

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI FIFA WORLD CUP 2026™ PASSES**

NO.	QUESTION	ANSWER								
1.	What are the Unifi FIFA World Cup 2026™ Passes?	<p>The Unifi FIFA World Cup 2026™ Passes give you access to all 104 matches live in HD on Unifi TV, as the official broadcaster of the FIFA World Cup 2026™ in Malaysia.</p> <p>You can choose between:</p> <ul style="list-style-type: none"> a) a Season Pass, available for both Personal and Business customers, or b) a Daily Pass, available for Personal customers <p>Whether you are an existing Unifi TV customer or new to Unifi TV, you can easily get your pass and enjoy the matches from wherever you are in Malaysia, across your preferred screen.</p> <p>The passes are valid from 11 June to 31 July 2026, covering the full tournament period so you do not miss any of the action.</p> <p>No matter where you are in Malaysia, you can enjoy every match live and be part of the excitement.</p> <p>All matches are available across three (3) dedicated channels on Unifi TV:</p> <ul style="list-style-type: none"> a) Unifi FIFA World Cup 2026™ 1 b) Unifi FIFA World Cup 2026™ 2 c) Unifi FIFA World Cup 2026™ 3 <p>To help you find the information that is most relevant to you, you can refer to the sections below based on your needs:</p> <ul style="list-style-type: none"> a) Section 1: Personal b) Section 2: Business c) Section 3: General Information 								
SECTION 1: PERSONAL										
2.	What Unifi FIFA World Cup 2026™ passes are available for purchase on Unifi TV?	<p>The following Unifi FIFA World Cup 2026™ passes are available for purchase:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Type of Pass</th> <th style="text-align: center;">Price</th> <th style="text-align: center;">Subscription Period & Entitlements</th> <th style="text-align: center;">Purchase Period</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Unifi FIFA World Cup 2026™ Season Pass</td> <td> RM50.00 (for all Unifi TV customers*) RM60.00 (for non-Unifi TV customers) </td> <td> Pass includes: <ul style="list-style-type: none"> • All 104 live matches in HD on Unifi FIFA World Cup 2026™ channels 1 – 3. Valid from 11 June – 31 July 2026. • Access to replays & match highlights (Catch </td> <td style="text-align: center;">6 June – 20 July 2026</td> </tr> </tbody> </table>	Type of Pass	Price	Subscription Period & Entitlements	Purchase Period	Unifi FIFA World Cup 2026™ Season Pass	RM50.00 (for all Unifi TV customers*) RM60.00 (for non-Unifi TV customers)	Pass includes: <ul style="list-style-type: none"> • All 104 live matches in HD on Unifi FIFA World Cup 2026™ channels 1 – 3. Valid from 11 June – 31 July 2026. • Access to replays & match highlights (Catch 	6 June – 20 July 2026
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				<ul style="list-style-type: none"> Up). • Access to 70+ premium channels. Valid from 11 June – 10 July 2026. • Access to 16 free channels. 	
		Unifi FIFA World Cup 2026™ Daily Pass	RM20.00 (for all Unifi TV customers* & non-Unifi TV customers)	<p>Pass includes:</p> <ul style="list-style-type: none"> • Live matches in HD on Unifi FIFA World Cup 2026™ channels 1 – 3, valid for one (1) day based on your your selected date. • Access starts at 11:00pm the day before and ends at 11:59pm on your selected match day. <p>For example, if you purchase 13 June Daily Pass, you can start watching from 11:00pm on 12 June 2026 until 11:59pm on 13 June 2026.</p> <ul style="list-style-type: none"> • Access to replays and match highlights (Catch Up), valid for (1) day. • Access to 16 free channels. 	12 June – 20 July 2026
		<p><i>*“Unifi TV customers” refers to active customers of Unifi TV Pack(s) only. Unifi Home, UNI5G Postpaid, UNI5G Prepaid and Unifi Air customers with no active Unifi TV Pack(s) are <u>not included</u>.</i></p>			
3.	I am a Unifi TV Pack subscriber. Are the Unifi FIFA World Cup 2026™ passes included in my TV Pack subscription?	<p>The Unifi FIFA World Cup 2026™ passes are not included in any current Unifi TV Pack subscription. You will need to purchase a pass separately to enjoy all 104 live matches in HD, replays and match highlights.</p> <p>Good news! Unifi TV customers will also get to enjoy an additional discount on the Unifi FIFA World Cup 2026™ Season Pass.</p>			
4.	Who is eligible to purchase the Unifi FIFA World Cup 2026™ passes via Unifi TV?	<p>Any individual including but not limited to residents, expatriates and tourists in Malaysia are eligible to purchase the Unifi FIFA World Cup 2026™ passes and stream via the Unifi TV 2.0 app on web or your preferred devices during the subscription period.</p> <p>If you are under 18, please obtain consent from a parent or legal</p>			

