

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
OTT Streaming Apps**

NO	QUESTION	ANSWER															
GENERAL INFORMATION																	
1.	What are the available streaming apps offering starting 1 st October 2021?	<p>The available streaming apps you can subscribe with unifi are as below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">No</th> <th style="width: 30%;">OTT</th> <th style="width: 60%;">Offering</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">BBC Player</td> <td> <ul style="list-style-type: none"> Complimentary access for all Ultimate Pack subscribers Ala carte RM10/month </td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">Amazon Prime Video</td> <td> <ul style="list-style-type: none"> Ala carte RM25/month (payment via credit card only) </td> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">TVB Anywhere +</td> <td> <ul style="list-style-type: none"> 30 day's free trial & 50% discount for next 3 months when you subscribe to unifi Home between 1st October – 28th February 2022 Ala carte TVB Anywhere Channel Zone – RM19.90/month Ala carte TVB Anywhere VOD Zone – RM19.90/month Ala carte TVB Anywhere Premium Zone – RM39.90/month </td> </tr> <tr> <td style="text-align: center;">4</td> <td style="text-align: center;">Lionsgate Play</td> <td> <ul style="list-style-type: none"> Complimentary access to Ultimate Pack subscribers until 31st December 2021 Ala carte RM14.90/month (starting 1st November 2021) </td> </tr> </tbody> </table>	No	OTT	Offering	1	BBC Player	<ul style="list-style-type: none"> Complimentary access for all Ultimate Pack subscribers Ala carte RM10/month 	2	Amazon Prime Video	<ul style="list-style-type: none"> Ala carte RM25/month (payment via credit card only) 	3	TVB Anywhere +	<ul style="list-style-type: none"> 30 day's free trial & 50% discount for next 3 months when you subscribe to unifi Home between 1st October – 28th February 2022 Ala carte TVB Anywhere Channel Zone – RM19.90/month Ala carte TVB Anywhere VOD Zone – RM19.90/month Ala carte TVB Anywhere Premium Zone – RM39.90/month 	4	Lionsgate Play	<ul style="list-style-type: none"> Complimentary access to Ultimate Pack subscribers until 31st December 2021 Ala carte RM14.90/month (starting 1st November 2021)
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		6	Viu <ul style="list-style-type: none"> • Option for complimentary access to Ultimate Pack subscribers until 31st December 2021 • Ala carte RM12.90/month (starting 1st December 2021)
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2.	Who is eligible to subscribe to the streaming apps?	<ul style="list-style-type: none"> <li data-bbox="618 726 1433 825">▪ All new & existing Ultimate Pack subscriber for complimentary access from 1st October – 31st December 2021. <li data-bbox="618 858 1433 926">▪ All new and existing unifi & Broadband (Minimum speed requirement is 4mbps and above) for ala carte subscription. 			
3.	What are the streaming apps offered to Ultimate Pack subscribers on 1 st October 2021?	<p data-bbox="573 968 1433 1035">All Ultimate Pack subscribers will get to enjoy complimentary access to below streaming apps:</p> <ul style="list-style-type: none"> <li data-bbox="618 1037 821 1068">▪ BBC Player <li data-bbox="618 1071 862 1102">▪ Lionsgate Play <li data-bbox="618 1104 1373 1136">▪ Choice of 1 app from iQIYI / Viu / Simply South / ZEE5 			
4.	I am not an Ultimate Pack subscriber. Can I subscribe to the new streaming app offering on the 1 st October 2021?	<p data-bbox="573 1241 1433 1308">There are three (3) ways to enjoy the streaming app offerings as below:</p> <ol style="list-style-type: none"> <li data-bbox="618 1310 1433 1440">a) If you are a Varnam Plus/Aneka Plus/Ruby Plus Pack subscriber, you may upgrade to Ultimate Pack starting 1st October 2021 via our digital platforms: Live Chat on www.unifi.com.my or myunifi app <li data-bbox="618 1442 1433 1541">b) If you are not subscribed to any unifi TV pack, you may subscribe to Ultimate Pack via our digital platforms: Live Chat on www.unifi.com.my or myunifi app <li data-bbox="618 1543 1433 1642">c) You may subscribe to the individual streaming app via ala carte starting 1st November 2021 via https://activate.unifi.com.my 			
5.	Can I watch the OTT streaming apps via unifi TV set-top-box?	<ul style="list-style-type: none"> <li data-bbox="618 1713 1433 1780">▪ Please note that at the moment, the OTT streaming apps is not accessible via the older version of unifi TV box. However, 			

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		<p>you can watch them on unifi Plus Box using the same credentials used during the sign-up (registration).</p> <ul style="list-style-type: none"> You may also download and watch these streaming apps on the respective apps. 																					
