

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI TV CONTENT UPDATE JULY 2022**

| STREAMING APP (OTT) SUBSCRIPTION AND ACTIVATION | | | | | | | | | | | | | | | | | |
|--|--|---|----|-----|----------|---|--------|--|---|-----------------|---|---|---------------------|--|---|-----------|--|
| GENERAL INFORMATION | | | | | | | | | | | | | | | | | |
| NO | QUESTION | ANSWER | | | | | | | | | | | | | | | |
| 1 | What are the streaming apps available on unifi TV? | <p>As part of its continuous effort to bring enhanced viewing experience to the audience, unifi TV has partnered with 15 streaming apps as below:</p> <ol style="list-style-type: none"> 1. MySing 2. Disney+ Hotstar 3. beIN SPORTS CONNECT 4. SPOTV NOW 5. WeTV 6. Amazon Prime Video 7. TVBAnywhere+ 8. Lionsgate Play 9. iQIYI 10. Viu 11. ZEE5 12. Simply South 13. YuppTV 14. ShemarooMe 15. BBC Player | | | | | | | | | | | | | | | |
| 2 | What content are available on these streaming apps? | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">No</th> <th style="text-align: center;">App</th> <th style="text-align: center;">Offering</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">MySing</td> <td>MySing is a brand new first and only karaoke OTT app fully operated locally in Malaysia to bring karaoke entertainment back to the communities with more than 30,000 original quality karaoke content, with the latest hits in HD-quality.</td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">Disney+ Hotstar</td> <td>Disney+ Hotstar is the streaming home of global and local hits. With endless entertainment from Disney, Pixar, Marvel, Star Wars, National Geographic and many more, there is something for everyone.</td> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">beIN SPORTS CONNECT</td> <td>Stream all beIN SPORTS content on beIN SPORTS CONNECT, a multi-device player accessible on the app or web. Catch every minute of every match across the UEFA Champions League, UEFA Europa League, LaLiga, Serie A, Ligue 1 & more LIVE and on demand – anywhere, anytime.</td> </tr> <tr> <td style="text-align: center;">4</td> <td style="text-align: center;">SPOTV NOW</td> <td>SPOTV NOW provides you with access to live sports streaming services, video on</td> </tr> </tbody> </table> | No | App | Offering | 1 | MySing | MySing is a brand new first and only karaoke OTT app fully operated locally in Malaysia to bring karaoke entertainment back to the communities with more than 30,000 original quality karaoke content, with the latest hits in HD-quality. | 2 | Disney+ Hotstar | Disney+ Hotstar is the streaming home of global and local hits. With endless entertainment from Disney, Pixar, Marvel, Star Wars, National Geographic and many more, there is something for everyone. | 3 | beIN SPORTS CONNECT | Stream all beIN SPORTS content on beIN SPORTS CONNECT, a multi-device player accessible on the app or web. Catch every minute of every match across the UEFA Champions League, UEFA Europa League, LaLiga, Serie A, Ligue 1 & more LIVE and on demand – anywhere, anytime. | 4 | SPOTV NOW | SPOTV NOW provides you with access to live sports streaming services, video on |
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| | | | | <p>demand options and curated exclusive contents of premier Asian and International events, including MotoGP, The Open Championship, US Open and Wimbledon, World Table Tennis, and as well as Asian events such as Korean Baseball League (KBO) and V.League Japan competition. Also comes with Bahasa Melayu commentary for MotoGP live.</p> |
| | | 5 | WeTV | <p>Enjoy premium entertainment on WeTV's on demand streaming platform and bump up to VIP for more cool features. Watch the best ad-free local and Asian dramas, shows and anime.</p> |
| | | 6 | Amazon Prime Video | <p>Watch movies, TV, and sports, including Amazon Originals like The Boys, The Marvelous Mrs. Maisel, and Tom Clancy's Jack Ryan as well as recommendations just for you.</p> |
| | | 7 | TVBAnywhere+ | <p>The most comprehensive Chinese entertainment platform published by TVB and delivers the latest & greatest content from TVB anytime, anywhere.</p> |
| | | 8 | Lionsgate Play | <p>Home to blockbuster movies, premium Originals and binge-worthy shows.</p> |
| | | 9 | iQIYI | <p>Home to Asia's hottest entertainment. Bringing you the best of local, Korean and Chinese dramas, movies, variety shows and anime.</p> |
| | | 10 | Viu | <p>Gives you instant access to all your favourite dramas, comedies, horror and more! Watch hit TV shows from Korea, Japan, China, Thailand, Indonesia, Malaysia, Myanmar, Turkey, the Middle East and India as well as our own Viu Originals.</p> |
| | | 11 | ZEE5 | <p>The only streaming app that offers content in 18 languages. Home to 170,000+ hours of On Demand Content. The platform brings together the best of Originals, Movies and TV Shows, Music, Cineplays and Health and Lifestyle content all in one single destination.</p> |
| | | 12 | Simply South | <p>Your one-stop destination for the best of all things entertainment! Pick from a collection of the newest Tamil, Malayalam and Telugu movies, and evergreen classics.</p> |

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| | | 13 | YuppTV | YuppTV is one of the largest online TV platform with over 200+ Live Indian TV Channels, 7 days of catch-up TV, Latest Regional and Bollywood/Hindi Movies. |
| | | 14 | ShemarooMe | A one stop destination with over 10,000+ hours of premium Bollywood content covering multiple languages and genres like Movies, Comedy, Kids, Music Videos & 24/7 TV |
| | | 15 | BBC Player | BBC Player service is an authenticated multi-genre SVOD (Subscription Video On Demand) service that allows viewers to watch the very best BBC programmes anytime, anywhere. It is available online (www.bbcplayer.com), and as an app on Apple App Store for iOS devices and Google Play Store for Android devices. |
| 3 | <p>What are the streaming app offerings bundled with unifi TV Packs at no extra cost?</p> | <p>From 13th July 2022 onwards, all new and existing Ultimate Pack subscribers get to enjoy access to five (5) streaming apps included in the pack at no extra cost as below:</p> <ol style="list-style-type: none"> a) Disney+ Hotstar b) beIN SPORTS CONNECT c) SPOTV NOW d) BBC Player e) *Lionsgate Play (90-day free access between campaign period 13th July 2022 until 12th October 2022) <p>Starting 13th July 2022, all new and existing subscribers of the following packs get to enjoy access to two (2) streaming apps included in the pack at no extra cost:</p> <ol style="list-style-type: none"> a) Aneka Plus Pack - Viu & *Lionsgate Play (90-day free access between campaign period 13th July 2022 until 12th October 2022) b) Ruby Plus Pack – iQIYI & *Lionsgate Play (90-day free access between campaign period 13th July 2022 until 12th October 2022) c) Varnam Plus Pack - Simply South & *Lionsgate Play (90-day free access between campaign period 13th July 2022 until 12th October 2022) <p>From 17th May 2022 onwards, all new unifi Home 100Mbps with Varnam Plus, Aneka Plus and Ruby Plus Packs subscribers get to enjoy 6-month access to one (1) additional streaming app included in the pack at no extra cost as below:</p> <ol style="list-style-type: none"> a) Disney+ Hotstar <p>From 17th May 2022 onwards, all new unifi Home 100Mbps broadband only subscribers get to enjoy 6-month access to one (1) streaming app included in at no extra cost as below:</p> <ol style="list-style-type: none"> a) Disney+ Hotstar <p><i>*For more questions related to Lionsgate Play 90-day free access campaign, kindly refer to “Additional Questions for Lionsgate Play” section</i></p> | | |

