

**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 consumers 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 TM customers?	<ul style="list-style-type: none"> ▪ Subscribers will get to enjoy special price 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 get this offer?	<ul style="list-style-type: none"> ▪ This offering is applicable for all new and existing unifi Home Broadband customers who has speed 4mbps and above
4.	What are the benefits of subscribing to YuppTV?	<ul style="list-style-type: none"> ▪ Once you have subscribed to YuppTV, you will enjoy unlimited access to tens of thousands of TV shows and movies. Best part is you can either stream directly or download and watch offline on your phone or tablet. You can also view YuppTV content through your unifi Plus Box.
5.	Do I have to pay for this offer?	<ul style="list-style-type: none"> ▪ Yes, the charges 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/

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		<p>e) YuppTV Telugu + YuppFlix: RM15/month f) YuppFlix : RM10/month</p>
6.	<p>How do I subscribe for this offer?</p>	<ul style="list-style-type: none"> ▪ We've made it super easy. Simply connect your device to your unifi 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 unifi home internet connection.
7.	<p>I already have a YuppTV subscription. Am I still entitled to this offer for TM customers?</p>	<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 TM network and go to yupptv.com and perform the one-time simple sign up. You will get instant access to your TM YuppTV account. You may access via YuppTV app using the same sign up credentials.
8.	<p>Can I watch YuppTV via unifi TV box?</p>	<ul style="list-style-type: none"> ▪ YuppTV is not accessible via unifi TV box at the moment. 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.	<p>How to subscribe to YuppTV via unifi Plus Box?</p>	<ul style="list-style-type: none"> ▪ You may subscribe to YuppTV via unifi Plus Box by following the steps below: <p><u>How to enjoy YuppTV on unifi Plus Box (New Subscribers):</u></p> <ol style="list-style-type: none"> a) Connect your unifi Plus Box to your unifi Home network for first time activation. b) Go to YuppTV app on the unifi Plus Box launcher and sign up for an account. c) Choose your preferred packages and enjoy YuppTV. Your subscription fee will be auto-billed to unifi account. <p><u>How to enjoy YuppTV on unifi Plus Box (Existing Subscribers):</u></p> <ol style="list-style-type: none"> a) Connect your unifi Plus Box to your unifi Home network. b) Go to YuppTV app on the unifi Plus Box launcher and sign-in with your registered details and enjoy YuppTV.
10.	<p>What are the available payment options?</p>	<ul style="list-style-type: none"> ▪ Enlisted below are the available payment options: <ol style="list-style-type: none"> i. Unifi Auto Billing ii. Credit / Debit Cards using their PayPal Accounts

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11.	If I terminate my unifi account, will I lose my TM YuppTV subscription?	<ul style="list-style-type: none"> Yes, because the YuppTV subscription cannot exist without unifi subscription.
12.	Will I get a refund if I terminate my subscription midway?	<ul style="list-style-type: none"> Unfortunately, you will not be refunded for your subscription amount if you cancel it midway. However, the amount will not be deducted post the cancellation.
13	How many devices can share this account?	<ul style="list-style-type: none"> You can connect up to a Maximum of 4 devices per YuppTV account.
14	Can I only use YuppTV when I am connected to TM's network?	<ul style="list-style-type: none"> Of course not. As long as you have connected your device to YuppTV or the YuppTV app once before while on your Unifi connection, you are free to use your TM YuppTV account wherever, whenever. All you need is an Internet connection.
15	Do I need to log-in when I want to access YuppTV outside TM network?	<ul style="list-style-type: none"> You don't have to log-in. 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.
16	How many devices can I use to stream YuppTV at the same time?	<ul style="list-style-type: none"> You can connect up to 4 devices and stream up to 4 at the same time, as long as their operating systems are supported by YuppTV. If you want to register a 5th device, tough luck... you can't. Joking! (Well, actually we're not) You need to remove 1 device that is registered to make way for the new one you intend to connect.
17	Can I watch YuppTV content when I am offline?	<ul style="list-style-type: none"> NO, not at this moment.
18	Help! I forgot my login email. What should I do?	<ul style="list-style-type: none"> Ok, don't panic. It happens even to the best of us. To retrieve your forgotten login email, please contact support@yupptv.com.

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19	How do I report a stolen device or suspicious activity on my account?	<ul style="list-style-type: none"> ▪ Losing a device is always a bummer. If the device you use to watch YuppTV is lost or even worse, stolen, and if you see suspicious activity on your account, please CONTACT US immediately. All account activities are only stored for a limited time, so it's important that you contact us as soon as you realize something is wrong.
20	I have some other burning questions that need to be asked. Who do I bug?	<ul style="list-style-type: none"> ▪ As long as the 'burning question' at hand does not involve your nether regions, our very caring Customer Support will be there to help you out. For any questions, feedback or confessions, please email support@yupptv.com or go to Contact Us at http://www.yupptv.com/Contact for further details. You may also all YuppTV help care at 1800-816-557.

