



**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI TV “HARI KEBANGSAAN & HARI MALAYSIA 2021” FREE VIEWING CAMPAIGN**

NO	QUESTION	ANSWER
1.	What is unifi TV “HARI KEBANGSAAN & HARI MALAYSIA 2021” free viewing Campaign?	<ul style="list-style-type: none"> ▪ To celebrate the perseverance of Malaysians during this unprecedented period and in the spirit of a united Malaysia, unifi TV is offering free viewing of the best four (4) local Malaysian channels and 50% discount on selected movies On Demand to all our unifi TV residential customers nationwide. They can enjoy this promo via unifi TV media boxes and unifi PlayTV app. ▪ This offering is also open to non-unifi subscribers via unifi PlayTV app. ▪ This promo will start from 30 August 2021 until 16 September 2021.
2.	Who is entitled to this free viewing and 50% discount on movies On-Demand?	<ul style="list-style-type: none"> ▪ All unifi TV customers from the residential segment nationwide are entitled to enjoy the free viewing of 4 channels and 50% discount on selected movies On Demand. So, turn on your unifi TV media box and celebrate Hari Kebangsaan & Hari Malaysia with unifi TV! ▪ This entitlement is also available on all unifi PlayTV app.
3.	What channels can I enjoy during this free viewing promo period?	<ul style="list-style-type: none"> ▪ There are 4 channels participating in this campaign, they are: <ol style="list-style-type: none"> 1) HyppSensasi HD 2) HyppInspirasi HD 3) Dunia Sinema HD 4) Salam HD
4.	How do I sign up to this campaign?	<ul style="list-style-type: none"> ▪ Registration is not required, all eligible unifi TV customers can automatically enjoy this free viewing of the 4 channels. ▪ All eligible unifi TV customers can also enjoy the 50% discount on selected movies On Demand when you select and purchase the titles under “50% Merdeka Promo” category.
5.	How can I watch this free viewing using my smart device?	<ul style="list-style-type: none"> ▪ You can just simply follow the steps below: - <ol style="list-style-type: none"> 1) Search and download “unifi PlayTV” app on Google Play (Android user) or App Store (iOS user)

		<p>2) Select the app with the logo below:</p>  <p>3) Key in your unifi TV login ID (xxx@iptv / xxx@tvos/ mobile number) and password.</p> <p>4) In case if you've forgotten your password, simply click the "Forgot password?" link on the login page.</p> <p>5) Select the "Live TV" icon at the bottom menu tray.</p>
6.	<p>How can I choose and purchase a movie On-Demand with 50% discount using my smart device?</p>	<ul style="list-style-type: none"> ▪ You can just simply follow the below steps: - <ol style="list-style-type: none"> 1) Search and download "unifi playTV" app on Google Play (Android user) or App Store (iOS user) 2) Select the app with the logo below:  3) Key in your unifi TV login ID (xxx@iptv / xxx@tvos/ mobile number) and password. 4) In case you've forgotten your password, simply click the "Forgot password?" link on the login page. 5) Select the "VOD" icon at the bottom menu tray. 6) Then select the new "50% Merdeka Promo" category at the top menu tray.
7.	<p>I have received voucher codes from unifi TV to redeem movies On Demand. Can I use these voucher codes to redeem the movies On Demand with 50% discount?</p>	<ul style="list-style-type: none"> ▪ Unfortunately, you are unable to use the voucher codes to redeem On Demand movies listed in the "50% Promo" category. ▪ However, you may proceed to use the voucher codes to redeem On Demand movies listed in the "Highlights" category.
8.	<p>How will unifi TV customers be notified about this promo?</p>	<ul style="list-style-type: none"> ▪ Below is our communication plan for unifi TV customers: - <ol style="list-style-type: none"> 1. On Air Promo advertisements broadcast on all unifi TV channels starting 27th August 2021 – 16th September 2021.

		<p>2. Social Media: Facebook (www.facebook.com/unifi) Twitter (www.twitter.com/unifi) Instagram (www.instagram.com/unifi)</p> <p>3. EDM – all unifi TV subscribers will receive an EDM about this campaign starting 30th August 2021 onwards.</p>
9.	I'm a paid unifi TV customer for premium channels and unifi TV Ultimate pack. Will I get any billing adjustment during the free viewing?	<ul style="list-style-type: none"> ▪ There's no billing adjustment for your premium channels / any unifi TV pack subscription and normal charges will apply. ▪ Please note that TM reserves the rights to remove, replace, reduce or add the number of unifi TV Premium channels during this free viewing.
10.	I'm a unifi TV customer with unifi Media Box, but why can't I enjoy the free viewing?	<ul style="list-style-type: none"> ▪ You may try to restart your unifi Media Box in order to enjoy the free viewing.
11.	I am a unifi customer but without unifi TV subscription (Basic 30Mbps plan). Do I get to enjoy this free viewing campaign?	<ul style="list-style-type: none"> ▪ Yes, this free viewing campaign can be accessed by everyone who has the Media Box or unifi PlayTV app. ▪ If you wish to continue enjoying all channels after this campaign ends, you may consider to upgrade to Ultimate Pack by contacting us via Live Chat at unifi.com.my/chat.
12.	Is VOD included in this free viewing period?	<ul style="list-style-type: none"> ▪ VOD channels are not available for free viewing access during this campaign. Only selected Live, Catch Up On Demand and SVOD channels will be available for free viewing during this period. ▪ However, selected movies on-demand (VOD) can be purchased at 50% discount. Just select the movie titles in the "50% Merdeka Promo" category.
13.	Who do I contact if I need further info or if I have any issue on my unifi TV service?	<ul style="list-style-type: none"> ▪ For further assistance, contact us via: <ul style="list-style-type: none"> ▪ Live Chat at unifi.com.my/chat and myunifi app ▪ Tweet us @helpmeunifi ▪ Message us at facebook.com/weareunifi ▪ E-mail us at help@tm.com.my or ▪ Contact our helpline at 100