

## FREQUENTLY ASKED QUESTIONS (FAQ) FOR UNI5G PREPAID STREAMING APPS

NO	QUESTION	ANSWER																						
1.	<b>What is UNI5G Prepaid Streaming Apps?</b>	<ul style="list-style-type: none"> <li>UNI5G Prepaid Streaming Apps is a special offer just for Unifi Mobile prepaid customers, giving you exclusive pricing on popular streaming apps includes Viu, iQiyi, Vidio, Zee5, Youku, WeTV, Mango TV, and even Disney+ Hotstar.</li> </ul>																						
2.	<b>What are the offerings for UNI5G Prepaid Streaming App?</b>	<ul style="list-style-type: none"> <li>You can find below offerings for UNI5G Prepaid Streaming App: <table border="1"> <thead> <tr> <th>Streaming App</th><th>Validity (Days)</th><th>Price (RM)</th></tr> </thead> <tbody> <tr> <td>Viu</td><td>30 days</td><td rowspan="2">RM8.40</td></tr> <tr> <td>Vidio</td><td>30 days</td></tr> <tr> <td>iQiyi</td><td>30 days</td><td rowspan="5">RM9.90</td></tr> <tr> <td>Zee5</td><td>30 days</td></tr> <tr> <td>Mango TV</td><td>30 days</td></tr> <tr> <td>Youku</td><td>30 days</td></tr> <tr> <td>WeTV</td><td>30 days</td></tr> <tr> <td>Disney+ Hotstar</td><td>30 days</td><td>RM16.00</td></tr> </tbody> </table> </li> </ul>	Streaming App	Validity (Days)	Price (RM)	Viu	30 days	RM8.40	Vidio	30 days	iQiyi	30 days	RM9.90	Zee5	30 days	Mango TV	30 days	Youku	30 days	WeTV	30 days	Disney+ Hotstar	30 days	RM16.00
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3.	<b>What is the campaign period?</b>	<ul style="list-style-type: none"> <li>Good news! The new UNI5G Prepaid Streaming Apps add-ons will be available from 12 June 2025 onwards.</li> </ul>																						
4.	<b>How can I subscribe to the UNI5G Prepaid Streaming Apps?</b>	<ul style="list-style-type: none"> <li>If you are an existing customer, kindly refer below: <ol style="list-style-type: none"> <li>Launch Unifi Mobile Prepaid app on your device</li> <li>Ensure you have sufficient amount in your account balance</li> <li>Buy any base data passes (you can check which data passes <a href="#">here</a>).</li> <li>After successful purchase, head to 'Streaming Apps' tab</li> <li>Purchase any of your favorite streaming app</li> </ol> </li> <li>If you are a new customer, kindly refer below: <ol style="list-style-type: none"> <li>Download Unifi Mobile Prepaid app onto your Smartphone device</li> <li>Register by clicking the option 'I want to get a SIM'</li> <li>Upon completion of registration, activate your SIM by inserting the SIM into your Smartphone device</li> <li>Launch Unifi Mobile Prepaid app on your device</li> <li>Ensure you have sufficient amount in your account balance</li> <li>Buy any base data passes (you can check which data passes <a href="#">here</a>).</li> <li>After successful purchase, head to 'Streaming Apps' tab</li> <li>Purchase any of your favorite streaming app.</li> </ol> </li> </ul>																						