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| 4 | How can I watch the streaming apps? | <p>The streaming apps are best viewed on unifi Plus Box.</p> <p>You may also download the respective apps on your mobile phone and/or tablet via the app stores or watch it via your Smart TV.</p> |
| 5 | I am a unifi TV Pack subscriber and I have activated the access to streaming apps bundled with my pack at no extra cost. How long do I get to enjoy this offering? | <p>Good news! You can enjoy this offering as long as you are a unifi TV Pack subscriber and there will be no additional charges to your existing monthly subscription upon activating the app.</p> <p><i>Disclaimer: TM holds the rights to amend, add, or change the channel list in the pack as per the T&C.</i></p> |
| 6 | I have subscribed to the new Ultimate Pack offering from 22nd April 2022 onwards (before 17th May 2022). When can I start to stream Disney+ Hotstar, beIN SPORTS CONNECT and SPOTV NOW? | <p>You will receive an email once your new Ultimate Pack is successfully activated. To activate your bundled streaming apps, you can visit https://activate.unifi.com.my/disney</p> <p>You can start streaming Disney+ Hotstar, beIN SPORTS CONNECT and SPOTV NOW from 17th May 2022 onwards, upon receiving the confirmation email and SMS from us.</p> |
| 7 | How do I get the new Ultimate Pack with bundled streaming apps offering? | <p>For existing unifi TV customers with Varnam Plus, Aneka Plus or Ruby Plus Pack, you can upgrade/subscribe to Ultimate Pack at https://unifi.com.my/UYWcampaignCLM?slofCode=CLMP14</p> <p>For new unifi Home customers, you can explore the broadband and entertainment bundle plans at https://unifi.com.my/extraordinary. The bundled streaming apps will be activated with your email/mobile number registered to unifi. You will receive a notification via email and/or SMS to access the bundled streaming apps. Download the apps on your unifi Plus Box or compatible devices to enjoy your entitlement. To find out more about your streaming app entitlement, you can visit https://activate.unifi.com.my and select "Manage My Streaming Apps".</p> |
| 8 | I am an existing Ultimate Pack subscriber and I have activated my bundled BBC Player, Lionsgate Play and 1 app of my choice. How does this new Ultimate Pack offering affect my current subscription? | <p>Starting 22nd April 2022, you will be given an option to switch your current activated bundled streaming app offering as below:</p> <ol style="list-style-type: none"> 1. BBC Player 2. Lionsgate Play 3. 1 other OTT app of your choice <p>to the new Ultimate Pack streaming app bundle offering consisting of the following streaming apps at no additional cost.</p> <ol style="list-style-type: none"> 1. Disney+ Hotstar 2. beIN SPORTS CONNECT 3. SPOTV NOW 4. BBC Player <p>You will receive an email to register your interest starting 22nd April 2022 onwards. Upon registration of interest, you will still be able to enjoy your current activated bundled streaming app offering until the new Ultimate Pack bundled streaming app offering kicks in from 17th May 2022 onwards.</p> <p>If you wish to maintain the current activated bundle, you may ignore the email. You will be able to enjoy the activated apps as long as you are still an Ultimate Pack subscriber.</p> |

| 9 | <p>I am an existing Ultimate Pack subscriber and I have not activated my bundled BBC Player, Lionsgate Play and 1 app of my choice. How does this new Ultimate Pack offering affect my current subscription?</p> | <p>Starting 22nd April 2022, Ultimate Pack comes with the following streaming apps:</p> <ol style="list-style-type: none"> 1. Disney+ Hotstar 2. beIN SPORTS CONNECT 3. SPOTV NOW 4. BBC Player <p>You will be able to enjoy these streaming apps from 17th May onwards. The old Ultimate Pack bundle offering will no longer be valid for activation.</p> <p>For more info on your active streaming app bundle, you can visit https://activate.unifi.com.my and select “Manage My Streaming Apps”.</p> | | | | | | | | | | | | | | | | | | |
|----|---|--|----|-----|----------|---|--------|---|---|-----------------|--|---|------------|---|---|--------------------|--|---|--------------|--|
| 10 | <p>What are the streaming app offerings available for unifi TV Pack add-on or a la carte subscription?</p> | <p>The streaming apps that you can subscribe with unifi TV Pack add-on or a la carte with unifi are as per the table below.</p> <p>Starting 1st February 2022 until 31st December 2022 (campaign period), all new and existing subscribers of unifi TV Packs (Varnam Plus, Aneka Plus, Ruby Plus and Ultimate Pack) get to enjoy special add-on subscription of selected streaming apps:</p> <ol style="list-style-type: none"> a) TVBAnywhere+ b) iQIYI c) Viu d) Simply South e) ZEE5 f) ShemarooMe g) YuppTV h) WeTV i) Lionsgate Play (promo ends 31st July 2022) <table border="1" data-bbox="699 1137 1501 2179"> <thead> <tr> <th>No</th> <th>App</th> <th>Offering</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>MySing</td> <td> <ul style="list-style-type: none"> • 30 days trial with free 5 songs/day (promo from 1st May 2022 – 31st October 2022) • A la carte RM14.90/month </td> </tr> <tr> <td>2</td> <td>Disney+ Hotstar</td> <td> <ul style="list-style-type: none"> • Special unifi TV Pack add-on at RM16.00/month • A la carte RM54.90 for 3 months (being Disney’s current retail price) </td> </tr> <tr> <td>3</td> <td>BBC Player</td> <td> <ul style="list-style-type: none"> • A la carte RM10/month </td> </tr> <tr> <td>4</td> <td>Amazon Prime Video</td> <td> <ul style="list-style-type: none"> • A la carte RM25/month (payment via credit card only) </td> </tr> <tr> <td>5</td> <td>TVBAnywhere+</td> <td> <ul style="list-style-type: none"> • Special unifi TV Pack add-on TVB Anywhere Channel Zone at RM16.00/month (promo ends 31st December 2022) • Special unifi TV Pack add-on TVB Anywhere VOD Zone at RM16.00/month (promo ends 31st December 2022) • Special unifi TV Pack add-on TVB Anywhere Premium Zone at RM32.00/month (promo ends 31st December 2022) </td> </tr> </tbody> </table> | No | App | Offering | 1 | MySing | <ul style="list-style-type: none"> • 30 days trial with free 5 songs/day (promo from 1st May 2022 – 31st October 2022) • A la carte RM14.90/month | 2 | Disney+ Hotstar | <ul style="list-style-type: none"> • Special unifi TV Pack add-on at RM16.00/month • A la carte RM54.90 for 3 months (being Disney’s current retail price) | 3 | BBC Player | <ul style="list-style-type: none"> • A la carte RM10/month | 4 | Amazon Prime Video | <ul style="list-style-type: none"> • A la carte RM25/month (payment via credit card only) | 5 | TVBAnywhere+ | <ul style="list-style-type: none"> • Special unifi TV Pack add-on TVB Anywhere Channel Zone at RM16.00/month (promo ends 31st December 2022) • Special unifi TV Pack add-on TVB Anywhere VOD Zone at RM16.00/month (promo ends 31st December 2022) • Special unifi TV Pack add-on TVB Anywhere Premium Zone at RM32.00/month (promo ends 31st December 2022) |
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| | | <ul style="list-style-type: none"> • A la carte TVB Anywhere Channel Zone – RM19.90/month • A la carte TVB Anywhere VOD Zone – RM19.90/month • A la carte TVB Anywhere Premium Zone – RM39.90/month |
| 6 | Lionsgate Play | <ul style="list-style-type: none"> • Special unifi TV Pack add-on at RM7.50/month (promo ends 31st July 2022) • A la carte RM14.90/month |
| 7 | iQIYI | <ul style="list-style-type: none"> • Special unifi TV Pack add-on at RM5.90/month (promo ends 31st December 2022) |
| 8 | Viu | <ul style="list-style-type: none"> • Special unifi TV Pack add-on at RM5.00/month (promo ends 31st December 2022) • A la carte RM12.90/month |
| 9 | ZEE5 | <ul style="list-style-type: none"> • Special unifi TV Pack add-on at RM12.50/month (promo ends 31st December 2022) • A la carte RM14.90/month |
| 10 | Simply South | <ul style="list-style-type: none"> • Special unifi TV Pack add-on at RM8.50/month (promo ends 31st December 2022) • A la carte RM10/month |
| 11 | ShemarooMe | <ul style="list-style-type: none"> • Special unifi TV Pack add-on at RM6.50/month (promo ends 31st December 2022) • A la carte RM8/month |
| 12 | YuppTV | <ul style="list-style-type: none"> • Special unifi TV Pack add-on at RM12.50/month (except for YuppFlix plan, promo ends 31st December 2022) • A la carte YuppTV Tamil + YuppFlix: RM15/month • A la carte YuppTV Hindi + YuppFlix: RM15/month • A la carte YuppTV Bangla + Yuppflix: RM15/month • A la carte YuppTV Malayalam + YuppFlix: RM15/month • A la carte YuppTV Telugu + YuppFlix: RM15/month • A la carte YuppFlix: RM10/month |
| 13 | WeTV | <ul style="list-style-type: none"> • Special unifi TV Pack add-on at RM5.90/month (promo ends 31st December 2022) |