		guardian before purchasing any Unifi FIFA World Cup 2026™ pass and downloading the Unifi TV 2.0 app.
5.	How do I purchase the Unifi FIFA World Cup 2026™ passes?	<p>Just follow the steps below to make your purchase:</p> <ol style="list-style-type: none"> 1. Go to https://unifi.com.my/fifaworldcup2026 2. Click “Buy Now”. 3. Enter your NRIC or Passport details to verify your identity. 4. Enter your contact details and verify with a 6-digit OTP. 5. Create your Unifi TV ID (example@iptv). 6. Accept the Terms and Conditions and click “Pay Now”. 7. Confirm your subscription details and click “Submit”. 8. Once your purchase is complete, install the Unifi TV 2.0 app on your smart TV, mobile phone, tablet, or Unifi TV Box, or stream via https://unifitv.com.my 9. Log in with your Unifi TV ID (example@iptv) and password. 10. Select your live match and start streaming! <p>Already a Unifi customer? You can purchase your pass directly via the MyUnifi app, Unifi Selfcare portal at https://selfcare.unifi.com.my or the Unifi TV 2.0 app.</p>
6.	I’m an existing Unifi customer. I’ve purchased a Unifi FIFA World Cup 2026™ pass and my order was successful. Why haven’t I received my email notification with my Unifi TV ID and password?	<p>Please check your inbox, as well as your spam and junk folders, as the email may have been filtered there.</p> <p>Your order may take up to 15 minutes to process due to payment clearance or high order volumes.</p>
7.	Can I cancel my Unifi FIFA World Cup 2026™ pass purchase?	All purchased passes are non-cancellable and non-refundable.
8.	Who can enjoy the free viewing of 70+ premium channels during the FIFA World Cup 2026™ campaign?	<p>From 11 June to 10 July 2026, all Unifi FIFA World Cup 2026™ Season Pass subscribers can enjoy access to all 70+ premium channels at no extra cost.</p> <p>If you are a Unifi TV Pack subscriber without the Season Pass, you can also enjoy this free viewing during the same period.</p>
9.	What channels can I enjoy during the free viewing period from 11 June – 10 July 2026?	<p>You can enjoy all the 70+ premium channels such as HBO, Cinemax, beIN SPORTS, tvN Movies and more, including their on-demand “Catch Up” content, along with 16 free channels during this period.</p> <p>You can view the full list of channels here: https://unifi.com.my/tv/channels</p> <p><small>*TM reserves the right to remove, replace, reduce or add Unifi TV channels participating in this campaign.</small></p>
10.	I just subscribed to the Unifi FIFA World Cup 2026™ Season Pass after 10 July. Why can’t I enjoy the free viewing channels?	<p>The free access to 70+ premium channels is only available from 11 June to 10 July 2026.</p> <p>Stay entertained with Unifi TV — from LIVE sports (F1, MotoGP, tennis, football and more) to blockbuster movies and series (e.g. HBO and HBO Max app) with TV Packs starting from just RM30/month.</p> <p>For more information, visit https://unifi.com.my/tvpacks</p>

