

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI TV CONTENT UPDATE MARCH 2026**

STREAMING APP (OTT) SUBSCRIPTION AND ACTIVATION		
GENERAL INFORMATION		
NO.	QUESTION	ANSWER
1.	I am a Unifi TV Pack subscriber. How do I redeem the streaming apps bundled in the pack?	<p><u>Via MyUnifi App (For Unifi Home subscribers before 17 March 2025)</u></p> <p>Step 1: Download the MyUnifi app on your mobile device and log in using your registered email address.</p> <p>Step 2: Tap the “Menu” button on the home page, then select “TV Pack”. Choose your Unifi Home account, scroll to the Entertainment Pack section, and tap “View Details”.</p> <p>Step 3: Tap the “Free” button to redeem your bundled streaming app(s), then submit.</p> <p>Step 4: Check your inbox (or spam folder) for an activation email from Unifi or the streaming app partner. Click the link in the email to complete any additional steps required.</p> <p>Step 5: Once redemption is successful, you can enjoy your streaming apps on the Unifi TV Box or directly via the streaming apps.</p> <p><u>Via Unifi UniVerse App (For Unifi Home subscribers from 17 March 2025)</u></p> <p>Step 1: Download the Unifi UniVerse app on your mobile device and log in using your registered email address.</p> <p>Step 2: Tap the dropdown arrow icon of your selected Unifi Home account. Under “IPTV Service Account”, your Unifi TV ID (e.g., example@iptv) will be displayed.</p> <p>Step 3: Go to “My Services”, tap “View My Streaming Apps”, then tap “Activate” to redeem your bundled streaming app(s) and proceed.</p> <p>Step 4: Check your inbox (or spam folder) for an activation email from Unifi or the streaming app partner. Click the link in the email to complete any additional steps required.</p> <p>Step 5: Once redemption is successful, you can enjoy your streaming apps on the Unifi TV Box or directly via the streaming apps.</p> <p><u>Via Unifi Selfcare Portal</u></p> <p>Step 1: Go to https://selfcare.unifi.com.my/ and log in using your registered email address.</p> <p>Step 2: On the homepage, scroll to “My Accounts” and click the arrow to select “View Service” for your relevant account.</p> <p>Step 3: In the menu, click on “My Streaming Apps”, then click the</p>

		<p>“Free” button to redeem your bundled streaming app(s).</p> <p>Step 4: Check your inbox (or spam folder) for an activation email from Unifi or the streaming app partner. Click the link in the email to complete any additional steps required.</p> <p>Step 5: Once redemption is successful, you can enjoy your streaming apps on the Unifi TV Box or directly via the streaming apps.</p> <p>Note: Each streaming app has its own login and activation steps. For detailed user guides, visit: https://unifi.com.my/tv/index.html#/tv-directory/streaming-apps/</p>															
2.	<p>What are the streaming apps available on Unifi TV?</p>	<p>As part of our continuous effort to bring you richer entertainment experience, Unifi TV has partnered with 20 streaming apps as follows:</p> <ol style="list-style-type: none"> 1. SUN NXT 2. HBO Max 3. CMGO 4. YOUKU 5. Vidio 6. Netflix 7. SIAR 8. MangoTV 9. Disney+ 10. beIN SPORTS CONNECT 11. SPOTV NOW 12. WeTV 13. Amazon Prime Video 14. TVBAnywhere+ 15. iQIYI 16. Viu 17. ZEE5 18. Simply South 19. YuppTV 20. BBC Player 															