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| | | | | <ul style="list-style-type: none"> • A la carte RM11.90/month |
| | | 14 | SPOTV NOW | <ul style="list-style-type: none"> • A la carte subscription will be available soon |
| 11 | Who is eligible to subscribe to these streaming apps? | <p>From 13th July 2022 onwards, all new and existing Ultimate Pack subscribers get to enjoy access to five (5) streaming apps included in the pack as below:</p> <ol style="list-style-type: none"> Disney+ Hotstar beIN SPORTS CONNECT SPOTV NOW BBC Player *Lionsgate Play (90-day free access between campaign period 13th July 2022 until 12th October 2022) <p>Starting 13th July 2022, all new and existing Vernacular Packs subscribers get to enjoy access to one (1) streaming app included in the packs as below:</p> <ol style="list-style-type: none"> Viu & *Lionsgate Play (90-day free access between campaign period 13th July 2022 until 12th October 2022) – for Aneka Plus Pack iQIYI & *Lionsgate Play (90-day free access between campaign period 13th July 2022 until 12th October 2022) – for Ruby Plus Pack Simply South & *Lionsgate Play (90-day free access between campaign period 13th July 2022 until 12th October 2022) – for Varnam Plus Pack <p>From 17th May 2022 onwards, all new unifi Home 100Mbps with Varnam Plus, Aneka Plus and Ruby Plus Packs subscribers get to enjoy 6-month access to one (1) additional streaming app included in the pack at no extra cost as below:</p> <ol style="list-style-type: none"> Disney+ Hotstar <p>From 17th May 2022 onwards, all new unifi Home 100Mbps broadband only subscribers get to enjoy 6-month access to one (1) streaming app at no extra cost as below:</p> <ol style="list-style-type: none"> Disney+ Hotstar <p>All new and existing unifi subscribers (with or without unifi TV Packs) can subscribe to the below streaming apps with special unifi TV Pack add-on or a la carte basis:</p> <ol style="list-style-type: none"> Disney+ Hotstar MySing (via unifi Plus Box only) TVBAnywhere+ Amazon Prime Video (via unifi Plus Box only) BBC Player YuppTV ShemarooMe Lionsgate Play Viu Simply South ZEE5 WeTV <p>Starting 1st February 2022 until 31st December 2022 (campaign period), all new and existing unifi TV Pack subscribers get to enjoy special add-on subscription of selected streaming apps:</p> <ol style="list-style-type: none"> TVBAnywhere+ iQIYI Viu Simply South ZEE5 ShemarooMe | | |