5.	<b>How can I watch the streaming app?</b>	<ul style="list-style-type: none"> <li>▪ To watch the streaming app, follow these steps:               <ol style="list-style-type: none"> <li>a. Download the app: Visit your device's app store (Google Play Store, Apple App Store, etc.) and search for Unifi Mobile Prepaid app.</li> <li>b. Install the app: Tap "Download" or "Install" to add the app to your device.</li> <li>c. Sign up or log in: Open the Unifi Mobile Prepaid app and create an account (if you're new) or log in with your existing credentials.</li> <li>d. Start purchasing: Browse the content library specifically in the 'Streaming app' tab and purchase your preferred streaming app, select what you want to watch, and enjoy!</li> <li>e. Start streaming: Go to 'My service' tab, and you'll find your subscribed streaming app there. Quickly click 'Watch now' and enjoy watching!</li> </ol> </li> </ul>
6.	<b>How many devices can I access the streaming apps on?</b>	<ul style="list-style-type: none"> <li>▪ The streaming apps can be accessed across the following number of devices.               <ol style="list-style-type: none"> <li>a. Viu – Up to 5 devices concurrently</li> <li>b. Vidio – Only 1 device concurrently</li> <li>c. iQIYI – Up to 2 devices concurrently</li> <li>d. Zee5 – Up to 5 devices concurrently</li> <li>e. MangoTV – Up to 2 devices concurrently</li> <li>f. YOUKU – Up to 2 devices concurrently</li> <li>g. WeTV – Up to 2 devices concurrently</li> <li>h. Disney+ Hotstar: Basic – Only 1 device concurrently</li> </ol> </li> </ul>
7.	<b>Is the UNI5G Prepaid Streaming App will be recurring each month?</b>	<ul style="list-style-type: none"> <li>▪ No, the UNI5G Prepaid Streaming App add-on is not automatically renewed each month. You will only be charged when you choose to renew it. Once your subscription period ends, you will need to manually purchase the add-on again to continue using the service.</li> </ul>
8.	<b>I'm no longer using the app. How do I unsubscribe? Will I be charged again after it expires?</b>	<ul style="list-style-type: none"> <li>▪ To unsubscribe your streaming app, you can do so at any TMpoint outlet, via the Unifi Self Care portal, or by calling the TM Call Centre.</li> <li>▪ You won't be charged again after it expires.</li> </ul>
9.	<b>I'm not receiving any email after activating the Streaming app. What should I do?</b>	<ul style="list-style-type: none"> <li>▪ Kindly wait a moment and try reloading your inbox.</li> <li>▪ If you still don't receive the email, check your spam or junk mail folder.</li> <li>▪ If the issue persists, feel free to reach out to us through our digital platforms</li> <li>▪ Live Chat at <a href="https://maya.unifi.com.my">https://maya.unifi.com.my</a></li> <li>▪ Or the Unifi UniVerse app for further assistance.</li> </ul>

10.	<b>How do I log in to the streaming apps after I have successfully registered?</b>	<ul style="list-style-type: none"> <li>▪ Here is the login guide based on the selected apps:               <ol style="list-style-type: none"> <li>a. Viu - Mobile number</li> <li>b. Vidio - Email address</li> <li>c. iQIYI - Mobile number</li> <li>d. Zee5 - Email address</li> <li>e. MangoTV - Mobile number</li> <li>f. YOUKU - Mobile number</li> <li>g. WeTV - Mobile number</li> <li>h. Disney+ Hotstar - Mobile number</li> </ol> </li> <li>▪ You may also check the confirmation email you received after successfully registering.</li> </ul>
11.	<b>Can I subscribe to more than one streaming app?</b>	<ul style="list-style-type: none"> <li>▪ Yes, UNI5G Prepaid Streaming Apps allows you to subscribe to multiple streaming apps at one time.</li> </ul>
12.	<b>Am I able to use the streaming apps when I am connected to TM/Unifi network only?</b>	<ul style="list-style-type: none"> <li>▪ Yes, given you have sufficient data, it will go seamlessly and you can stream your favourite movies or tv dramas worry-free.</li> <li>▪ You are free to use the streaming apps subscribed anytime, anywhere. All you need is a stable internet connection, regardless of the service provider.</li> </ul>
13.	<b>What are the payment options available for the streaming apps?</b>	<ul style="list-style-type: none"> <li>▪ For payment, the subscription fee for the streaming app will be deducted directly from your account balance.</li> </ul>
14.	<b>Why do I see an expiry date when I activate a streaming app with bundled access?</b>	<ul style="list-style-type: none"> <li>▪ No worries! You can check the expiry date for each streaming app on the 'My Service' page—it will be clearly shown there.</li> </ul>
15.	<b>What if I forget my password to the streaming app?</b>	<ul style="list-style-type: none"> <li>▪ If you can't sign in or don't remember your password, don't worry—you can reset it via email or text message, as long as you have linked a phone number to your account.</li> <li>▪ If you have forgotten the email or phone number you used to sign up, some platforms may allow you to recover your account using your payment information instead.</li> </ul>
16.	<b>Can I cancel my subscription at any time?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you can cancel your subscription at any time.</li> <li>▪ To unsubscribe the Streaming Add On, you will need to walk in to our nearest Unifi Store or contact our Live Chat.</li> <li>▪ Important reminder: Even after you unsubscribe from the streaming app or terminate your UNI5G Prepaid Plan, you can still continue using the streaming service until the end of the 30-day validity period.</li> </ul>

17.	<b>Does the UNI5G Prepaid Streaming Apps allow offline downloads?</b>	<ul style="list-style-type: none"><li>▪ Yes, you can download the content to watch offline on your devices.</li></ul>
18.	<b>Does the UNI5G Prepaid Streaming Apps offer parental controls?</b>	<ul style="list-style-type: none"><li>▪ Yes, UNI5G Prepaid Streaming Apps provide parental control features to help you restrict access to age-inappropriate content for kids.</li></ul>
19.	<b>Who should I contact if I need assistance or have a service enquiry?</b>	<ul style="list-style-type: none"><li>▪ If you have any further questions, feel free to reach out to our Unifi Care Crew.</li></ul>