6.	How many devices can I access these new streaming apps on?	<p>The new streaming apps are accessible across unifi Plus Box and your mobile devices up to:</p> <table border="1" data-bbox="573 659 1317 1117"> <thead> <tr> <th>No</th> <th>OTT</th> <th>Offering</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>TVB Anywhere +</td> <td>• Up to 2 devices at the same time</td> </tr> <tr> <td>2</td> <td>Lionsgate Play</td> <td>• Up to 2 devices at the same time</td> </tr> <tr> <td>3</td> <td>iQIYI</td> <td>• Up to 2 devices at the same time</td> </tr> <tr> <td>4</td> <td>Viu</td> <td>• Up to 5 devices at the same time</td> </tr> <tr> <td>5</td> <td>ZEE5</td> <td>• Up to 5 devices at the same time</td> </tr> <tr> <td>6</td> <td>Simply South</td> <td>• Up to 3 devices at the same time</td> </tr> </tbody> </table>	No	OTT	Offering	1	TVB Anywhere +	• Up to 2 devices at the same time	2	Lionsgate Play	• Up to 2 devices at the same time	3	iQIYI	• Up to 2 devices at the same time	4	Viu	• Up to 5 devices at the same time	5	ZEE5	• Up to 5 devices at the same time	6	Simply South	• Up to 3 devices at the same time
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7.	I have an existing subscription with the streaming apps, can I subscribe to the same app via unifi?	<ul style="list-style-type: none"> We would recommend that you terminate your current subscription first, and then subscribe to the streaming app via unifi. This is to avoid double-charging of the same service to you. We would also recommend that you explore our other amazing streaming app partners which has great on demand content. 																					
8.	What kind of content is available on the OTT streaming apps?	<table border="1" data-bbox="573 1499 1443 1808"> <thead> <tr> <th>No</th> <th>OTT</th> <th>Offering</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>TVB Anywhere +</td> <td>The most comprehensive Chinese entertainment platform publish by TVB.</td> </tr> <tr> <td>2</td> <td>Lionsgate Play</td> <td>Exclusive Hollywood premieres, billion-dollar franchises and originals.</td> </tr> <tr> <td>3</td> <td>iQIYI</td> <td>Latest & trending Korean, Chinese, Anime and local Malay titles</td> </tr> </tbody> </table>	No	OTT	Offering	1	TVB Anywhere +	The most comprehensive Chinese entertainment platform publish by TVB.	2	Lionsgate Play	Exclusive Hollywood premieres, billion-dollar franchises and originals.	3	iQIYI	Latest & trending Korean, Chinese, Anime and local Malay titles									
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9.	Do I have to pay to enjoy the OTT streaming apps?	<p data-bbox="630 995 1312 1029">▪ The price list of the streaming apps are as below;</p> <table border="1"> <thead> <tr> <th data-bbox="570 1062 659 1096">No</th> <th data-bbox="659 1062 922 1096">OTT</th> <th data-bbox="922 1062 1442 1096">Offering</th> </tr> </thead> <tbody> <tr> <td data-bbox="570 1096 659 1203">1</td> <td data-bbox="659 1096 922 1203">BBC Player</td> <td data-bbox="922 1096 1442 1203"> <ul style="list-style-type: none"> Complimentary access for all Ultimate Pack subscribers Ala carte RM10/month </td> </tr> <tr> <td data-bbox="570 1203 659 1272">2</td> <td data-bbox="659 1203 922 1272">Amazon Prime Video</td> <td data-bbox="922 1203 1442 1272"> <ul style="list-style-type: none"> Ala carte USD5.99/month (payment via credit card only) </td> </tr> <tr> <td data-bbox="570 1272 659 1686">3</td> <td data-bbox="659 1272 922 1686">TVB Anywhere +</td> <td data-bbox="922 1272 1442 1686"> <ul style="list-style-type: none"> 30 day's free trial & 50% discount for next 3 months when you subscribe to unifi Home between 1st October – 30th November 2021 Ala carte TVB Anywhere Channel Zone – RM19.90/month Ala carte TVB Anywhere VOD Zone – RM19.90/month Ala carte TVB Anywhere Premium Zone – RM39.90/month </td> </tr> <tr> <td data-bbox="570 1686 659 1860">4</td> <td data-bbox="659 1686 922 1860">Lionsgate Play</td> <td data-bbox="922 1686 1442 1860"> <ul style="list-style-type: none"> Complimentary access to Ultimate Pack subscribers until 31st December 2021 Ala carte RM14.90/month (starting 1st