| | | <p>g) YuppTV h) WeTV i) Lionsgate Play (promo ends 31st July 2022)</p> <p><i>*For more questions related to Lionsgate Play 90-day free access campaign, kindly refer to “Additional Questions for Lionsgate Play” section</i></p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 12 | I am a unifi TV Pack subscriber and I have subscribed to the streaming app with special add-on price during the campaign period. How long do I get to enjoy the discounted price? | <p>Customers who subscribed to special unifi TV Pack add-on pricing during the campaign period will get to enjoy the special price until they terminate the streaming app subscription.</p> <p>The streaming apps with limited time offer (from 1st February 2022 – 31st December 2022) for unifi TV Pack add-on are as below:</p> <p>a) TVBAnywhere+ b) iQIYI c) Viu d) Simply South e) ZEE5 f) ShemarooMe g) YuppTV h) WeTV i) Lionsgate Play (promo ends 31st July 2022)</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 13 | How many devices can I access the streaming apps on? | <p>The streaming apps can be accessed across the following number of devices. This includes access via unifi Plus Box.</p> <table border="1"> <thead> <tr> <th>No</th> <th>App</th> <th>Offering</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>TVBAnywhere+</td> <td>• Up to 2 devices concurrently</td> </tr> <tr> <td>2</td> <td>Lionsgate Play</td> <td>• Up to 2 devices concurrently</td> </tr> <tr> <td>3</td> <td>iQIYI</td> <td>• Up to 2 devices concurrently</td> </tr> <tr> <td>4</td> <td>Viu</td> <td>• Up to 5 devices concurrently</td> </tr> <tr> <td>5</td> <td>ZEE5</td> <td>• Up to 5 devices concurrently</td> </tr> <tr> <td>6</td> <td>Simply South</td> <td>• Up to 3 devices concurrently</td> </tr> <tr> <td>7</td> <td>Amazon Prime Video</td> <td>• Up to 3 devices concurrently</td> </tr> <tr> <td>8</td> <td>BBC Player</td> <td>• Unlimited</td> </tr> <tr> <td>9</td> <td>YuppTV</td> <td>• Up to 4 devices concurrently</td> </tr> <tr> <td>10</td> <td>ShemarooMe</td> <td>• Up to 4 devices concurrently</td> </tr> <tr> <td>11</td> <td>WeTV</td> <td>• Up to 2 devices concurrently</td> </tr> <tr> <td>12</td> <td>MySing</td> <td>• Only 1 device concurrently</td> </tr> <tr> <td>13</td> <td>Disney+ Hotstar</td> <td>• Up to 2 devices concurrently</td> </tr> <tr> <td>14</td> <td>beIN SPORTS CONNECT</td> <td>• Only 1 device concurrently</td> </tr> <tr> <td>15</td> <td>SPOTV NOW</td> <td>• Only 1 device concurrently</td> </tr> </tbody> </table> | No | App | Offering | 1 | TVBAnywhere+ | • Up to 2 devices concurrently | 2 | Lionsgate Play | • Up to 2 devices concurrently | 3 | iQIYI | • Up to 2 devices concurrently | 4 | Viu | • Up to 5 devices concurrently | 5 | ZEE5 | • Up to 5 devices concurrently | 6 | Simply South | • Up to 3 devices concurrently | 7 | Amazon Prime Video | • Up to 3 devices concurrently | 8 | BBC Player | • Unlimited | 9 | YuppTV | • Up to 4 devices concurrently | 10 | ShemarooMe | • Up to 4 devices concurrently | 11 | WeTV | • Up to 2 devices concurrently | 12 | MySing | • Only 1 device concurrently | 13 | Disney+ Hotstar | • Up to 2 devices concurrently | 14 | beIN SPORTS CONNECT | • Only 1 device concurrently | 15 | SPOTV NOW | • Only 1 device concurrently |
| No | App | Offering | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | TVBAnywhere+ | • Up to 2 devices concurrently | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Lionsgate Play | • Up to 2 devices concurrently | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | iQIYI | • Up to 2 devices concurrently | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Viu | • Up to 5 devices concurrently | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | ZEE5 | • Up to 5 devices concurrently | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | Simply South | • Up to 3 devices concurrently | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 8 | BBC Player | • Unlimited | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | YuppTV | • Up to 4 devices concurrently | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10 | ShemarooMe | • Up to 4 devices concurrently | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 11 | WeTV | • Up to 2 devices concurrently | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 12 | MySing | • Only 1 device concurrently | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 13 | Disney+ Hotstar | • Up to 2 devices concurrently | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 14 | beIN SPORTS CONNECT | • Only 1 device concurrently | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 15 | SPOTV NOW | • Only 1 device concurrently | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 14 | I am a unifi TV Pack subscriber. How do I activate the streaming apps bundled in the pack? | <p>Step 1: Visit the microsite https://activate.unifi.com.my/ott/unifi.aspx?o=b to activate the bundled streaming app(s).</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| | | <p>Step 2: Verify/Key-in your unifi ID and verify your contact number. Select the streaming app of your choice.</p> <p>Step 3: You will receive an SMS containing a One-time Password (OTP). Key-in the OTP and select “Confirm”.</p> <p>Step 4: After activation is successful on the microsite, you can enjoy the streaming apps on unifi Plus Box or directly from the streaming app(s).</p> <p>Steps to connect and enjoy the streaming apps are unique to its own. You may refer to the user guides for each streaming app at www.unifi.com.my/plusbox.</p> |
| 15 | I am a unifi TV Pack Subscriber. When should I activate the new streaming apps? | <p>There’s no specific time for you to activate. But we highly recommend you activate it as soon as you can to enjoy the best entertainment with unifi.</p> <p>To activate, visit our microsite https://activate.unifi.com.my/ott/unifi.aspx?o=b</p> |
| 16 | Can I switch or change my current streaming app to another of my choice? | <p>Starting 14th March 2022, all vernacular packs (Varnam Plus Pack, Aneka Plus Pack and Ruby Plus Pack) can switch its bundled streaming app to one (1) of the following:</p> <ol style="list-style-type: none"> Viu iQIYI Simply South ZEE5 WeTV <p>Once you have opted to switch your current app with another eligible app (as listed above), you will still have access to the current app until the expiry date. The expiry date of the current app can be seen in the app itself.</p> <p>The subscription of the new app will start on the day after the expiry date of the current app.</p> <p>You may visit this link to switch https://activate.unifi.com.my/ott/profile.aspx</p> <p>For Ultimate Pack customers, if you have opted in for the new OTT streaming bundle (Disney+ Hotstar, BBC Player, beIN SPORTS CONNECT & SPOTV NOW), you will not be able to switch any of the OTTs with other OTTs. However, you can subscribe to the other OTTs on a la carte basis.</p> |
| 17 | Can I switch the streaming apps bundled with my unifi TV vernacular Pack multiple times? | <p>Yes, for vernacular packs (Varnam Plus Pack, Aneka Plus Pack and Ruby Plus Pack) you can switch the apps as many times as you want at no additional costs. However, kindly note that you can only switch to any one (1) of the streaming apps below:</p> <ol style="list-style-type: none"> Viu iQIYI Simply South ZEE5 WeTV <p>Please visit this link to switch https://activate.unifi.com.my/ott/profile.aspx</p> |