3.	<p>What content is available on these streaming apps?</p>	<table border="1" data-bbox="699 1413 1497 2188"> <thead> <tr> <th data-bbox="699 1413 788 1447">No.</th> <th data-bbox="788 1413 1050 1447">App</th> <th data-bbox="1050 1413 1497 1447">Offering</th> </tr> </thead> <tbody> <tr> <td data-bbox="699 1447 788 1648">1.</td> <td data-bbox="788 1447 1050 1648">SUN NXT</td> <td data-bbox="1050 1447 1497 1648">Sun NXT offers movies, TV shows and live TV in Tamil & five other Indian languages—your all-in-one destination for Indian entertainment, anytime, anywhere.</td> </tr> <tr> <td data-bbox="699 1648 788 1850">2.</td> <td data-bbox="788 1648 1050 1850">HBO Max</td> <td data-bbox="1050 1648 1497 1850">Stream the most talked about series and blockbuster movies featuring the worlds of HBO, the DC Universe, Harry Potter, Discovery and more on HBO Max.</td> </tr> <tr> <td data-bbox="699 1850 788 2119">3.</td> <td data-bbox="788 1850 1050 2119">CMGO</td> <td data-bbox="1050 1850 1497 2119">Enjoy the latest and greatest Chinese movies from Hong Kong, China, Taiwan and Southeast Asia! Bringing you original movie versions, never-before-seen and exclusive titles, all in original audio with multiple subtitle options.</td> </tr> <tr> <td data-bbox="699 2119 788 2188">4.</td> <td data-bbox="788 2119 1050 2188">YOUKU</td> <td data-bbox="1050 2119 1497 2188">YOUKU is China’s leading online video platform with</td> </tr> </tbody> </table>	No.	App	Offering	1.	SUN NXT	Sun NXT offers movies, TV shows and live TV in Tamil & five other Indian languages—your all-in-one destination for Indian entertainment, anytime, anywhere.	2.	HBO Max	Stream the most talked about series and blockbuster movies featuring the worlds of HBO, the DC Universe, Harry Potter, Discovery and more on HBO Max.	3.	CMGO	Enjoy the latest and greatest Chinese movies from Hong Kong, China, Taiwan and Southeast Asia! Bringing you original movie versions, never-before-seen and exclusive titles, all in original audio with multiple subtitle options.	4.	YOUKU	YOUKU is China’s leading online video platform with
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			various classical content including dramas, variety shows, movies, animation and kids content.
		5.	Vidio Watch the best of Indonesian entertainment on Vidio, from the most popular <i>sinetron</i> and drama series to exciting sports matches like BRI Liga 1 and many more!
		6.	Netflix Netflix is a streaming service that offers a wide variety of award-winning TV programmes, films, anime, documentaries, games and more on thousands of internet-connected devices. You can watch as much as you want, whenever you want. There's always something new to discover, and new TV programmes and films are added every week!
		7.	SIAR SIAR offers classic local films, spanning a variety of genres throughout the ages. Various movie releases can be enjoyed anytime and anywhere.
		8.	MangoTV MangoTV gives access to the unlimited high-quality videos of exclusive programs, original Chinese variety shows, reality shows, TV series and films. Enjoy all on MangoTV!
		9.	Disney+ Disney+ 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.
		10.	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.
		11.	SPOTV NOW SPOTV NOW provides you with access to live sports streaming services, video on 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.
		12.	WeTV 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.
		13.	Amazon Prime Video 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.
		14.	TVBAnywhere+ The most comprehensive Chinese entertainment platform published by TVB and delivers the latest & greatest content from TVB anytime, anywhere.
		15.	iQIYI Home to Asia's hottest entertainment. Bringing you the best of local, Korean and Chinese dramas, movies, variety shows and anime.
		16.	Viu 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.
		17.	ZEE5 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 & TV Shows, Music, Cineplays and Health & Lifestyle content all in one single destination.
		18.	Simply South 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.
		19.	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.
		20.	BBC Player BBC Player is a multi-genre streaming platform that features world-class documentaries, premium British dramas, aspirational lifestyle programmes, comedies as well as trusted and engaging children's shows.

