

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
YUPPTV**

NO	QUESTION	ANSWER
1.	What is YuppTV?	<ul style="list-style-type: none"> ▪ YuppTV is one of the world's largest internet-based TV and On-demand service provider for South Asian content, offering more than 250+ TV channels, 5,000+ movies and 100+ TV shows in 14 languages. ▪ YuppTV has 25,000 hours of entertainment content catalogued in its library, while nearly 2,500 hours of new on-demand content is added to the YuppTV platform every day. ▪ YuppTV enables its viewers to experience the convenience of virtual home entertainment anytime, anywhere, through multiple screens - Connected TVs, Internet STBs, Smart Blu-ray Player, PCs, Smart Phones and Tablets.
2.	What is the YuppTV offering for unifi customers?	<ul style="list-style-type: none"> ▪ unifi subscribers will get to enjoy special prices as below: - <ul style="list-style-type: none"> a) YuppTV Tamil + YuppFlix: RM15/month b) YuppTV Hindi + YuppFlix: RM15/month c) YuppTV Bangla + YuppFlix: RM15/month d) YuppTV Malayalam + YuppFlix: RM15/ e) YuppTV Telugu + YuppFlix: RM15/month f) YuppFlix: RM10/month
3.	Who will be entitled to enjoy this offer?	<ul style="list-style-type: none"> ▪ This offering is applicable for all new and existing Home Broadband customers who are subscribing to 4Mbps and above (unifi Home and Streamyx).
4.	What are the benefits of subscribing to YuppTV?	<ul style="list-style-type: none"> ▪ Once you have subscribed to YuppTV, you can enjoy unlimited access to tens of thousands of TV shows and movies. Best part is, you can either stream the content directly or download and watch it offline on your phone or tablet. You can also view YuppTV content through your unifi Plus Box.

NO	QUESTION	ANSWER
5.	Do I have to pay for this offer?	<ul style="list-style-type: none"> ▪ Yes, but as a unifi subscriber, you will get to enjoy special prices as below: - <ul style="list-style-type: none"> a) YuppTV Tamil + YuppFlix: RM15/month b) YuppTV Hindi + YuppFlix: RM15/month c) YuppTV Bangla + YuppFlix: RM15/month d) YuppTV Malayalam + YuppFlix: RM15/ e) YuppTV Telugu + YuppFlix: RM15/month f) YuppFlix: RM10/month
6.	How do I subscribe to this offer?	<ul style="list-style-type: none"> ▪ Simply connect your device to your Home Internet connection and visit http://yupptv.com or download YuppTV app via Google Playstore / Apple App Store. ▪ When you register, choose your preferred package(s) to subscribe via unifi auto billing and enjoy YuppTV's content. Be sure to complete your sign up process over your Home Internet connection.
7.	I already have a YuppTV subscription. Am I still entitled to this offer for unifi customers?	<ul style="list-style-type: none"> ▪ Yes, you will get a new account under this offering. Simply log out from your existing account and ensure that you are connected to your unifi Home connection. ▪ Go to yupptv.com and perform the one-time simple sign up. You will get instant access to your new YuppTV account. ▪ You may also access the content via YuppTV app using the same sign up credentials.
8.	Can I watch YuppTV via unifi TV box?	<ul style="list-style-type: none"> ▪ At the moment, YuppTV is not accessible via the older version of unifi TV Set-Top-Box. ▪ However, you can watch YuppTV on unifi Plus Box. If you are using other than that, you may watch YuppTV via web browser or mobile app.
9.	How to subscribe to YuppTV via unifi Plus Box?	<ul style="list-style-type: none"> ▪ You may subscribe to YuppTV via unifi Plus Box by following the steps below: <u>How to enjoy YuppTV on unifi Plus Box (New Subscribers):</u> <ul style="list-style-type: none"> a) Connect your unifi Plus Box to your unifi Home network for first time activation.

NO	QUESTION	ANSWER
		<p>b) Go to YuppTV app on the unifi Plus Box launcher and sign up for an account.</p> <p>c) Choose your preferred packages and enjoy the YuppTV content. Your subscription fee will be auto-billed to your unifi account.</p> <p><u>How to enjoy YuppTV on unifi Plus Box (Existing Subscribers):</u></p> <p>a) Connect your unifi Plus Box to your unifi Home network.</p> <p>b) Go to YuppTV app on the unifi Plus Box launcher and sign-in with your registered details and enjoy!</p>
10.	<p>What are the available payment options?</p>	<ul style="list-style-type: none"> ▪ You can choose to pay your YuppTV bill via Direct Carrier Billing method. ▪ You can also pay your bill through several payment channels such as: <ul 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 and branches of selected preferred online banking channels v. For hassle-free payment transactions, it is highly recommended that you subscribe to TM Autopay service.
11.	<p>If I terminate my unifi account, will I lose my YuppTV subscription?</p>	<ul style="list-style-type: none"> ▪ Yes, because the YuppTV subscription cannot be separated from a unifi subscription.
12.	<p>How do I terminate my unifi YuppTV account/subscription?</p>	<ul style="list-style-type: none"> ▪ You may call YuppTV at 1800-816-557 and YuppTV support agent will help to cancel the package. ▪ Alternatively, you may visit your nearest TMpoint or Live Chat at unifi.com.my/chat or via myunifi app.
13.	<p>Will I get a refund if I terminate my subscription midway?</p>	<ul style="list-style-type: none"> ▪ Unfortunately, there will be no refund for your subscription amount if you cancel your YuppTV subscription mid-way. However, upon cancellation, you will no longer be charged for the following months.

NO	QUESTION	ANSWER
14.	How many devices can share this account?	<ul style="list-style-type: none"> ▪ You can connect up to a maximum of four (4) devices per YuppTV account.
15.	Am I allowed to view YuppTV only when I am connected to unifi?	<ul style="list-style-type: none"> ▪ As long as you have connected your device to YuppTV or the YuppTV app once via unifi Home network, you are free to use your new YuppTV account wherever, whenever. All you need is an Internet connection.
16.	Do I need to login when I want to access YuppTV outside unifi network?	<ul style="list-style-type: none"> ▪ You don't have to login. Once the device is activated at home on your unifi network, 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.
17.	How many devices can I use to stream YuppTV at the same time?	<ul style="list-style-type: none"> ▪ You can connect and stream up to four (4) devices at the same time, as long as their operating systems are supported by YuppTV. ▪ If you want to register a fifth device, you will need to remove one (1) registered device to make way for the new device that you intend to connect.
18.	Can I watch YuppTV content when I am offline?	<ul style="list-style-type: none"> ▪ You will need to be connected to the Internet to view YuppTV content.
19.	Help! I forgot my login email. What should I do?	<ul style="list-style-type: none"> ▪ To retrieve your forgotten login email, please contact support@yupptv.com.
20.	How do I report a stolen device or suspicious activity on my account?	<ul style="list-style-type: none"> ▪ If the device you use to watch YuppTV is lost or, stolen, and if you see suspicious activities on your account, please CONTACT YuppTV immediately. All account activities are only stored for a limited time, so it's important that you contact us as soon as you realise something is wrong.

NO	QUESTION	ANSWER
21.	Who do I contact if I have any inquiries?	<ul style="list-style-type: none">▪ For any questions and feedback on YuppTV, please email support@yupptv.com or visit http://www.yupptv.com/Contact for further details.▪ You may also call YuppTV help care at 1800-816-557.