November 2021) </td> </tr> </tbody> </table>		No	OTT	Offering	1	BBC Player	<ul style="list-style-type: none"> Complimentary access for all Ultimate Pack subscribers Ala carte RM10/month 	2	Amazon Prime Video	<ul style="list-style-type: none"> Ala carte USD5.99/month (payment via credit card only) 	3	TVB Anywhere +	<ul style="list-style-type: none"> 30 day's free trial & 50% discount for next 3 months when you subscribe to unifi Home between 1st October – 30th November 2021 Ala carte TVB Anywhere Channel Zone – RM19.90/month Ala carte TVB Anywhere VOD Zone – RM19.90/month Ala carte TVB Anywhere Premium Zone – RM39.90/month 	4	Lionsgate Play	<ul style="list-style-type: none"> Complimentary access to Ultimate Pack subscribers until 31st December 2021 Ala carte RM14.90/month (starting 1st November 2021)
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10.	What are the available payment options for the streaming apps?	<ul style="list-style-type: none"> ▪ You can make the payment via unifi direct carrier billing ▪ You can also pay your bill through several payment channels such as: <ol style="list-style-type: none"> i. myunifi app ii. unifi portal via unifi.com.my iii. Any nearest TMpoint or TMpoint Authorised Dealer (TAD) outlets iv. POS Malaysia v. Selected preferred online banking channels 	

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> ▪ For hassle-free payment transactions, it is highly recommended that you subscribe to TM Autopay service.
11.	Why should I subscribe to the OTT streaming apps with unifi instead of going directly on the app?	<ul style="list-style-type: none"> ▪ Subscribers can subscribe to the OTT streaming app through unifi to enjoy the special offer provided by the OTT streaming apps exclusively for unifi customers - with the convenience of one monthly bill for all your entertainment needs.
12.	I do not have any unifi Home broadband subscription currently. Can I get the streaming app offering?	<ul style="list-style-type: none"> ▪ You would need to subscribe to unifi Home with unifi TV Ultimate Pack to enjoy the added benefits with streaming apps. ▪ Please visit www.unifi.com.my or the nearest TMpoint to subscribe.
13.	If I terminate my unifi account, will I lose my streaming apps subscription?	<ul style="list-style-type: none"> ▪ Yes, because the streaming apps subscription cannot exist without unifi subscription.
14.	Can I swap or change the selected 1 streaming app of my choice?	<ul style="list-style-type: none"> ▪ No, you are unable to do so.
15.	Can I only use the streaming apps when I am connected to TM's network?	<ul style="list-style-type: none"> ▪ You are free to use your streaming apps wherever and whenever. All you need is an Internet connection, regardless of the service provider.
SERVICE TERMINATION		
16.	How do I terminate my streaming apps subscription?	<ul style="list-style-type: none"> ▪ You may visit your nearest TMpoint or Live Chat at unifi.com.my/chat or via myunifi app.

NO	QUESTION	ANSWER
17.	Will I get a refund if I terminate my subscription midway?	<ul style="list-style-type: none"> ▪ Unfortunately, if you cancel the subscription midway of the billing cycle, you will not be refunded for the remaining period. This means, you can still enjoy the service until the end of the billing cycle for that month. Your access to the service will be discontinued starting from the next billing cycle and no further charges will be reflected in your bill.
TECHNICAL SUPPORT		
18.	What if I forget my unifi ID to activate these streaming apps?	<ul style="list-style-type: none"> ▪ You can check your bill for the unifi ID i.e. yourname@unifi ▪ Feel free to reach out to us via our digital platforms: Live Chat on www.unifi.com.my or myunifi app.
19.	Why am I not receiving the OTP to activate the streaming apps?	<ul style="list-style-type: none"> ▪ Please verify your mobile number again. If it is not the correct mobile number, you can update your latest billing contact details at www.unifi.com.my. ▪ You may also update by reaching out to us via our digital platforms: Live Chat on www.unifi.com.my or myunifi app.