4.	<p>What streaming apps are bundled with Unifi TV Packs at no extra cost, and who is eligible to enjoy them?</p>	<p>All Malaysians are eligible to subscribe to any of the Unifi TV Packs, which come with bundled streaming apps at no extra cost. This includes Unifi Home broadband and Unifi Mobile customers.</p> <table border="1"> <thead> <tr> <th data-bbox="678 331 1013 369">TV Pack</th> <th data-bbox="1013 331 1524 369">Bundled Apps</th> </tr> </thead> <tbody> <tr> <td data-bbox="678 369 1013 474">Build-Your-Own Pack</td> <td data-bbox="1013 369 1524 474"> <ul style="list-style-type: none"> • Unifi TV app • Choose 1 Asian streaming app (<i>switchable</i>) </td> </tr> <tr> <td data-bbox="678 474 1013 582">Wira Pack</td> <td data-bbox="1013 474 1524 582"> <ul style="list-style-type: none"> • Unifi TV app • Vidio (<i>switchable</i>) • SIAR </td> </tr> <tr> <td data-bbox="678 582 1013 654">Ying Xiong Pack</td> <td data-bbox="1013 582 1524 654"> <ul style="list-style-type: none"> • Unifi TV app • iQIYI (<i>switchable</i>) </td> </tr> <tr> <td data-bbox="678 654 1013 728">Veeran Pack</td> <td data-bbox="1013 654 1524 728"> <ul style="list-style-type: none"> • Unifi TV app • Simply South (<i>switchable</i>) </td> </tr> <tr> <td data-bbox="678 728 1013 801">Kids Pack</td> <td data-bbox="1013 728 1524 801"> <ul style="list-style-type: none"> • Unifi TV app • Disney+ (Basic) </td> </tr> <tr> <td data-bbox="678 801 1013 907">Sports Pack</td> <td data-bbox="1013 801 1524 907"> <ul style="list-style-type: none"> • Unifi TV app • beIN SPORTS CONNECT • SPOTV NOW </td> </tr> <tr> <td data-bbox="678 907 1013 981">Max Pack</td> <td data-bbox="1013 907 1524 981"> <ul style="list-style-type: none"> • Unifi TV app • HBO Max (Standard) </td> </tr> <tr> <td data-bbox="678 981 1013 1232">Netflix Pack</td> <td data-bbox="1013 981 1524 1232"> <ul style="list-style-type: none"> • Unifi TV app • Netflix (Basic) • BBC Player • beIN SPORTS CONNECT • SPOTV NOW • SIAR • CMGO </td> </tr> <tr> <td data-bbox="678 1232 1013 1482">Disney+ Pack</td> <td data-bbox="1013 1232 1524 1482"> <ul style="list-style-type: none"> • Unifi TV app • Disney+ (Basic) • BBC Player • beIN SPORTS CONNECT • SPOTV NOW • SIAR • CMGO </td> </tr> <tr> <td data-bbox="678 1482 1013 1733">Max Plus Pack</td> <td data-bbox="1013 1482 1524 1733"> <ul style="list-style-type: none"> • Unifi TV app • HBO Max (Standard) • BBC Player • beIN SPORTS CONNECT • SPOTV NOW • SIAR • CMGO </td> </tr> <tr> <td data-bbox="678 1733 1013 1767">Star Pack</td> <td data-bbox="1013 1733 1524 1767"> <ul style="list-style-type: none"> • Unifi TV app </td> </tr> <tr> <td data-bbox="678 1767 1013 1948">All-Star Pack</td> <td data-bbox="1013 1767 1524 1948"> <ul style="list-style-type: none"> • Unifi TV app • Netflix (Standard) • Disney+ (Basic) • HBO Max (Standard) • Viu (<i>switchable</i>) </td> </tr> <tr> <td data-bbox="678 1948 1013 2161">Super Star Pack</td> <td data-bbox="1013 1948 1524 2161"> <ul style="list-style-type: none"> • Unifi TV app • Netflix (Standard) • Disney+ (Basic) • HBO Max (Standard) • Viu (<i>switchable</i>) • BBC Player </td> </tr> </tbody> </table>	TV Pack	Bundled Apps	Build-Your-Own Pack	<ul style="list-style-type: none"> • Unifi TV app • Choose 1 Asian streaming app (<i>switchable</i>) 	Wira Pack	<ul style="list-style-type: none"> • Unifi TV app • Vidio (<i>switchable</i>) • SIAR 	Ying Xiong Pack	<ul style="list-style-type: none"> • Unifi TV app • iQIYI (<i>switchable</i>) 	Veeran Pack	<ul style="list-style-type: none"> • Unifi TV app • Simply South (<i>switchable</i>) 	Kids Pack	<ul style="list-style-type: none"> • Unifi TV app • Disney+ (Basic) 	Sports Pack	<ul style="list-style-type: none"> • Unifi TV app • beIN SPORTS CONNECT • SPOTV NOW 	Max