV” app on Google Play Store (for Android users) or App Store (for iOS users). Select the app with the icon below:</p>  <p>If you are an existing Unifi TV customer, key in your Unifi TV login ID (example@iptv / example@tvos) and password.</p> <p>If you are a new customer, register with your mobile number or Facebook profile.</p> <p>Select the “Live TV” icon at the bottom menu tray and enjoy all the channels for free during the campaign period.</p> <p>In case you have forgotten your password, click the “Forgot password?” link on the login page and follow the steps to update your password.</p>
6	Why can't I view some of the premium channels on Unifi TV app during this free viewing?	The availability of channels on Unifi TV app during this campaign is in accordance to the terms and conditions of the respective participating channels.
7	I am currently a Unifi TV Pack customer. Will I get any rebate or billing adjustment during the free viewing?	There will not be any rebate or billing adjustment for the free viewing.
8	I am a Unifi TV customer with Unifi TV Box. Why can't I enjoy the free viewing?	To enjoy the free viewing of these channels, please restart your Unifi TV Box.
9	I am a Unifi Home customer without a Unifi TV Pack subscription. Can I enjoy this free viewing?	<p>Yes, you can. The free viewing of all 71 channels can be accessed by everyone via the Unifi TV app.</p> <p>Please note that the availability of channels on Unifi TV app during this campaign is in accordance to the terms and conditions of the respective participating channels.</p> <p>If you wish to continue enjoying all channels with bundled streaming apps like Disney+ Hotstar, beIN SPORTS CONNECT, Viu, MangoTV and more on your TV, you can subscribe to Unifi TV Pack from RM30/month at https://home.unifi.com.my/UYWcampaignCLM?slofCode=CLMP14</p>

FREE TRIAL OF DURIOO+ STREAMING APP								
10	<p>What is the streaming app available for a free trial and how do I redeem the voucher code?</p>	<p>During the campaign period 18th March 2023 – 30th April 2023, you may redeem and enjoy a 30-day free trial of one (1) streaming app, as below:</p> <table border="1" data-bbox="727 369 1472 814"> <thead> <tr> <th data-bbox="727 369 813 436">No.</th> <th data-bbox="813 369 1057 436">App</th> <th data-bbox="1057 369 1472 436">Offering</th> </tr> </thead> <tbody> <tr> <td data-bbox="727 436 813 814">1</td> <td data-bbox="813 436 1057 814">Durioo+</td> <td data-bbox="1057 436 1472 814"> <p>A streaming platform born with the mission to raise children with <i>eemaan</i>, <i>akhlaq</i> and <i>ilm</i> (belief, ethics and knowledge). At Durioo+ we produce, co-produce and license entertaining and fun content with good values, virtues, morals or Islamic teachings – all on one safe streaming platform – ad-free!</p> </td> </tr> </tbody> </table> <p>You can redeem the voucher code here https://activate.unifi.com.my with these simple steps: Select “Durioo+ Voucher Redemption”. Login with your Unifi ID (example@unifi). Your Unifi ID can be found in your monthly e-bill or MyUnifi app. Input the email address you wish us to send the voucher code to and verify with 6-digit OTP. Receive an email confirmation from Unifi with the voucher code. Visit Durioo+ website at https://duriooplus.com/redeem on your web browser. Enter your voucher code, proceed to create an account and set your password. Receive a final confirmation email from Durioo+ and you can start streaming!</p>	No.	App	Offering	1	Durioo+	<p>A streaming platform born with the mission to raise children with <i>eemaan</i>, <i>akhlaq</i> and <i>ilm</i> (belief, ethics and knowledge). At Durioo+ we produce, co-produce and license entertaining and fun content with good values, virtues, morals or Islamic teachings – all on one safe streaming platform – ad-free!</p>
No.	App	Offering						
1	Durioo+	<p>A streaming platform born with the mission to raise children with <i>eemaan</i>, <i>akhlaq</i> and <i>ilm</i> (belief, ethics and knowledge). At Durioo+ we produce, co-produce and license entertaining and fun content with good values, virtues, morals or Islamic teachings – all on one safe streaming platform – ad-free!</p>						
11	<p>Who is eligible to redeem the streaming app available for free trial?</p>	<p>The eligible customers to redeem Durioo+ streaming app 30-day free trial are Unifi TV Pack subscribers as below: Ultimate Pack Aneka Plus Pack Ruby Plus Pack Varnam Plus Pack</p>						
12	<p>I don't have a Unifi TV Pack and I am very interested to enjoy the streaming app with free trial. What should I do?</p>	<p>If you are an existing Unifi Home customer, you can subscribe to any Unifi TV Packs bundled with up to 70+ premium channels and streaming apps from only RM30/month here https://unifi.com.my/UYWcampaignCLM?slofCode=CLMP14</p> <p>If you are not a Unifi Home customer yet, you can find out about our attractive broadband and entertainment plans here https://unifi.com.my/extraordinary</p>						

