

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI TV “STAY HOME, STAY ENTERTAINED” CAMPAIGN
DURING MOVEMENT CONTROL ORDER (MCO) 2021**

NO	QUESTION	ANSWER
UNIFI TV “EVERYTHING WILL BE BETTER” CAMPAIGN DURING MOVEMENT CONTROL ORDER 2021		
1.	What is unifi TV “STAY HOME STAY ENTERTAINED” Campaign 2021?	<ul style="list-style-type: none"> ▪ Following the third Movement Control Order (MCO) enforced by the Malaysian Government starting 1st June 2021, unifi is encouraging our customers to stay at home in an effort to curb the spread of COVID-19 while helping them to stay entertained with their family, and friends. ▪ Realising this, unifi is offering free viewing of the best selected unifi TV channels and 50% discount on selected movies on-demand to all our unifi TV residential customers nationwide from 15 June 2021 until 28 June 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 and 50% discount. ▪ This entitlement is also available on all unifi PlayTV app (with unifi Home subscription).
3.	Why can't I view some of the premium channels on unifi PlayTV app during this free viewing?	<ul style="list-style-type: none"> ▪ Availability of channels on unifi PlayTV app and on Media Box during this campaign is in accordance to the terms and conditions of the respective channels. ▪ You can find out more on the channels availability from this link: https://unifi.com.my/tv/packages/unifi-playtv.html ▪ There are four (4) channels which will end their free viewing period on 25 June 2021, as below: <ol style="list-style-type: none"> 1) FOX Movies HD 2) FOX Action Movies HD 3) FOX Family Movies HD 4) SCM HD ▪ Please note that TM reserves the rights to remove, replace, reduce or add the number of unifi TV live channels and on demand movie titles participating in this campaign.

4.	<p>Why can't I view some channels after 25th June 2021 onwards?</p>	<ul style="list-style-type: none"> ▪ There are four (4) channels which have ended their free viewing period on 25 June 2021 (before the campaign ends on 28 June 2021) as below: <ol style="list-style-type: none"> 1) FOX Movies HD 2) FOX Action Movies HD 3) FOX Family Movies HD 4) SCM HD ▪ This is due to the limitation in content rights approved by the channel provider. ▪ You can continue to enjoy the other 60+ channels we have opened up for you anytime, anywhere until 28 June 2021.
5.	<p>How do I sign up to this campaign?</p>	<ul style="list-style-type: none"> ▪ All eligible unifi TV customers can automatically enjoy this free viewing on all live channels. ▪ All eligible unifi TV customers can also enjoy the 50% discount on selected movies on-demand when you select and purchase the titles.
6.	<p>How can I watch this free viewing 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: <div data-bbox="791 1182 954 1339" data-label="Image"> </div> 3) Key in your unifi TV login ID (xxx@iptv / xxx@tvos/ mobile number) and password. 4) In case if you've forgotten your password, simply click the "Forgot password?" link on the login page. 5) Select the "Live TV" icon at the bottom menu tray.
7.	<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: <div data-bbox="791 1861 954 2018" data-label="Image"> </div>

		<ol style="list-style-type: none"> 3) Key in your unifi TV login ID (xxx@iptv / xxx@tvos/ mobile number) and password. 4) In case if 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% Promo" category at the top menu tray.
8.	How will unifi TV customers be notified about this free viewing?	<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 (OAP) broadcast on all unifi TV channels starting 15 June 2021 – 28 June 2021. 2. Social Media: Facebook (www.facebook.com/unifi) Twitter (www.twitter.com/unifi) Instagram (www.instagram.com/unifi) 3. EDM – all unifi TV subscribers will receive an EDM about this campaign starting 15 June 2021 onwards.
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"> ▪ We would like to advise you 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 TV and SVOD channels will be available for free viewing during this period.

		<ul style="list-style-type: none">▪ However selected movies on-demand (VOD) can be purchased with 50% discount. Just select the movie titles in the “50% 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▪ 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