11.	What devices can I use to watch the FIFA World Cup 2026™ on Unifi TV?	You can watch FIFA World Cup 2026™ on the Unifi TV 2.0 app via web or on supported devices such as smart TVs, mobile phones, tablets and the Unifi TV Box.
12.	How do I start streaming the live matches on Unifi TV 2.0 app once my purchase is completed?	<p>Once your purchase is complete, follow these steps to start streaming:</p> <p><u>Mobile Phone:</u></p> <ol style="list-style-type: none"> 1. Install Unifi TV 2.0 app on your mobile device and open the app. 2. Tap on “Sign In” button. 3. Log in with your Unifi TV ID & password or email & OTP. 4. Start streaming all live matches, replays, and highlights! <p><u>Smart TV or Android TV:</u></p> <ol style="list-style-type: none"> 1. Install Unifi TV 2.0 app and open the app. 2. Click on “Personal” button. 3. On your TV screen, choose one of the two sign-in methods below: <p style="padding-left: 40px;"><u>Via Mobile App:</u></p> <ol style="list-style-type: none"> i. Open the Unifi TV 2.0 app on your mobile phone. ii. Tap the Menu icon at the top right. iii. Tap “Pair Your TV”. iv. Scan the QR code displayed on your TV screen. <p style="padding-left: 40px;"><u>Via Web Browser:</u></p> <ol style="list-style-type: none"> i. Go to https://unifitv.com.my/activate ii. Enter the code displayed on your TV screen. <ol style="list-style-type: none"> 4. Select your Profile. 5. Start streaming all live matches, replays, and highlights! <p><u>Web browser:</u></p> <ol style="list-style-type: none"> 1. Go to https://unifitv.com.my 2. Click on “Sign In” button. 3. Log in with your Unifi TV ID & password or email & OTP. 4. Start streaming all live matches, replays, and highlights! <p><u>Unifi TV Box:</u></p> <ol style="list-style-type: none"> 1. Turn on your Unifi TV Box. 2. Click on “QR Code” button. 3. On your TV screen, choose one of the two sign-in methods below: <p style="padding-left: 40px;"><u>Via Mobile App:</u></p> <ol style="list-style-type: none"> i. Open the Unifi TV 2.0 app on your mobile phone. ii. Tap the Menu icon at the top right. iii. Tap “Pair Your TV”. iv. Scan the QR code displayed on your TV screen. <p style="padding-left: 40px;"><u>Via Web Browser:</u></p> <ol style="list-style-type: none"> i. Go to https://unifitv.com.my/activate ii. Enter the code displayed on your TV screen. <ol style="list-style-type: none"> 4. Select your Profile. 5. Start streaming all live matches, replays, and highlights!
13.	How many devices can I use to log in and stream FIFA World Cup 2026™ on Unifi TV?	<p>The number of devices and concurrent streams depends on the credentials you have to access Unifi TV:</p> <ul style="list-style-type: none"> • For customers with Unifi TV ID (example@iptv), you can log in on up to two (2) devices and stream on two (2) devices

		<p>at the same time.</p> <ul style="list-style-type: none"> For customers with email address, you can log in on up to 2 devices, with 1 concurrent stream at one time. 						
14.	I've logged in to the Unifi TV 2.0 app. Why can't I watch the FIFA World Cup 2026™ live matches, replays, or match highlights that I've subscribed to?	<p>Please make sure you are logged in with the correct Unifi TV ID (example@iptv) or email address, as your pass is linked to the registered login ID during purchase.</p> <p>We also recommend updating your Unifi TV 2.0 app to the latest version via your device's app store.</p>						
15.	I've forgotten my Unifi TV 2.0 app password. How do I reset it?	<p>Here is how you can reset your password on the Unifi TV 2.0 mobile app:</p> <p>Before logging in:</p> <ol style="list-style-type: none"> On the login page, enter your Unifi TV ID. Tap "Forgot Password". Select your preferred method to receive your OTP. Follow the on-screen steps to reset your password. <p>If you are already logged in:</p> <ol style="list-style-type: none"> Tap the Menu icon at the top right. Select "My Account". Tap "Change Password". Follow the on-screen steps to complete your password reset. 						
16.	Can I use my FIFA World Cup 2026™ pass for commercial or public viewing?	No. The Unifi FIFA World Cup 2026™ pass is strictly for personal viewing only and cannot be used for commercial or public viewing purposes.						
17.	What happens to my Unifi TV account once the free viewing period ends on 10 July?	<p>Once the free viewing period ends, your access will continue based on your subscription:</p> <table border="1"> <thead> <tr> <th>Category</th> <th>After 10 July 2026</th> </tr> </thead> <tbody> <tr> <td>Unifi TV Pack subscribers</td> <td> <ul style="list-style-type: none"> Continued access to your existing Unifi TV Pack entitlements Access to your subscribed Unifi FIFA World Cup 2026™ Pass entitlements 16 free channels </td> </tr> <tr> <td>Non-Unifi TV subscribers</td> <td> <ul style="list-style-type: none"> Access to your subscribed Unifi FIFA World Cup 2026™ Pass entitlements 16 free channels </td> </tr> </tbody> </table> <p>Enjoy non-stop entertainment with Unifi TV — from LIVE sports (F1, MotoGP, tennis, football and more) to blockbuster movies and series (e.g. HBO and the HBO Max app), with TV Packs starting from just RM30/month. For more information, visit https://unifi.com.my/tvpacks</p>	Category	After 10 July 2026	Unifi TV Pack subscribers	<ul style="list-style-type: none"> Continued access to your existing Unifi TV Pack entitlements Access to your subscribed Unifi FIFA World Cup 2026™ Pass entitlements 16 free channels 	Non-Unifi TV subscribers	<ul style="list-style-type: none"> Access to your subscribed Unifi FIFA World Cup 2026™ Pass entitlements 16 free channels
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Non-Unifi TV subscribers	<ul style="list-style-type: none"> Access to your subscribed Unifi FIFA World Cup 2026™ Pass entitlements 16 free channels 							
18.	What happens to my Unifi TV account once my pass expires?	<p>Your Unifi TV account remains active after your pass expires. Here is what you can continue to enjoy:</p> <ul style="list-style-type: none"> If you have a Unifi TV Pack: All your existing channel entitlements and streaming apps remain accessible. If you do not have a Unifi TV Pack: You can still enjoy 16 free channels on the app. 						