13	I have not received the email confirmation with the voucher code. What should I do?	Please wait for a moment and try to refresh your Inbox. You should receive the confirmation email almost immediately, if not within 24 hours upon successful redemption. If the email is not found in your Inbox, please check your junk email folder.
14	Where can I watch this streaming app with free trial?	For the best streaming experience on a large TV screen, we recommend you to stream via the latest Unifi TV Box. This streaming app can be installed in the Unifi TV Box via Google Play Store. You may also download the respective app on your mobile phone and/or tablet via the app stores or watch it via your Smart TV.
15	I already have access to this streaming app via a la carte subscription. Can I still redeem the free trial voucher code?	Yes, you may still redeem the free trial voucher code. Please note that this free trial offer does not off-set, pause or cancel your current streaming app subscription. If you have an existing subscription with Durioo+, your current subscription expiry period will be extended for another 30 days. This is because the free trial subscription can be stacked on the same user account.
16	What happens when the 30-day free trial of this streaming app ends?	You will no longer be able to access the streaming app for viewing. Good news! You can continue to subscribe to this streaming app on a la carte basis with up to 22% discount (from RRP) at only RM10/month from 15 th April – 14 th June 2023 at https://duriooplus.com/unifispecial
17	Who is eligible to enjoy Durioo+ steaming app special price of RM10/month?	Eligible customers who can subscribe to Durioo+ streaming app at a special price are Unifi TV Pack subscribers who redeemed the 30-day free trial between 18 March – 30 April 2023. Once your free trial ends, you can enjoy this special price when you subscribe between 15 th April – 14 th June 2023 at https://duriooplus.com/unifispecial
18	Can I share this Durioo+ streaming app special price link/URL to my family and friends?	We do not recommend you to do so as there is a prerequisite of having to redeem the 30-day free trial first. The special price of RM10/month is only applicable to the same account registered for the free trial offering.
19	I have redeemed Durioo+ streaming app free trial. I have also decided to subscribe to the app at the special price RM10/month offered. If I have terminated the subscription and wish to resubscribe before 14 June 2023, can I still enjoy the	Yes, you may. You can enjoy the special price of RM10/month as long as you subscribe within the campaign period of 15 th April – 14 th June 2023.

	special price RM10/month?							
20	How long can I enjoy subscribing to Durioo+ streaming app at special price of RM10/month?	You can enjoy the special price of Durioo+ streaming app as long as you keep your subscription active.						
21	I have redeemed Durioo+ streaming app free trial. I have also decided to subscribe to the app at the special price RM10/month offered. If I have terminated the subscription and wish to resubscribe after 14 June 2023, can I still enjoy the special price RM10/month?	We are sorry, you may not be able to continue to enjoy the special price of RM10/month as the special price campaign has ended on 14 th June 2023. You can subscribe to Durioo+ app at RM12.90/month (RRP).						
CONTACT US								
22	Who should I contact if I need further info on this campaign or Unifi TV?	Feel free to reach out to us via our digital platforms: Live Chat on https://maya.unifi.com.my or MyUnifi app.						
23	Where can I get more info on the streaming app?	<p>For any issues related to Durioo+ streaming app, you can contact Durioo+ via email support@durioo.com or WhatsApp to +6010-2149494. Their operation hours are Weekdays, from 9.00am until 6.00pm.</p> <p>You may also check out the streaming app's Terms and Conditions (T&C) and FAQ from the links below:</p> <table border="1"> <thead> <tr> <th>App</th> <th>T&C</th> <th>FAQ</th> </tr> </thead> <tbody> <tr> <td>Durioo+</td> <td>https://my.duriooplus.com/tos</td> <td>https://my.duriooplus.com/help</td> </tr> </tbody> </table>	App	T&C	FAQ	Durioo+	https://my.duriooplus.com/tos	https://my.duriooplus.com/help
App	T&C	FAQ						
Durioo+	https://my.duriooplus.com/tos	https://my.duriooplus.com/help						