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QUESTION		ANSWER																																							
GETTING TO KNOW																																									
1.	What is a streaming app?	<ul style="list-style-type: none"><li>A streaming app is an online service that allows you watch videos, movies, and TV shows instantly over the internet, without downloading them.</li></ul>																																							
2.	What is the Postpaid Streaming Apps Add-On?	<ul style="list-style-type: none"><li>The Postpaid Streaming Apps Add-On is an optional subscription for postpaid subscribers that provides access to popular streaming apps at exclusive monthly prices, allowing you to enjoy your favorite shows and movies more affordably.</li></ul>																																							
3.	Who is eligible for this add-on?	<ul style="list-style-type: none"><li>All Unifi Mobile Postpaid subscribers are eligible for the Streaming Apps at exclusive prices.</li></ul>																																							
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OFFERINGS DETAILS																																									
4.	Tell me more about the Postpaid Streaming Apps Add On?	<ul style="list-style-type: none"><li>Here is the list of Streaming Apps available with exclusive price;</li></ul> <table><tr><th>Streaming App</th><th>Retail Price (monthly)</th><th>Price with Unifi Postpaid (monthly)</th></tr><tr><td>Viu</td><td>RM19.90</td><td>RM8.40</td></tr><tr><td>Vidio</td><td>RM14.90</td><td>RM8.40</td></tr><tr><td>iQIYI Standard VIP</td><td>RM13.90</td><td>RM8.90</td></tr><tr><td>WeTV</td><td>RM11.90</td><td>RM9.90</td></tr><tr><td>MangoTV</td><td>RM18.99</td><td>RM9.90</td></tr><tr><td>Disney+ Basic</td><td>RM24.90</td><td>RM16.00</td></tr><tr><td>Disney+ Premium</td><td>RM39.90</td><td>RM25.90</td></tr><tr><td>HBO Max Mobile</td><td>Not Available for Retail</td><td>RM13.60</td></tr><tr><td>HBO Max Standard</td><td>RM34.90</td><td>RM24.90</td></tr><tr><td>HBO Max Ultimate</td><td>RM52.90</td><td>RM34.90</td></tr></table> <table><tr><th>Streaming App</th><th>Description</th></tr><tr><td></td><td>Viu gives you instant access to all your favourite dramas, comedies, horror and more! Watch hit TV shows from Korea, Japan, China, Thailand, Indonesia, Malaysia, Myanmar, Turkey, the Middle East and India as well as our own Viu Originals.</td></tr><tr><td></td><td>Experience the thrill of Indonesia's hottest sinetron, dive into the captivating world of the finest Indonesian drama series, catch the excitement of top-notch Indonesian sports such as BRI Liga 1, and many more. All exclusively on Vidio!</td></tr></table>	Streaming App	Retail Price (monthly)	Price with Unifi Postpaid (monthly)	Viu	RM19.90	RM8.40	Vidio	RM14.90	RM8.40	iQIYI Standard VIP	RM13.90	RM8.90	WeTV	RM11.90	RM9.90	MangoTV	RM18.99	RM9.90	Disney+ Basic	RM24.90	RM16.00	Disney+ Premium	RM39.90	RM25.90	HBO Max Mobile	Not Available for Retail	RM13.60	HBO Max Standard	RM34.90	RM24.90	HBO Max Ultimate	RM52.90	RM34.90	Streaming App	Description		Viu gives you instant access to all your favourite dramas, comedies, horror and more! Watch hit TV shows from Korea, Japan, China, Thailand, Indonesia, Malaysia, Myanmar, Turkey, the Middle East and India as well as our own Viu Originals.		Experience the thrill of Indonesia's hottest sinetron, dive into the captivating world of the finest Indonesian drama series, catch the excitement of top-notch Indonesian sports such as BRI Liga 1, and many more. All exclusively on Vidio!