| 18 | <p>I am a unifi TV Pack subscriber and I have already activated the bundled streaming apps. How do I get to enjoy WeTV which has just been launched?</p> | <p>Starting 14th March 2022, if you are on any vernacular packs (Varnam Plus Pack, Aneka Plus Pack and Ruby Plus Pack) you can switch your current streaming app to WeTV anytime, at no additional costs.</p> <p>You may visit this link to switch https://activate.unifi.com.my/ott/profile.aspx</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|----|---|--|----|-----|------------------|---|--------------|------------|---|----------------|-----------------|---|-------|-----------------|---|-----|-----------------|---|------|------------------|---|--------------|------------------|---|--------------------|------------------|---|------------|------------|---|--------|------------------|----|------------|-----------------|----|------|-----------------|----|--------|------------|----|-----------------|-----------------|----|---------------------|------------|----|-----------|------------|
| 19 | <p>Why should I subscribe to the streaming apps via unifi instead of subscribing directly to the app?</p> | <p>By subscribing via unifi, you get to enjoy curated bundles and great add-on deals, specially crafted for you as our unifi Home customer. You will also get to enjoy the convenience of paying the subscriptions in one single unifi bill each month.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 20 | <p>I am not a unifi TV Pack subscriber. Can I subscribe to the new streaming app offering?</p> | <p>If you are interested to subscribe to the following streaming apps, you can subscribe on a la carte basis via https://activate.unifi.com.my/ott/unifi.aspx?o=a.</p> <ul style="list-style-type: none"> a) Disney+ Hotstar b) MySing c) TVBAnywhere+ d) Amazon Prime Video (via unifi Plus Box only) e) BBC Player f) YuppTV g) ShemarooMe h) Lionsgate Play i) Viu j) Simply South k) ZEE5 l) WeTV | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 21 | <p>Why can't I subscribe to beIN SPORTS CONNECT and SPOTV NOW on a la carte basis?</p> | <p>The access of these 2 apps is exclusive to unifi TV Ultimate Pack subscribers at no additional costs. SPOTV NOW will be available on a la carte basis soon.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 22 | <p>How do I login to these new streaming apps after I have successfully registered?</p> | <p>There are different login credentials for each streaming app, as below:</p> <table border="1" data-bbox="663 1375 1394 2002"> <thead> <tr> <th>No</th> <th>App</th> <th>Login Credential</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>TVBAnywhere+</td> <td>• unifi ID</td> </tr> <tr> <td>2</td> <td>Lionsgate Play</td> <td>• Mobile number</td> </tr> <tr> <td>3</td> <td>iQIYI</td> <td>• Mobile number</td> </tr> <tr> <td>4</td> <td>Viu</td> <td>• Mobile number</td> </tr> <tr> <td>5</td> <td>ZEE5</td> <td>• E-mail address</td> </tr> <tr> <td>6</td> <td>Simply South</td> <td>• E-mail address</td> </tr> <tr> <td>7</td> <td>Amazon Prime Video</td> <td>• E-mail address</td> </tr> <tr> <td>8</td> <td>BBC Player</td> <td>• unifi ID</td> </tr> <tr> <td>9</td> <td>YuppTV</td> <td>• E-mail address</td> </tr> <tr> <td>10</td> <td>ShemarooMe</td> <td>• Mobile number</td> </tr> <tr> <td>11</td> <td>WeTV</td> <td>• Mobile number</td> </tr> <tr> <td>12</td> <td>MySing</td> <td>• unifi ID</td> </tr> <tr> <td>13</td> <td>Disney+ Hotstar</td> <td>• Mobile number</td> </tr> <tr> <td>14</td> <td>beIN SPORTS CONNECT</td> <td>• unifi ID</td> </tr> <tr> <td>15</td> <td>SPOTV NOW</td> <td>• unifi ID</td> </tr> </tbody> </table> <p>You may also check the confirmation e-mail you have received upon successful registration.</p> | No | App | Login Credential | 1 | TVBAnywhere+ | • unifi ID | 2 | Lionsgate Play | • Mobile number | 3 | iQIYI | • Mobile number | 4 | Viu | • Mobile number | 5 | ZEE5 | • E-mail address | 6 | Simply South | • E-mail address | 7 | Amazon Prime Video | • E-mail address | 8 | BBC Player | • unifi ID | 9 | YuppTV | • E-mail address | 10 | ShemarooMe | • Mobile number | 11 | WeTV | • Mobile number | 12 | MySing | • unifi ID | 13 | Disney+ Hotstar | • Mobile number | 14 | beIN SPORTS CONNECT | • unifi ID | 15 | SPOTV NOW | • unifi ID |
| No | App | Login Credential | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | TVBAnywhere+ | • unifi ID | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Lionsgate Play | • Mobile number | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | iQIYI | • Mobile number | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Viu | • Mobile number | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | ZEE5 | • E-mail address | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | Simply South | • E-mail address | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 | Amazon Prime Video | • E-mail address | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | BBC Player | • unifi ID | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | YuppTV | • E-mail address | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10 | ShemarooMe | • Mobile number | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 11 | WeTV | • Mobile number | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 12 | MySing | • unifi ID | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 13 | Disney+ Hotstar | • Mobile number | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 14 | beIN SPORTS CONNECT | • unifi ID | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 15 | SPOTV NOW | • unifi ID | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| 23 | What if I forget my unifi ID to activate these streaming apps? | You can check your unifi ID (i.e. yourname@unifi) in your monthly bill. You can easily access it via myunifi app or unifi portal at unifi.com.my. |
| 24 | Why am I not receiving the OTP to activate the streaming apps? | Please verify your mobile number again. If it is not the correct mobile number, you can update your latest account contact details by reaching out to us via our digital platforms: Live Chat on https://maya.unifi.com.my or myunifi app. |
| 25 | My mobile number registered is correct. Why am I still not receiving the OTP to activate the streaming apps? | Please check if you may have set up SMS blocked list on your phone. You will need to remove the number 62100 / 66555 from the blocked 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. |
| 26 | I have not received the e-mail confirmation after activating the streaming apps with complimentary access. What should I do? | Please wait for a moment and try to reload your inbox. Alternatively, you may try to check the spam/junk mail folder. If these methods fail, please reach out to us via our digital platforms: Live Chat on https://maya.unifi.com.my or myunifi app for further assistance. |
| 27 | What if I forget my password to the streaming app? | You can refer to the e-mail and SMS received when you activated the streaming app. |
| 28 | Can I change my password on the streaming app? | Sorry, you are unable to change your streaming app password after activation. |
| 29 | Can I watch content from the streaming apps using unifi TV Media Box (white colour)? | Sorry, the streaming apps are available on unifi Plus Box only. There are several options that you can explore: a) Upgrade to unifi Plus Box at RM20/month b) Subscribe or upgrade to any of unifi TV Packs, which includes unifi Plus Box c) You can also watch the streaming apps on the respective mobile apps |
| 30 | I do not have any unifi Home broadband subscription currently. Can I get the streaming app offering? | You would need to subscribe to unifi Home with any of unifi TV Packs to enjoy the added benefits with streaming apps. Please visit www.unifi.com.my/extraordinary or the nearest TMpoint to subscribe. |
| 31 | Am I able to use the streaming apps when I am connected to TM/unifi network only? | For first-time activation, it is best for you to be connected to unifi Wi-Fi network to enjoy special deals. Once the activation is successful, you are free to use the streaming apps subscribed anytime, anywhere. All you need is a stable internet connection, regardless of the service provider. |
| 32 | I have an existing subscription with the streaming apps, can I subscribe to the same app | We would recommend that you terminate your current subscription first, and then subscribe to the streaming app via unifi. This is to avoid you being double charged for the same service. |