Pack	<ul style="list-style-type: none"> • Unifi TV app • HBO Max (Standard) 	Netflix Pack	<ul style="list-style-type: none"> • Unifi TV app • Netflix (Basic) • BBC Player • beIN SPORTS CONNECT • SPOTV NOW • SIAR • CMGO 	Disney+ Pack	<ul style="list-style-type: none"> • Unifi TV app • Disney+ (Basic) • BBC Player • beIN SPORTS CONNECT • SPOTV NOW • SIAR • CMGO 	Max Plus Pack	<ul style="list-style-type: none"> • Unifi TV app • HBO Max (Standard) • BBC Player • beIN SPORTS CONNECT • SPOTV NOW • SIAR • CMGO 	Star Pack	<ul style="list-style-type: none"> • Unifi TV app 	All-Star Pack	<ul style="list-style-type: none"> • Unifi TV app • Netflix (Standard) • Disney+ (Basic) • HBO Max (Standard) • Viu (<i>switchable</i>) 	Super Star Pack	<ul style="list-style-type: none"> • Unifi TV app • Netflix (Standard) • Disney+ (Basic) • HBO Max (Standard) • Viu (<i>switchable</i>) • BBC Player
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5.	How can I watch the streaming apps?	<p>The streaming apps are best viewed on Unifi TV 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>															
6.	I am a Unifi TV Pack subscriber and I have redeemed 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 for 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 and streaming app list in the pack as per the T&C.</i></p>															
7.	What are the streaming app offerings available for Unifi TV add-on or a la carte subscription?	<p>All Unifi TV Pack, Unifi Home and Unifi Mobile subscribers get to enjoy special add-on subscription of these selected streaming apps as per table below:</p> <table border="1"> <thead> <tr> <th>No.</th> <th>App</th> <th>Offering</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>SUN NXT</td> <td> For all Unifi Home subscribers including Unifi TV Packs <ul style="list-style-type: none"> • Special add-on price RM23.00/month </td> </tr> <tr> <td>2.</td> <td>HBO Max</td> <td> For all Unifi Home and Unifi Mobile Postpaid subscribers including Unifi TV Packs, at special add-on prices <ul style="list-style-type: none"> • RM13.60/month (HBO Max Mobile Plan) • RM12.50/month (HBO Max Standard Plan) for the first 3 months, then RM24.90/month for subsequent months. Promo ends on 20 April 2026. • RM19.90/month (HBO Max Premium Plan) for the first 3 months, then RM34.90/month for subsequent months (RRP RM39.90/month; save RM5/month with Unifi). Promo ends on 20 April 2026. • Upgrade from Standard to Premium at additional RM10/month </td> </tr> <tr> <td>3.</td> <td>CMGO</td> <td> For all Unifi Home subscribers including Unifi TV Packs <ul style="list-style-type: none"> • Special add-on price at RM9.90/month </td> </tr> <tr> <td>4.</td> <td>YOUKU</td> <td>For all Unifi Home, Unifi Mobile Postpaid and Unifi Mobile</td> </tr> </tbody> </table>	No.	App	Offering	1.	SUN NXT	For all Unifi Home subscribers including Unifi TV Packs <ul style="list-style-type: none"> • Special add-on price RM23.00/month 	2.	HBO Max	For all Unifi Home and Unifi Mobile Postpaid subscribers including Unifi TV Packs, at special add-on prices <ul style="list-style-type: none"> • RM13.60/month (HBO Max Mobile Plan) • RM12.50/month (HBO Max Standard Plan) for the first 3 months, then RM24.90/month for subsequent months. Promo ends on 20 April 2026. • RM19.90/month (HBO Max Premium Plan) for the first 3 months, then RM34.90/month for subsequent months (RRP RM39.90/month; save RM5/month with Unifi). Promo ends on 20 April 2026. • Upgrade from Standard to Premium at additional RM10/month 	3.	CMGO	For all Unifi Home subscribers including Unifi TV Packs <ul style="list-style-type: none"> • Special add-on price at RM9.90/month 	4.	YOUKU	For all Unifi Home, Unifi Mobile Postpaid and Unifi Mobile