20.	My mobile number registered is correct. Why am I still not receiving the OTP to activate the streaming apps?	<ul style="list-style-type: none"> ▪ Check if you may have set up an SMS block list on your phone. You would have to remove the number 62100 from the block list. There might also be a network delay by your mobile network provider. Please wait for a while before you retry. The OTP is valid within five (5) minutes upon generation. If your OTP becomes invalid, you can request for the OTP to be sent again to your verified mobile number.
21.	I have not received the e-mail confirmation after activating the streaming apps with complimentary access. What should I do?	<ul style="list-style-type: none"> ▪ Please wait for a moment and try to reload the e-mail inbox. Alternatively, you may try to check the spam/junk mail folder. ▪ If these fail, please reach out to us via our digital platforms: Live Chat on www.unifi.com.my or myunifi app for further assistance.
22.	What if I forget my password to the streaming app?	<ul style="list-style-type: none"> ▪ You can refer to the e-mail and SMS received when you activate the streaming app.

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23.	Can I change my password on the streaming app?	<ul style="list-style-type: none"> No, you are unable to change your streaming app password after activation. 																																
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24.	Who should I contact if I need any assistance or service inquiry on streaming apps with unifi?	<ul style="list-style-type: none"> Feel free to reach out to us via our digital platforms: Live Chat on www.unifi.com.my or myunifi app. 																																
25.	Where can I get more info on the streaming apps?	<ul style="list-style-type: none"> For more information regarding the streaming apps, please check out the streaming app T&C and FAQ from the website page as below: <table border="1" data-bbox="573 951 1442 1864"> <thead> <tr> <th>No</th> <th>OTT</th> <th>T&C</th> <th>FAQ</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>TVB Anywhere +</td> <td>https://www.tvbanywhere.com/terms-of-services.html</td> <td>https://www.tvbanywhere.com/faq.html</td> </tr> <tr> <td>2</td> <td>Lionsgate Play</td> <td>https://lionsgateplay.com/termsandconditions</td> <td>https://lionsgateplay.com/faq</td> </tr> <tr> <td>3</td> <td>iQIYI</td> <td>https://www.iq.com/intl-common/international-useragreement.html?lang=en_us</td> <td>https://intl-help.iq.com/m/?mod=my&lang=en_us&entry=pc&entranceid=PCW/H5_navigation&agentType=426&ptid=01010031010016000000</td> </tr> <tr> <td>4</td> <td>Viu</td> <td>https://www.viu.com/ott/my/en/all/terms</td> <td>https://www.viu.com/ott/my/en/all/faq</td> </tr> <tr> <td>5</td> <td>ZEE5</td> <td>https://www.zee5.com/global/termsandconditions</td> <td>https://faq.zee5.com/?country=MY</td> </tr> <tr> <td>6</td> <td>Simply South</td> <td>https://www.simplysouth.tv/terms</td> <td>https://www.simplysouth.tv/faq</td> </tr> <tr> <td>7</td> <td>Amazon Prime Video</td> <td>https://www.primevideo.com/help/ref=atv_hp_nd_c</td> <td>https://www.primevideo.com/help/ref=atv_nb_hp</td> </tr> </tbody> </table>	No	OTT	T&C	FAQ	1	TVB Anywhere +	https://www.tvbanywhere.com/terms-of-services.html	https://www.tvbanywhere.com/faq.html	2	Lionsgate Play	https://lionsgateplay.com/termsandconditions	https://lionsgateplay.com/faq	3	iQIYI	https://www.iq.com/intl-common/international-useragreement.html?lang=en_us	https://intl-help.iq.com/m/?mod=my&lang=en_us&entry=pc&entranceid=PCW/H5_navigation&agentType=426&ptid=01010031010016000000	4	Viu	https://www.viu.com/ott/my/en/all/terms	https://www.viu.com/ott/my/en/all/faq	5	ZEE5	https://www.zee5.com/global/termsandconditions	https://faq.zee5.com/?country=MY	6	Simply South	https://www.simplysouth.tv/terms	https://www.simplysouth.tv/faq	7	Amazon Prime Video	https://www.primevideo.com/help/ref=atv_hp_nd_c	https://www.primevideo.com/help/ref=atv_nb_hp
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