		Looking to keep the entertainment going? Get LIVE sports, movies, and series with Unifi TV Packs from just RM30/month. Find out more at https://unifi.com.my/tvpacks
19.	Can I subscribe to additional Unifi TV Packs or pay-per-view services while my Unifi FIFA World Cup 2026™ pass is active?	Yes, you can subscribe to additional Unifi TV Packs or pay-per-view services such as U PICK at any time while your pass is active. Visit Unifi website to explore the latest offers and promotions: https://unifi.com.my/tv/
20.	Who should I contact for further assistance on Unifi FIFA World Cup 2026™ pass or Unifi TV?	<p>For more information, you can refer to the following:</p> <ul style="list-style-type: none"> • Details on the Unifi FIFA World Cup 2026™ campaign: https://unifi.com.my/fifaworldcup2026 • Explore more about Unifi TV, including other available content and offerings: https://unifi.com.my/tv • Support and helpful tips on using Unifi TV: https://unifi.com.my/tv/support <p>If you still need further assistance, you can contact our hotline at 1-800-88-5059.</p>

SECTION 2: BUSINESS

21.	What Unifi FIFA World Cup 2026™ passes are available for purchase on Unifi TV?	The following Unifi FIFA World Cup 2026™ passes are available for purchase:			
		Type of Pass	Price	Subscription Period & Entitlements	Purchase Period
		Unifi FIFA World Cup 2026™ Season Pass (Business)	RM400.00	Pass includes: <ul style="list-style-type: none"> • All 104 live matches in HD on Unifi FIFA World Cup 2026™ channels 1 – 3. Valid from 11 June – 31 July 2026. • Access to 9 free-to-air channels. Valid from 11 June – 31 July 2026. This pass does not include access to replays and match highlights (Catch Up).	6 June – 20 July 2026
		Unifi FIFA World Cup	RM10.00 per room for one	<ul style="list-style-type: none"> • Channels available: 	Please refer to your

		2026™ Channels (Hospitality)	(1) channel. RM18.00 per room for two (2) channels.	Unifi FIFA World Cup 2026™ 1 & Unifi FIFA World Cup 2026™ 2. <ul style="list-style-type: none"> All live matches in HD on subscribed channel(s) from 11 June – 31 July 2026. <p>This pass does not include access to replays and match highlights (Catch Up).</p>	Account Manager
22.	I am a Unifi TV Biz Pack subscriber. Are the Unifi FIFA World Cup 2026™ passes included in my TV Pack subscription?	The Unifi FIFA World Cup 2026™ passes are not included in any current Unifi TV Biz Pack subscription. You will need to purchase a pass separately to enjoy the live matches in HD.			
23.	Who is eligible to purchase the Unifi FIFA World Cup 2026™ passes via Unifi TV?	<p>Any registered business entity in Malaysia is eligible to purchase the Unifi FIFA World Cup 2026™ passes.</p> <p>For Hospitality customers, you will need to subscribe to a Unifi TV Hospitality Pack before purchasing the pass.</p> <p>If you are an existing Hospitality customer, please contact your Account Manager to proceed with the arrangement. If you are new to hospitality, you can contact our hotline at 1-800-88-5059 for further assistance.</p>			
24.	I'm a Business customer. How do I purchase the Unifi FIFA World Cup 2026™ Season Pass for Business?	<p>You can subscribe to the Season Pass for Business through the following ways:</p> <ul style="list-style-type: none"> Register your interest online via the Unifi website: https://biz.unifi.com.my/fifaworldcup2026 Contact our authorised TM resellers Visit your nearest Unifi Store or TMpoint 			
25.	I'm not an existing Unifi Business customer. Can I still purchase the Unifi FIFA World Cup 2026™ Season Pass for Business?	Absolutely! The Unifi FIFA World Cup 2026™ Season Pass for Business is open to all business customers, whether you are currently with Unifi or not.			
26.	I'm a Hospitality customer. How do I purchase the Unifi FIFA World Cup 2026™ Channels?	If you are an existing Hospitality customer, you can contact your Account Manager directly for assistance.			