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		5.	Vidio <p>For all Unifi Home, Unifi Mobile Postpaid and Unifi Mobile Prepaid subscribers including Unifi TV Packs</p> <ul style="list-style-type: none"> • Special add-on price at RM8.40/month (RRP RM14.90/month)
		6.	Netflix <p>For all Unifi Home subscribers including Unifi TV Packs</p> <ul style="list-style-type: none"> • A la carte RM29.90/month (Basic) • A la carte RM49.90/month (Standard) • A la carte RM62.90/month (Premium) • Upgrade from Basic to Standard at additional RM20/month • Upgrade from Standard to Premium at additional RM13/month • Upgrade from Basic to Premium at additional RM33/month
		7.	SIAR <p>For all Unifi Home, Unifi Mobile Postpaid and Unifi Mobile Prepaid subscribers including Unifi TV Packs</p> <ul style="list-style-type: none"> • Special add-on price at RM8.00/month (RRP RM14.90/month)
		8.	MangoTV <p>For all Unifi Home, Unifi Mobile Postpaid and Unifi Mobile Prepaid subscribers including Unifi TV Packs</p> <ul style="list-style-type: none"> • Special add-on price at RM9.90/month (RRP RM18.99/month)
		9.	Disney+ <p>For all Unifi Home, Unifi Mobile Postpaid and Unifi Mobile Prepaid subscribers including Unifi TV Packs</p> <ul style="list-style-type: none"> • Special add-on price at RM16/month (RRP RM29.90/month) (Basic) • Special upgrade price at RM9.90/month (Premium RRP RM49.90/month) (<i>promo for Basic to Premium Monthly</i>)

		10.	BBC Player	For all Unifi Home, Unifi Mobile Postpaid and Unifi Mobile Prepaid subscribers including Unifi TV Packs <ul style="list-style-type: none"> • Special add-on price at RM9.00/month (RRP RM10.00/month)
		11.	Amazon Prime Video	For all Unifi Home subscribers including Unifi TV Packs <ul style="list-style-type: none"> • A la carte at RM25/month (<i>subscribe via the Unifi TV Box only; payment via credit card only</i>)
		12.	TVBAnywhere+	For all Unifi Home subscribers including Unifi TV Packs <ul style="list-style-type: none"> • Special add-on price TVB Anywhere Channel Zone at RM9.90/month • Special add-on price TVB Anywhere VOD Zone at RM9.90/month • Special add-on price TVB Anywhere Premium Zone at RM15.90/month
		13.	iQIYI	For all Unifi Home, Unifi Mobile Postpaid and Unifi Mobile Prepaid subscribers including Unifi TV Packs, at special add-on prices <ul style="list-style-type: none"> • RM8.90/month (RRP RM16.90/month) (Standard VIP Plan) • RM12.90/month (RRP RM24.90/month) (Premium VIP Plan)
		14.	Viu	For all Unifi Home, Unifi Mobile Postpaid and Unifi Mobile Prepaid subscribers including Unifi TV Packs <ul style="list-style-type: none"> • Special add-on price at RM8.40/month (RRP RM19.90/month)
		15.	ZEE5	For all Unifi Home, Unifi Mobile Postpaid and Unifi Mobile Prepaid subscribers including Unifi TV Packs <ul style="list-style-type: none"> • Special add-on price at RM9.90/month (RRP RM14.90/month)
		16.	Simply South	For all Unifi Home, Unifi Mobile Postpaid and Unifi Mobile Prepaid subscribers including Unifi TV Packs

				<ul style="list-style-type: none"> Special add-on price at RM8.50/month (RRP RM14.99/month)
		17.	YuppTV	<p>For all Unifi Home subscribers including Unifi TV Packs</p> <ul style="list-style-type: none"> A la carte YuppTV Tamil + YuppFlix: RM20/month A la carte YuppTV Hindi + YuppFlix: RM20/month A la carte YuppTV Bangla + Yuppflix: RM20/month A la carte YuppTV Malayalam + YuppFlix: RM20/month A la carte YuppTV Telugu + YuppFlix: RM20/month A la carte YuppFlix: RM10/month
		18.	WeTV	<p>For all Unifi Home, Unifi Mobile Postpaid and Unifi Mobile Prepaid subscribers including Unifi TV Packs</p> <ul style="list-style-type: none"> Special add-on price at RM9.90/month (RRP RM11.90/month)