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5.	How many devices can I access the streaming apps on?	<table><tr><th>Streaming App</th><th>Description</th></tr><tr><td></td><td>Up to 5 devices concurrently</td></tr><tr><td></td><td>1 device concurrently</td></tr><tr><td></td><td>Up to 2 devices concurrently</td></tr><tr><td></td><td>Up to 2 devices concurrently</td></tr><tr><td></td><td>Up to 2 devices concurrently</td></tr><tr><td></td><td>Basic – Only 1 device concurrently Premium – Up to 3 devices concurrently</td></tr><tr><td></td><td>Mobile – Only 1 device at once on mobile/tablet Standard – Up to 2 devices at once Ultimate - Up to 4 devices at once</td></tr></table>	Streaming App	Description		Up to 5 devices concurrently		1 device concurrently		Up to 2 devices concurrently		Up to 2 devices concurrently		Up to 2 devices concurrently		Basic – Only 1 device concurrently Premium – Up to 3 devices concurrently		Mobile – Only 1 device at once on mobile/tablet Standard – Up to 2 devices at once Ultimate - Up to 4 devices at once
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6.	I subscribed to the streaming app on 30 <sup>th</sup> May 2025, and today, 7 <sup>th</sup> June 2025, why am I being charged twice on my first bill?	<ul style="list-style-type: none"><li>Kindly note that your first Unifi bill will include one full charge of streaming app, covering the period from 30<sup>th</sup> May to 6<sup>th</sup> June, along with a second charge for the upcoming billing cycle from 7<sup>th</sup> June to 6<sup>th</sup> July 2025.</li></ul> <table><tr><th colspan="5">Media Apps</th><th>Individual</th></tr><tr><th>Description</th><th>Start Date</th><th>End Date</th><th>Gross (RM)</th><th>Discount (RM)</th><th>Amount (RM)</th></tr><tr><td>01167409260</td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>MangoTV (ST)</td><td>30/05/2025</td><td>06/06/2025</td><td>9.90</td><td>0.00</td><td>9.90</td></tr><tr><td>MangoTV (ST)</td><td>07/06/2025</td><td>06/07/2025</td><td>9.90</td><td>0.00</td><td>9.90</td></tr><tr><td colspan="5"></td><td><b>Total: RM 19.80</b></td></tr></table>	Media Apps					Individual	Description	Start Date	End Date	Gross (RM)	Discount (RM)	Amount (RM)	01167409260						MangoTV (ST)	30/05/2025	06/06/2025	9.90	0.00	9.90	MangoTV (ST)	07/06/2025	06/07/2025	9.90	0.00	9.90						<b>Total: RM 19.80</b>
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7.	How do I subscribe to the Postpaid Streaming Apps Add On?	<ul style="list-style-type: none"><li>To subscribe, you can choose any of these convenient methods:<ul style="list-style-type: none"><li>➢ Unifi UniVerse App</li><li>➢ Unifi portal Selfcare at <a href="https://unifi.com.my/mobile/postpaid">https://unifi.com.my/mobile/postpaid</a></li></ul></li><li>Then, click “Buy Add Ons” &gt; “Streaming Apps”</li></ul>																																				
8.	How do I activate the Postpaid Streaming Apps Add On?	<ul style="list-style-type: none"><li>Log in to your account ;<ul style="list-style-type: none"><li>➢ Unifi UniVerse App</li><li>➢ Unifi portal Selfcare at <a href="https://unifi.com.my/mobile/postpaid">https://unifi.com.my/mobile/postpaid</a></li></ul></li><li>Then, click “My Service” &gt; “Streaming Apps” &gt; “Activate”</li><li>You required to provide below details as your log in credentials ;<ul style="list-style-type: none"><li>➢ Viu : Mobile Number</li><li>➢ Vidio : Email Address</li><li>➢ iQIYI : Mobile Number</li><li>➢ WeTV : Mobile Number</li><li>➢ MangoTV : Mobile Number</li><li>➢ Disney+ : Mobile Number</li><li>➢ MAX : Mobile Number/Email Address</li></ul></li></ul>																																				
9.	Can I subscribe to more than one Streaming App Add On?	<ul style="list-style-type: none"><li>Yes, you can add multiple Streaming App Add-Ons, and the subscription fees will be charged to your postpaid bill based on the list of offerings mentioned above.</li></ul>																																				