27.	I'm not an existing Unifi Hospitality customer. Can I purchase the Unifi FIFA World Cup 2026™ Channels?	If you are a new Hospitality customer, please contact our hotline at 1-800-88-5059.						
28.	I've registered my interest to purchase a Unifi FIFA World Cup 2026™ pass. What will happen next?	Our team will contact you within 24 hours to assist you with your purchase and guide you through the next step.						
29.	Can I cancel my Unifi FIFA World Cup 2026™ pass purchase?	All purchased passes are non-cancellable and non-refundable.						
30.	Can I enjoy the free viewing of 70+ premium channels?	For Business customers, access to the 70+ premium channels is not included. However, you can still enjoy 9 free channels during this period.						
31.	What are the nine (9) free channels that I get with the Unifi FIFA World Cup 2026™ Season Pass for Business?	<p>Here is the list of nine (9) free channels included:</p> <ol style="list-style-type: none"> 1. TV1 2. TV2 3. TV3 4. TV9 5. 8TV 6. DidikTV KPM 7. Parlimen Malaysia 8. TV AlHijrah HD 9. TVS 						
32.	What devices can I use to watch the FIFA World Cup 2026™ on Unifi TV?	You can watch FIFA World Cup 2026™ on the Unifi TV 2.0 app on supported devices such as smart TV/Android TV and the Unifi TV Box.						
33.	How do I start streaming the live matches on Unifi TV 2.0 app once my purchase is completed?	<p>Once your purchase is complete, follow these steps to start streaming:</p> <ul style="list-style-type: none"> • Business Season Pass customers <p><u>Unifi TV Box:</u></p> <ol style="list-style-type: none"> 1. Turn on your Unifi TV Box 2. Click on “Unifi TV ID” and log in with your Unifi TV ID & password. 3. Start streaming all live matches, replays, and highlights! <p><u>Smart TV or Android TV:</u></p> <ol style="list-style-type: none"> 1. Install Unifi TV 2.0 app and open the app. 2. Click on “Business” button. 3. Log in with your Unifi TV ID & password. 4. Start streaming all live matches, replays, and highlights! <ul style="list-style-type: none"> • For Hospitality customers <p>Please refer to your Account Manager for assistance to log in and start streaming.</p>						
34.	How many devices can log in and stream concurrently when using Unifi FIFA World Cup 2026™ passes?	<p>Here is a quick guide to device login and concurrent streaming limits by pass type. Simply sign in with your Unifi TV ID (example@iptv) to get started.</p> <table border="1" data-bbox="647 2092 1493 2192"> <thead> <tr> <th>Type of Pass</th> <th>Device Login</th> <th>Concurrent Stream</th> </tr> </thead> <tbody> <tr> <td>Unifi FIFA World Cup 2026™</td> <td>2 (excluding mobile)</td> <td>2 (excluding mobile)</td> </tr> </tbody> </table>	Type of Pass	Device Login	Concurrent Stream	Unifi FIFA World Cup 2026™	2 (excluding mobile)	2 (excluding mobile)
Type of Pass	Device Login	Concurrent Stream						
Unifi FIFA World Cup 2026™	2 (excluding mobile)	2 (excluding mobile)						