8.	<p>I am a Unifi subscriber, and have subscribed to the streaming app with special add-on price. How long do I get to enjoy the discounted price?</p>	<p>The discounted price you enjoy is not a short-term offer. If you have subscribed to the special add-on pricing, you will get to enjoy the special price for as long as your Unifi TV Pack, Unifi Home and Unifi Mobile subscription remain active.</p> <p>The streaming apps available with special add-on subscription are as follows:</p> <ol style="list-style-type: none"> SUN NXT HBO Max CMGO YOUKU Vidio SIAR MangoTV Disney+ TVBAnywhere+ iQIYI Viu Simply South ZEE5 YuppTV WeTV
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9.	<p>How many devices can I access the streaming apps on?</p>	<p>The streaming apps can be accessed across the following number of devices. This includes access via Unifi TV Box.</p> <table border="1"> <thead> <tr> <th>No.</th> <th>App</th> <th>Offering</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>SUN NXT</td> <td> <ul style="list-style-type: none"> Up to 4 devices concurrently </td> </tr> <tr> <td>2.</td> <td>HBO Max</td> <td> <ul style="list-style-type: none"> Mobile – Only 1 device at once on mobile or </td> </tr> </tbody> </table>	No.	App	Offering	1.	SUN NXT	<ul style="list-style-type: none"> Up to 4 devices concurrently 	2.	HBO Max	<ul style="list-style-type: none"> Mobile – Only 1 device at once on mobile or
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2.	HBO Max	<ul style="list-style-type: none"> Mobile – Only 1 device at once on mobile or 									

			<ul style="list-style-type: none"> • Standard – watch in Full HD and on up to 2 devices at once. • Premium – watch in 4K Ultra HD and Dolby Atmos (as available) and on up to 4 devices at once.
3.	CMGO		<ul style="list-style-type: none"> • Up to 3 devices concurrently
4.	YOUKU		<ul style="list-style-type: none"> • Up to 2 devices concurrently
5.	Vidio		<ul style="list-style-type: none"> • Only 1 device concurrently
6.	Netflix		<ul style="list-style-type: none"> • Basic – watch in HD up to 1 supported device at a time • Standard – watch in Full HD up to 2 supported devices at a time • Premium – watch in Ultra HD up to 4 supported devices at a time
7.	SIAR		<ul style="list-style-type: none"> • Up to 5 devices concurrently
8.	MangoTV		<ul style="list-style-type: none"> • Up to 2 devices concurrently
9.	TVBAnywhere+		<ul style="list-style-type: none"> • Up to 2 devices concurrently
10.	iQIYI		<ul style="list-style-type: none"> • Up to 2 devices concurrently
11.	Viu		<ul style="list-style-type: none"> • Up to 5 devices concurrently
12.	ZEE5		<ul style="list-style-type: none"> • Up to 5 devices concurrently
13.	Simply South		<ul style="list-style-type: none"> • Up to 3 devices concurrently
14.	Amazon Prime Video		<ul style="list-style-type: none"> • Up to 3 devices concurrently
15.	BBC Player		<ul style="list-style-type: none"> • Unlimited
16.	YuppTV		<ul style="list-style-type: none"> • Up to 4 devices concurrently
17.	WeTV		<ul style="list-style-type: none"> • Up to 2 devices concurrently
18.	Disney+		<ul style="list-style-type: none"> • Basic – Only 1 device concurrently • Premium (Monthly & Quarterly) - Up

				to 3 devices concurrently														
		19.	beIN SPORTS CONNECT	<ul style="list-style-type: none"> Only 1 device concurrently 														
		20.	SPOTV NOW	<ul style="list-style-type: none"> Only 1 device concurrently 														
10.	I am a Unifi TV Pack subscriber. When should I redeem the new streaming apps?	<p>There is no specific time for you to redeem your bundled streaming apps. However, we highly recommend redeeming them as soon as you can to start enjoying the best entertainment with Unifi.</p> <p>You can simply redeem the apps via MyUnifi app, Unifi UniVerse app or Unifi portal at https://selfcare.unifi.com.my/</p>																