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| | via unifi? | |
| 33 | I have an existing a la carte subscription to a streaming app with unifi. Am I eligible to enjoy the special unifi TV Pack add-on price during the campaign period? | <p>Yes, if you are a unifi TV Pack subscriber, you are eligible to subscribe to the below streaming apps special add-on:</p> <ul style="list-style-type: none"> a) TVBAnywhere+ b) iQIYI c) Viu d) Simply South e) ZEE5 f) ShemarooMe g) YuppTV h) WeTV i) Lionsgate Play (promo ends 31st July 2022) <p>So, we would advise you to terminate the current subscription and resubscribe to enjoy the special price during the campaign period.</p> <p>To add-on the streaming apps, you can visit this link https://activate.unifi.com.my/ott/unifi.aspx?o=a. Key in your unifi ID (i.e. yourname@unifi) to check your eligibility for the special add-on price.</p> |
| 34 | Can I subscribe to more than one streaming app during this campaign period? | <p>Yes, you can and you will get to enjoy the special unifi TV Pack add-on price for each of the streaming app available under this campaign:</p> <ul style="list-style-type: none"> a) TVBAnywhere+ b) iQIYI c) Viu d) Simply South e) ZEE5 f) ShemarooMe g) YuppTV h) WeTV i) Lionsgate Play (promo ends 31st July 2022) |
| 35 | I am an existing unifi TV Pack subscriber with Streamyx network (TVOS). Why am I unable to enjoy the special unifi TV Pack add-on for selected streaming apps during the campaign period? | <p>We're sorry. Unfortunately, this campaign is only applicable for unifi fibre customers with unifi TV Packs.</p> |
| 36 | I have subscribed to a streaming app as an add-on / a la carte. Why am I being billed twice with full amount in my unifi bill, with no proration? | <p>Upon successful subscription, you are billed with the current month and one (1) month advance charges. There is no proration for the streaming app subscription as the service rendered to you will be in full term of 60 days as per what you have been charged and paid for.</p> |
| 37 | I want to activate the bundled access to the streaming apps that comes with my unifi TV Pack, at no extra cost. Is there a separate contract terms applied to this? | <p>No, there are no separate contract terms applied to the streaming app activation. The access to the streaming apps will be per the unifi TV Pack terms and conditions that you have subscribed to because the bundled streaming app is included as part of the pack offerings as below:</p> <ul style="list-style-type: none"> a) Ultimate Pack – with Disney+ Hotstar, beIN SPORTS CONNECT, SPOTV NOW and BBC Player b) Varnam Plus Pack – with Simply South c) Aneka Plus Pack – with Viu d) Ruby Plus Pack – with iQIYI |

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| | | You will also be bound by the terms and conditions of the individual streaming apps. |
| 38 | Why do I see an expiry date when I activate the certain streaming app with bundled access? | Do not worry, you are entitled to the streaming app access with your unifi TV Pack subscription. Please disregard the expiry date on the app and continue to have fun binge-watching! |
| 39 | What are the payment options available for the streaming apps? | For the convenience of our customers, we highly encourage payment via unifi billing (direct carrier billing). There are several payment channels to pay your unifi bill: a) myunifi app b) unifi portal via www.unifi.com.my c) Selected preferred online banking portals d) Nearest TMpoint or TMpoint Authorised Dealer (TAD) e) POS Malaysia |
| 40 | Why does my unifi Plus Box only display an empty/black screen? | We apologise for the inconvenience caused. Please follow the below steps to clear the cache on your unifi Plus Box: a) Go to "Settings" b) Select "Apps" c) Select "unifi TV" d) Click on "Clear cache" |
| ADDITIONAL QUESTIONS FOR IQIYI | | |
| 41 | I have selected and activated iQIYI as the streaming app of my choice. Why do I get to enjoy VIP access when my subscription info stated that it is Standard plan? | This is a special treat for you! Because you are subscribing to iQIYI with unifi, you get to enjoy iQIYI VIP access to stream more content at your convenience. |
| 42 | Which login options should I choose when I have activated the exclusive access to iQIYI streaming app? | If you are using the mobile app, please select "Log in via SMS" option to enjoy full access to the iQIYI app. If you are using unifi Plus Box, please select "Log in with iQIYI account" and follow the simple steps to continue. |
| 43 | Why is iQIYI a la carte subscription at RM8.90/month not available anymore? | The option for a la carte subscription at RM8.90/month is currently suspended until further notice. There are several options for you to stream iQIYI, as below: a) Subscribe to unifi TV Ruby Plus Pack to activate free access to iQIYI b) Subscribe to iQIYI as special unifi TV Pack add-on at only RM5.90/month during campaign period 1 st February 2022 – 31 st December 2022, exclusive to unifi TV Packs subscribers. |
| 44 | I am an existing iQIYI a la carte subscriber at RM8.90/month. Will I be affected? | Good news, you will not be affected. You will continue to subscribe to iQIYI a la carte at RM8.90/month until you decide to terminate the streaming service. |
| 45 | I am an existing iQIYI subscriber at RM5.90/month because I have subscribed during special unifi TV Pack add- | Good news, you will not be affected. You will continue to subscribe to iQIYI as an add-on at RM5.90/month until you decide to terminate the streaming service. |

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| | on campaign period. Will I be affected starting 21st March 2022? | |
| ADDITIONAL QUESTIONS FOR LIONSGATE PLAY | | |
| 46 | Who is eligible to enjoy the special offer of Lionsgate Play 90-day free access? | <p>All new and existing unifi TV Packs subscribers below are eligible to enjoy this special offer from 13th July 2022 until 12th October 2022:</p> <ol style="list-style-type: none"> 1) Ultimate Pack 2) Varnam Plus Pack 3) Aneka Plus Pack 4) Ruby Plus Pack <p>To enjoy the access, you will need to activate at activate.unifi.com.my/lgp starting 13th July 2022.</p> |
| 47 | Will there be additional charges to my existing unifi TV Pack subscription when I activate the special offer of Lionsgate Play 90-day free access? | There will be no additional charges as this is a special campaign we want to offer to our loyal and supportive unifi TV Pack subscribers as an appreciation. |
| 48 | When will the 90-day free access begin? | To enjoy this special offer, you will need to activate the access at activate.unifi.com.my/lgp during the campaign period of 13 th July 2022 until 12 th October 2022. The 90-day period will start on the day you activate the access. |
| 49 | What happens if I activate the 90-day free access on the last day of campaign period (12th October 2022)? | Don't worry, you will still get to enjoy the 90-day free access for 90 days starting 12 th October 2022. But why wait till then? The earlier you activate, the more you can stream and binge-watch! |
| 50 | I am an existing Ultimate Pack subscriber and I have activated Lionsgate Play & 1 app of my choice as my bundled streaming app offering. Can I enjoy this Lionsgate Play 90-day free access campaign? | We're sorry, this offer does not apply to you as you already have existing access to Lionsgate Play app. You will continue to enjoy the access as long as your Ultimate Pack is still active. |
| 51 | I am an existing unifi TV Pack subscriber and already subscribed to Lionsgate Play app as an add-on/a la carte. Can I enjoy this Lionsgate Play 90-day free access campaign? | <p>With the active add-on/a la carte subscription of Lionsgate Play app, you are not able to enjoy the campaign's offering.</p> <p>We would recommend that you terminate the active add-on/a la carte subscription first. You may refer to Q79 on how to terminate. Once that is completed, you can then activate the campaign's offering before 12th October 2022 at activate.unifi.com.my/lgp.</p> <p>However, please note that Lionsgate Play offering as special unifi TV Pack add-on at RM 7.50/month ends 31st July 2022. So you will not be able to continue enjoying the special price after the 90-day free access ends. The new Lionsgate Play subscription fee is RM14.90.</p> |
| 52 | What happens after I have ended my 90-day free access to Lionsgate Play promo? | To continue streaming and binge-watching Lionsgate Play, you can subscribe to Lionsgate Play at RM14.90/month with unifi. Visit https://activate.unifi.com.my/ott/unifi.aspx?o=a and select Lionsgate Play to subscribe. |