10.	I am currently on UNI5G Postpaid 69 and subscribing to Viu, what happens to my Viu subscription if I upgrade/downgrade my UNI5G Postpaid plan?	<ul style="list-style-type: none"><li>Your Viu subscription will be cancelled.</li><li>You will need to subscribe to Viu again and activate it once your UNI5G Postpaid plan upgrade/downgrade has successfully completed.</li></ul> <p>IMPORTANT NOTE : Above treatment applies to all streaming apps.</p>																																				

11.	<b>How do I unsubscribe from the Postpaid Streaming Apps Add On?</b>	<ul style="list-style-type: none"> <li>To unsubscribe from a Streaming App Add On, you will need to walk in to our nearest Unifi Store or contact us via Live Chat.</li> <li>Important reminder: If you unsubscribe from the streaming app or terminate your UNI5G Postpaid plan, the streaming app charges will not be prorated.</li> <li>However, you can still continue using the streaming app until the end of the 30-day validity period.</li> </ul>												
12.	<b>I already have a subscription with the streaming app. Can I subscribe to the same app via Unifi?</b>	<ul style="list-style-type: none"> <li>We recommend that you terminate your current subscription first, then subscribe to the streaming app via Unifi.</li> <li>This helps you avoid being double charged for the same service.</li> </ul>												
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13.	<b>What if I forget my password to the streaming app?</b>	<ul style="list-style-type: none"> <li>You can refer to the email and SMS received when you activated the streaming app. <ul style="list-style-type: none"> <li>To retrieve the log in email or mobile number that used to activate the streaming apps via Unifi Universe App or Selfcare Portal.</li> <li>For MAX streaming app, please send your query to <a href="https://help.max.com/my-en/Home/Index">https://help.max.com/my-en/Home/Index</a></li> </ul> </li> </ul>												
14.	<b>Can I change my password on the streaming app?</b>	<ul style="list-style-type: none"> <li>You may change your password on the streaming app depending on the required login feature of the streaming app itself.</li> </ul>												
15.	<b>Where can I get more info on the streaming apps?</b>	<table> <tr> <th>Streaming App</th><th>FAQ</th><th>T&amp;C</th></tr> <tr> <td></td><td><a href="https://www.viu.com/ott/my/en/all/terms">https://www.viu.com/ott/my/en/all/terms</a></td><td><a href="https://www.viu.com/ott/my/en/all/terms">https://www.viu.com/ott/my/en/all/terms</a></td></tr> <tr> <td></td><td><a href="https://support.vidio.com/support/home">https://support.vidio.com/support/home</a></td><td><a href="https://support.vidio.com/support/home">https://support.vidio.com/support/home</a></td></tr> <tr> <td></td><td><a href="https://www.iq.com/intl-common/international-privacyagreement.html?lang=en_us">https://www.iq.com/intl-common/international-privacyagreement.html?lang=en_us</a></td><td><a href="https://www.iq.com/intl-common/international-privacyagreement.html?lang=en_us">https://www.iq.com/intl-common/international-privacyagreement.html?lang=en_us</a></td></tr> </table>	Streaming App	FAQ	T&C		<a href="https://www.viu.com/ott/my/en/all/terms">https://www.viu.com/ott/my/en/all/terms</a>	<a href="https://www.viu.com/ott/my/en/all/terms">https://www.viu.com/ott/my/en/all/terms</a>		<a href="https://support.vidio.com/support/home">https://support.vidio.com/support/home</a>	<a href="https://support.vidio.com/support/home">https://support.vidio.com/support/home</a>		<a href="https://www.iq.com/intl-common/international-privacyagreement.html?lang=en_us">https://www.iq.com/intl-common/international-privacyagreement.html?lang=en_us</a>	<a href="https://www.iq.com/intl-common/international-privacyagreement.html?lang=en_us">https://www.iq.com/intl-common/international-privacyagreement.html?lang=en_us</a>
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16.	<b>Who do I contact for further enquiries?</b>	<ul style="list-style-type: none"> <li>If you have further questions, feel free to chat with us via Unifi UniVerse app.</li> </ul>												

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