

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
VIU VOUCHER CAMPAIGN**

NO	QUESTION	ANSWER
<b>VIU VOUCHER CAMPAIGN</b>		
1.	<b>Can you tell us more about this campaign?</b>	<ul style="list-style-type: none"> <li>▪ Viu voucher campaign is a campaign by unifi TV that gives away Viu promo codes to new unifi Plus Box subscribers who do not have Viu subscription, regardless of their subscribed unifi package speed (30Mbps, 100Mbps and 300Mbps).</li> <li>▪ You can use the promo codes to watch Viu content on Viu app via your mobile device, unifi Plus Box or Viu website for six (6) months from the date of unifi activation.</li> </ul>
2.	<b>Who is eligible for this campaign?</b>	<ul style="list-style-type: none"> <li>▪ This campaign is open to new unifi Plus Box subscribers who do not have Viu subscription, regardless of their subscribed unifi package speed.</li> </ul>
3.	<b>How long is the campaign period?</b>	<ul style="list-style-type: none"> <li>▪ This campaign runs from 15 January 2020 to 30 June 2021.</li> </ul>
4.	<b>When is the last date to redeem the Viu complimentary 6-months voucher?</b>	<ul style="list-style-type: none"> <li>▪ The last date to redeem the voucher is 31 July 2021.</li> </ul>
5.	<b>What can I enjoy when I subscribe to Viu?</b>	<ul style="list-style-type: none"> <li>▪ You can enjoy free videos on Viu without registering. However, to access the premium Content, you would have to first register for an account and subscribe to a premium subscription in order to view over 4500 hours of movies, TV shows and songs and ad-free streaming experience.</li> </ul>
6.	<b>Will I incur any additional charges for this offer?</b>	<ul style="list-style-type: none"> <li>▪ The voucher code is provided as complimentary to new unifi Plus Box subscribers during the campaign period, regardless of their subscribed speed.</li> </ul>
7.	<b>This is interesting! Can you guide me on how to</b>	<ul style="list-style-type: none"> <li>▪ Eligible subscribers will receive a voucher code via SMS within five (5) working days upon successful unifi installation.</li> </ul>

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	<p><b>participate in this campaign?</b></p>	<ul style="list-style-type: none"> <li>▪ You can redeem the promo code by subscribing to the app and proceeding with the “Redeem” or “Promo Code” option in the Payment Type. Enter the code and enjoy your subscription.</li> <li>▪ Please be informed that the promo code is only applicable on selected campaign/promo basis.</li> </ul>
<p><b>8.</b></p>	<p><b>I already have a Viu subscription. Am I still entitled to this offer?</b></p>	<ul style="list-style-type: none"> <li>▪ Existing Viu subscribers are not eligible for this campaign offer.</li> </ul>
<p><b>9.</b></p>	<p><b>Can I watch Viu via unifi TV Set Top Box?</b></p>	<ul style="list-style-type: none"> <li>▪ At the moment, Viu cannot be accessed via the older version of unifi TV Set-Top Box. However, you can watch Viu on your unifi Plus Box. Besides that, you may also watch Viu via web browser or mobile app.</li> </ul>
<p><b>10.</b></p>	<p><b>How many devices can I share this account with?</b></p>	<ul style="list-style-type: none"> <li>▪ You can access your account on a maximum of five (5) devices at a time.</li> </ul>
<p><b>11.</b></p>	<p><b>Am I allowed to access Viu when I am connected to unifi network only?</b></p>	<ul style="list-style-type: none"> <li>▪ You are free to use your Viu account wherever and whenever. All you need is an Internet connection, regardless of the service provider.</li> </ul>
<p><b>12.</b></p>	<p><b>Do I need to login when I’m accessing Viu from outside unifi network?</b></p>	<ul style="list-style-type: none"> <li>▪ There is no need to login. Once the device is activated, the account will remain logged in with the device for as long as your subscription is active and you can watch on any network, whether on Wi-Fi or mobile data connection.</li> </ul>
<p><b>13.</b></p>	<p><b>Who do I contact if I have any inquiries?</b></p>	<ul style="list-style-type: none"> <li>▪ Please feel free to reach out to us if you need any help or are experiencing any difficulties. Our customer support is available from 9.00am to 6.00pm from Monday to Friday.</li> <li>▪ Send us an e-mail to <a href="mailto:help.my@vuclip.com">help.my@vuclip.com</a></li> <li>▪ Call our support line at 03 2242 4240</li> <li>▪ Send us a direct message on Facebook: <a href="https://www.facebook.com/ViuMalaysia/">https://www.facebook.com/ViuMalaysia/</a></li> </ul>