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| 53 | Why can't I watch Lionsgate Play app via unifi Plus Box? | You would need to update the Lionsgate Play app to the latest version (2.0.1.2021.09.29) on Google Play Store. Once you have installed it in your unifi Plus Box, please sign in using your User ID (i.e. your mobile number) and don't forget to include the country code "6" (e.g.: 60123456789). |
| 54 | Why can't I sign in to the Lionsgate Play app after my activation? | We are so sorry for the inconvenience. Please insert Malaysia's country code "6" followed by your mobile number (e.g. 60123456789) to log in with the activated credentials. |
| ADDITIONAL QUESTIONS FOR VIU | | |
| 55 | Why can't I log in to Viu using the credentials received via confirmation email and SMS? | For first-time activation, you would need to have your device connected to unifi Home Wi-Fi network. Once connected, you can register and log in using your Viu account. You can now enjoy the exclusive access to Viu included in your unifi TV Pack subscription! |
| ADDITIONAL QUESTIONS FOR DISNEY+ HOTSTAR | | |
| 56 | What if I want to use a different mobile number, which is not registered to my unifi account for my Disney+ Hotstar access? | <p>You can update your registered mobile number by contacting us at https://maya.unifi.com.my. We will process your request accordingly within 3 business days.</p> <p>You can also update your registered mobile number here https://activate.unifi.com.my/ott/profile.aspx at "Manage My Streaming Apps". However, you can only change the registered mobile number after 30 days of activation.</p> |
| 57 | I have an existing Disney+ Hotstar account. Do I get to retain my previous viewing history on the app once I activated the access via unifi? | Yes, you will be able to retain the viewing history if your registered mobile number with unifi is the same as your existing Disney+ Hotstar account. This is because you still maintain your login credential. |
| 58 | I am entitled to Disney+ Hotstar with my unifi subscription. Why have I not received notification to access the app? | <p>Firstly, you would need to go to "Manage My Streaming Apps" here https://activate.unifi.com.my/ott/profile.aspx to check if your bundled streaming app entitlement is activated.</p> <p>If it is not indicated, you can activate your bundled streaming app at https://activate.unifi.com.my/ott/unifi.aspx?o=b with your unifi ID (e.g. yourname@unifi).</p> <p>If you require further assistance, please reach out to us via our digital platforms: Live Chat on https://maya.unifi.com.my or myunifi app.</p> |
| 59 | I have an existing Disney+ Hotstar account and I also have unifi TV Ultimate Pack registered to the same mobile number. How do I update my subscription so I can enjoy the bundled access entertainment? | You may provide another mobile number to enjoy the bundled access with unifi TV Ultimate Pack. If you prefer to maintain the same mobile number, you may reach out to Disney+ Hotstar customer service for service cancellation before activating your bundled access entitlement with unifi. |

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| 60 | <p>I am an existing Ultimate Pack subscriber and I have received an email and/or SMS to inform me that I am entitled for Disney+ Hotstar access bundled at no extra cost. What should I do?</p> | <p>Eligible subscribers of unifi TV Ultimate Pack who are yet to activate any of their current complimentary OTT app (Lionsgate Play + 1 OTT app of their choice) under the Ultimate Pack will receive an email and/or SMS as a notification that they have the access to Disney+ Hotstar, starting 17 May 2022 onwards or option to pre-register interest. Beginning from 17 May 2022 onwards, all eligible subscribers shall be able to access or activate their new OTT app bundle consisting of Disney+ Hotstar, beIN SPORTS CONNECT, SPOTV NOW and BBC Player at https://activate.unifi.com.my; or</p> <p>Eligible subscribers of unifi TV Ultimate Pack who have activated and currently enjoying the complimentary OTT app (Lionsgate Play + 1 OTT app of their choice) under the Ultimate Pack cannot access the new OTT app bundle. They will be given an email and/or SMS to switch to the new OTT app bundle during the pre-registration period., They can visit https://activate.unifi.com.my and select “Manage My Streaming Apps” to switch, starting from 17 May 2022 onwards.</p> |
| 61 | <p>Can non-unifi TV Packs subscribers access Disney+ Hotstar?</p> | <p>Yes, you may enjoy Disney+ Hotstar on a la carte basis at the current retail price of RM54.90 for three (3) months by signing up via https://activate.unifi.com.my/ott/unifi.aspx?o=a</p> <p>You will be billed on a quarterly basis in your unifi bill on behalf of Disney.</p> |
| 62 | <p>What are the terms of my access to Disney+ Hotstar?</p> | <p>Your subscription will commence on the date you first opt-in or are entitled to the access of Disney+ Hotstar with TM, in each case irrespective of whether you log in or complete the registration process for Disney+ Hotstar.</p> <p>By subscribing to Disney+ Hotstar brought to you by TM, you will be required to confirm that you have read, understood, accepted and agreed to be bound by the following terms and conditions:</p> <ul style="list-style-type: none"> a) General Terms and Conditions (for unifi Over-The-Top (OTT) App Subscription https://activate.unifi.com.my/ott/lib/tnc/tnc.pdf; b) Terms and Conditions for unifi TV Packs Subscriptions (if applicable) https://activate.unifi.com.my/ott/lib/tnc/packtnc.pdf; c) Disney+ Hotstar Terms Of Use https://www.hotstar.com/my/terms-of-use; and d) Disney+ Hotstar Privacy Policy https://www.hotstar.com/my/privacy-policy |
| ADDITIONAL QUESTIONS FOR MYSING | | |
| 63 | <p>How do I search for the song or artist that I want?</p> | <p>When you are on the Home page, you can click on “Song” or “Artist”. The search bar will appear on the left, and you can type in the name of the song/artist. The search results will appear on the right.</p> <p>To search, you need to key-in the name or initial without space. For example, to search for Siti Nurhaliza’s songs, you can type “Sitinurhaliza” or “SN”</p> |