End of YuppTV FAQ

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

NO	QUESTION	ANSWER
YUPPFlix VOUCHER CAMPAIGN		
1.	Can you tell us more about this Campaign?	<ul style="list-style-type: none"> ▪ YuppFlix Voucher Campaign is a campaign by unifi TV that gives away promo codes to new unifi Plus Box subscribers, regardless of subscribed speed (limited time offer) ▪ They can use the promo codes to watch YuppFlix content on YuppTV app via their mobile device, unifi Plus Box or YuppTV website for six (6) months from the date of unifi activation.
2.	Who is eligible for this campaign?	<ul style="list-style-type: none"> ▪ This campaign is open to new unifi Plus Box subscribers, regardless of subscribed speed (limited time offer). These subscribers will get complimentary access to YuppFlix app for six (6) months.
3.	How long is the campaign period?	<ul style="list-style-type: none"> ▪ This campaign runs from 1 August 2020 to 31 July 2021.
4.	What can I enjoy when I subscribe to YuppTV / YuppFlix?	<ul style="list-style-type: none"> ▪ Customers will be able to enjoy unlimited access to watch tens of thousands of TV shows and movies. Best part is, you can either stream the shows directly on unifi Plus Box or download and watch it offline on your phone or tablet at your own convenience.
5.	Will I incur any additional charges for this offer?	<ul style="list-style-type: none"> ▪ The voucher code is provided as complimentary to new unifi Plus Box subscribers regardless of subscribed speed during the campaign period. If you wish to continue enjoying the services upon the expiry of the 6 months promo period, you can enjoy a special price as below: <ol style="list-style-type: none"> 1. YuppTV Tamil + YuppFlix: RM15/month 2. YuppTV Hindi + YuppFlix: RM15/month 3. YuppTV Bangla + YuppFlix: RM15/month 4. YuppTV Malayalam + YuppFlix: RM15/month 5. YuppTV Telugu + YuppFlix: RM15/month 6. YuppFlix: RM10/month

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6.	This is interesting! Can you guide me on how to participate in this campaign?	<ul style="list-style-type: none"> ▪ Eligible subscribers will receive a voucher code via SMS within five (5) working days upon successful unifi installation. You can redeem the promo code by following the steps below: <ol style="list-style-type: none"> I. Visit https://www.yupptv.com or open YuppTV mobile app or YuppTV app in your unifi Plus Box. II. If you are an existing YuppTV user, please sign in to your account. III. If you are a new YuppTV user, click the “Sign up” button and complete your registration by entering your email ID, mobile number and password. IV. After the sign up / sign in is successful, visit https://www.yupptv.com/redeemVoucher, or select “redeem voucher” option on our mobile app (from the side menu) or Settings tab in YuppTV app in unifi Plus Box. V. Enter your voucher code and click “Apply” button. Select the package to redeem your voucher code. VI. After the voucher code is redeemed successfully, visit https://www.yupptv.com/movies or “Movies” section at the top of YuppTV Home page/YuppTV app and start watching your preferred movies! ▪ Please be informed that the promo code is only applicable on selected campaign/promo basis.
7.	I already have a YuppTV subscription. Am I still entitled to this offer?	<ul style="list-style-type: none"> ▪ Currently, existing YuppTV subscribers are not eligible for this campaign offer.
8.	Can I watch YuppTV / YuppFlix via unifi TV Set Top Box?	<ul style="list-style-type: none"> ▪ At the moment, YuppTV cannot be accessed via unifi TV Set-Top Box. However, you can watch YuppTV on your unifi Plus Box. Besides that, you may watch YuppTV via web browser or mobile app.
9.	How many devices can I share this account with?	<ul style="list-style-type: none"> ▪ You can connect up to a MAXIMUM of four (4) devices per YuppTV account.

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10.	Am I allowed to access YuppTV Flix when I am connected to TM's network only?	<ul style="list-style-type: none"> ▪ You are free to use your YuppTV account wherever and whenever. All you need is an Internet connection, regardless of the service provider.
11.	Do I need to log-in when I'm accessing YuppTV from outside TM network?	<ul style="list-style-type: none"> ▪ 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.
12	I have more questions that need to be asked. Who do I contact for more info?	<ul style="list-style-type: none"> ▪ For further questions or if you have any feedback on YuppTV, please email to support@yupptv.com or go to Contact Us at http://www.yupptv.com/Contact.