		Season Pass (Business)	devices & web)	devices & web)
		Unifi FIFA World Cup 2026™ Channels (Hospitality)	1 (excluding mobile devices & web)	1 (excluding mobile devices & web)
35.	I've logged in to the Unifi TV 2.0 app. Why can't I watch the FIFA World Cup 2026™ live matches, replays, or match highlights that I've subscribed to?	<p>Please make sure you are logged in with the correct Unifi TV ID (example@iptv), as your pass is linked to the registered login ID during purchase.</p> <p>We also recommend updating your Unifi TV 2.0 app to the latest version via your device's app store.</p> <p><i>Note: Replays and match highlights (Catch Up) are not available for Business and Hospitality passes.</i></p>		
36.	I've forgotten my Unifi TV 2.0 app password. How do I reset it?	Please reach out to us via our hotline at 1-800-88-5059.		
37.	What happens to my Unifi TV account once my pass expires?	<p>Your Unifi TV ID access for the Unifi FIFA World Cup 2026™ pass will be deactivated on 1 August 2026.</p> <p>Here is what you can continue to enjoy after that:</p> <ul style="list-style-type: none"> • If you have a Unifi TV Biz Pack or Unifi TV Hospitality Pack: All your existing channel entitlements remain accessible. • Looking to explore more? Contact your Account Manager, visit your nearest Unifi Store, or browse our latest Unifi TV Packs at https://biz.unifi.com.my/products/unifi-business-tv 		
38.	I've purchased the Unifi FIFA World Cup 2026™ pass for Business/Hospitality. Does it include rights for public viewing of live matches?	<p>The Unifi FIFA World Cup 2026™ passes include limited rights for public viewing and do not include rights for commercial, promotional and advertising purposes.</p> <p>For Business customers, the channels can only be broadcasted within your business premises.</p> <p>For Hospitality customers, the channels can only be broadcasted within your in-room entertainment system.</p> <p>For any commercial, promotional and advertising activities, you are advised to consult your Unifi Business representative or Account Manager for further guidance.</p> <p>Any additional entertainment systems or devices used for broadcasting, such as TVs or audio and video extensions, are the sole responsibility of the Business or Hospitality customer.</p>		
39.	Who should I contact for further assistance on Unifi TV's FIFA World Cup 2026™ pass or Unifi TV?	<p>For more information, you can refer to the following:</p> <ul style="list-style-type: none"> • Details on the Unifi FIFA World Cup 2026™ campaign: https://unifi.com.my/fifaworldcup2026 • Explore more about Unifi TV, including other available content and offerings: https://unifi.com.my/tv • Support and helpful tips on using Unifi TV: https://unifi.com.my/tv/support 		

If you still need further assistance, you can contact our hotline at 1-800-88-5059.

SECTION 3: GENERAL INFORMATION

40. **Which devices support the Unifi TV 2.0 app?**

Here is the full list of supported platforms and versions:

Category	Platform	Version
Mobile/Tablet	iOS	iOS 14.0+
	iPad	iPadOS 14.0+
	Android Mobile/Tablet	Android 7.1+
	Huawei	GMS (Android Variant)
Web Browsers (Windows & macOS)	Chrome	Latest 3 major versions
	Firefox	Latest 3 major versions
	Edge	Latest 3 major versions
	Safari	12+
Mobile Browsers	Android Chrome	Latest 3 major versions
	Mobile Safari	iOS 14+
	Android Firefox	Latest 3 major versions
Smart TVs	Android TV (Retail STB & CTV)	Android 7.1+
	Samsung Tizen	Tizen (2021+)
	LG WebOS	LG (2020+)
Android Operator Tier Launcher	Android OS	OS 10+
Casting	Apple AirPlay	iOS 14.0+
	Google Chromecast	Cast V3

41. **Why can't I find the Unifi TV 2.0 app on my device's app store?**

The Unifi TV 2.0 app may not appear on certain app stores due to device compatibility, certification requirements, or platform limitations. Availability varies depending on your device brand, model, operating system and region.

If you are unable to find the app, here are your options:

- Stream via our web platform at <https://unifitv.com.my> (for Personal customers only).
- Access Unifi TV 2.0 on a supported device for the best viewing experience.

For the full list of supported devices and platforms, please refer to Q40.

42.	Why am I unable to stream or experiencing buffering issues?	<p>If you are unable to stream or experiencing buffering, here are a few things to check:</p> <ul style="list-style-type: none"> a) Device or operating system compatibility – Make sure your device and operating system meet the supported requirements (refer to Q40). b) Internet speed – We recommend a minimum of 30Mbps for smooth streaming and the best video quality. c) App version – Make sure you are using the latest version of the Unifi TV 2.0 app. d) Virtual Private Network (VPN) – Disable any active VPN connection. e) Reinstallation – Try to uninstall and reinstall the Unifi TV 2.0 app. f) Device restart – Restart the device you are using to access Unifi TV and try streaming again.
43.	Can I use the Unifi TV 2.0 app outside Malaysia?	<p>The Unifi TV 2.0 app is only available for use within Malaysia. If you are travelling overseas, you will not be able to access the app until you are back in Malaysia.</p>