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| 64 | Why is my Favourite list on the Home page empty? | When you sign-in for the first time, the Favourite list will be empty until you start to curate and save your all-time favourite karaoke tunes. |
| 65 | How do I add and manage my favourite songs in the Favourite list? | To add a song to your Favourite list, you can click on the "Favourite" icon on the song title. To remove a song from your Favourite list, you can click on the "Delete" icon on the song title. You can add the song to your Favourite list again anytime. |
| 66 | Why are the music videos of selected songs on MySing different from the music videos I have watched on other streaming platforms? | The music videos on MySing are the official karaoke version provided by the recording labels, which can be different from the music videos released for viewing/streaming only. |
| 67 | Why are some music videos in low-definition? | While most of the latest and current karaoke hits are in high-definition, some of the classic and evergreen favourites were recorded many years ago, hence the quality is not as high-definition as we are familiar with now. |
| 68 | What is the MySing Karaoke Speaker Set promotion? | Upon subscribing to MySing app on unifi Plus Box you are eligible to enjoy a special offer of RM100 voucher to purchase MySing N-S10 Karaoke Device. The promotion is valid from 1 st May 2022 until 30 th September 2022. |
| 69 | Where can I get the MySing Karaoke Speaker Set voucher? | Upon successful subscription, you will receive the voucher code via a confirmation email. Please try to check the spam/junk mail folder for the confirmation email. |
| 70 | How long is the voucher validity? | You would need to redeem and enjoy the voucher benefits within seven (7) days upon receiving the confirmation email. |
| 71 | Where can I redeem the voucher? | You can redeem the voucher via MySing's official store on Shopee or Lazada. Select the N-S10 Karaoke Device and key-in the voucher code during checkout Shopee : https://bit.ly/3LMDp58 Lazada : https://bit.ly/3Jkw3oc |
| 72 | How many times can I redeem the voucher? | You can redeem and use it for one (1) time only. |
| 73 | Who should I contact if I have any problems with MySing Karaoke Speaker Set? | If you face any issues with MySing Karaoke Speaker Set, please get in touch with MySing official store customer service on Shopee or Lazada. TM/unifi shall have no liability and shall not be liable for any damages to the device. |
| 74 | Can I exchange the MySing voucher to cash/rebate to my unifi bill? | Unfortunately, the voucher is not exchangeable to any form including cash and rebates. It is solely for the redemption when purchasing the MySing Karaoke Speaker Set. |
| 75 | Can I use my existing microphones to pair with MySing Karaoke Speaker Set? | The MySing Karaoke Speaker Set is only compatible with MySing microphones. |

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| 76 | Where can I purchase additional microphones to pair with MySing Karaoke Speaker Set? | The MySing Speaker can only pair with 2 microphones at any one time. If you need to replace your microphone, you can purchase via MySing's official store on Shopee or Lazada: Shopee : https://bit.ly/3LMDp58 Lazada : https://bit.ly/3Jkw3oc |
| 77 | Can I use other brand of karaoke sets (besides MySing Karaoke Speaker Set) with MySing app? | We recommend that you use the MySing Karaoke Speaker Set as it is compatible with unifi Plus Box. Should you wish to use another karaoke set, please ensure that the speaker supports Optical Audio In. You may need to consult your karaoke hardware seller to ensure its compatibility with unifi Plus Box before your purchase. |

SERVICE TERMINATION

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| 78 | If I terminate my unifi Home account, can I continue to enjoy the exclusive deals with the streaming apps? | Unfortunately no, because the streaming apps subscription and exclusive deals are exclusive to your unifi Home account. |
| 79 | How do I terminate my streaming apps subscription? | Feel free to reach out to us via our digital platforms: Live Chat on https://maya.unifi.com.my or myunifi app. |
| 80 | Will I get a refund if I terminate my special unifi TV Pack add-on or a la carte streaming app subscription? | 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 or quarter*. Your access to the service will be discontinued starting from the next billing cycle and no further charges will be reflected in your bill. <i>Note: For Disney+ Hotstar a la carte option (RM54.90 for 3 months), this is based on Disney's current retail price, and will be billed on a 3-month basis.</i> |

CONTACT US

| 81 | Who should I contact if I need any assistance or service inquiry on streaming apps with unifi? | Feel free to reach out to us via our digital platforms: Live Chat on https://maya.unifi.com.my or myunifi app. | | | | | | | | | | | | |
|----------------|---|---|-----|-----|-----|--------------|---|---|----------------|---|---|-------|---|---|
| 82 | Where can I get more info on the streaming apps? | For more information regarding the streaming apps, please check out the respective streaming apps' T&C and FAQ from the links below: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">App</th> <th style="text-align: center;">T&C</th> <th style="text-align: center;">FAQ</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">TVBAnywhere+</td> <td>https://www.tvbanywhere.com/terms-of-services.html</td> <td>https://www.tvbanywhere.com/faq.html</td> </tr> <tr> <td style="text-align: center;">Lionsgate Play</td> <td>https://lionsgateplay.com/termsandconditions</td> <td>https://lionsgateplay.com/faq</td> </tr> <tr> <td style="text-align: center;">iQIYI</td> <td>https://www.iq.com/intl-common/international-useragreement.html?lang=en_us</td> <td>https://www.iq.com/intl-common/international-privacyagreement.html?lang=en_us</td> </tr> </tbody> </table> | App | T&C | FAQ | TVBAnywhere+ | https://www.tvbanywhere.com/terms-of-services.html | https://www.tvbanywhere.com/faq.html | Lionsgate Play | https://lionsgateplay.com/termsandconditions | https://lionsgateplay.com/faq | iQIYI | https://www.iq.com/intl-common/international-useragreement.html?lang=en_us | https://www.iq.com/intl-common/international-privacyagreement.html?lang=en_us |
| App | T&C | FAQ | | | | | | | | | | | | |
| TVBAnywhere+ | https://www.tvbanywhere.com/terms-of-services.html | https://www.tvbanywhere.com/faq.html | | | | | | | | | | | | |
| Lionsgate Play | https://lionsgateplay.com/termsandconditions | https://lionsgateplay.com/faq | | | | | | | | | | | | |
| iQIYI | https://www.iq.com/intl-common/international-useragreement.html?lang=en_us | https://www.iq.com/intl-common/international-privacyagreement.html?lang=en_us | | | | | | | | | | | | |

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| | | Viu | https://www.viu.com/ott/my/en/all/terms | https://www.viu.com/ott/my/en/all/terms |
| | | ZEE5 | https://www.zee5.com/global/termsfuse | https://faq.zee5.com/?country=MY |
| | | Simply South | https://www.simplysouth.tv/terms | https://www.simplysouth.tv/faq |
| | | Amazon Prime Video | https://www.primevideo.com/help/ref=atv_hp_nd_cnt?nodeId=202095490 | https://www.primevideo.com/help/ref=atv_nb_hp |
| | | WeTV | https://wetv.vip/static/terms-en.html | https://wetv.vip/static/help.html?language=en&areacode=153576 |
| | | MySing | https://mysing.com.my/app_license_agreement/ | https://mysing.com.my/app_faq/ |
| | | Disney+ Hotstar | https://www.hotstar.com/my/terms-of-use | https://help.hotstar.com/my/en/support/home |
| | | beIN SPORTS CONNECT | https://support.connect-my.beinsports.com/hc/en-us/articles/360032504212-Terms-Conditions | https://support.connect-my.beinsports.com/hc/en-us |
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