11.	Can I switch or change my current streaming app to another one of my choice, and how often can I do this?	<p>The bundled streaming app for Unifi TV Packs below can be switched to one (1) of the following:</p> <table border="1"> <thead> <tr> <th>TV Pack</th> <th>Bundled App</th> </tr> </thead> <tbody> <tr> <td>Build-Your-Own Pack</td> <td> <ul style="list-style-type: none"> Choose 1 Asian streaming app (<i>switchable</i>) </td> </tr> <tr> <td>Wira Pack</td> <td> <ul style="list-style-type: none"> Vidio (<i>switchable</i>) </td> </tr> <tr> <td>Ying Xiong Pack</td> <td> <ul style="list-style-type: none"> iQIYI (<i>switchable</i>) </td> </tr> <tr> <td>Veeran Pack</td> <td> <ul style="list-style-type: none"> Simply South (<i>switchable</i>) </td> </tr> <tr> <td>All-Star Pack</td> <td> <ul style="list-style-type: none"> Viu (<i>switchable</i>) </td> </tr> <tr> <td>Super Star Pack</td> <td> <ul style="list-style-type: none"> Viu (<i>switchable</i>) </td> </tr> </tbody> </table> <p>a) CMGO b) MangoTV c) Viu d) iQIYI e) Simply South f) ZEE5 g) WeTV h) TVBAnywhere+ (VOD Zone) i) YOUKU j) Vidio</p> <p>You can switch the bundled streaming app once every month. 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 switch these streaming apps at the following channels:</p> <p>a) MyUnifi app b) Unifi UniVerse app c) Unifi Selfcare portal https://selfcare.unifi.com.my/ d) Unifi TV sales portal https://unifi.com.my/login</p>			TV Pack	Bundled App	Build-Your-Own Pack	<ul style="list-style-type: none"> Choose 1 Asian streaming app (<i>switchable</i>) 	Wira Pack	<ul style="list-style-type: none"> Vidio (<i>switchable</i>) 	Ying Xiong Pack	<ul style="list-style-type: none"> iQIYI (<i>switchable</i>) 	Veeran Pack	<ul style="list-style-type: none"> Simply South (<i>switchable</i>) 	All-Star Pack	<ul style="list-style-type: none"> Viu (<i>switchable</i>) 	Super Star Pack	<ul style="list-style-type: none"> Viu (<i>switchable</i>)
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12.	Why should I subscribe to the streaming apps via Unifi instead of subscribing directly to the app?	<p>By subscribing via Unifi, you get to enjoy curated bundles and great add-on deals, specially crafted for you as our Unifi customer. You will also get to enjoy the convenience of paying the subscriptions in one single Unifi bill each month.</p>																
13.	I am not a Unifi TV Pack subscriber. Can I subscribe to the streaming apps?	<p>If you are interested to subscribe to the following streaming apps, you can subscribe on a la carte basis via MyUnifi app, Unifi UniVerse app, Unifi Selfcare portal (https://selfcare.unifi.com.my/) or Unifi TV sales portal (https://unifi.com.my/login)</p>																

		<ul style="list-style-type: none"> a) SUN NXT (Via Unifi UniVerse app only. For Unifi Home subscribers before 17 March 2025, call 100 or visit the nearest Unifi Store to subscribe.) b) HBO Max c) CMGO d) YOUKU e) Vidio f) Netflix (via Unifi TV Box only) g) SIAR h) MangoTV i) Disney+ j) TVBAnywhere+ k) Amazon Prime Video (via Unifi TV Box only) l) BBC Player m) YuppTV n) Viu o) Simply South p) ZEE5 q) WeTV r) iQIYI 																																																															
14.	Why can't I subscribe to beIN SPORTS CONNECT and SPOTV NOW on a la carte basis?	The access to these two (2) apps is exclusively available to subscribers of the Unifi TV Sports Pack, Netflix Pack, Disney+ Pack, Max Plus Pack and Super Star Pack – at no additional cost.																																																															
15.	How do I log in to these new streaming apps after I have successfully registered?	<p>There are different login credentials for each streaming app, as below:</p> <table border="1"> <thead> <tr> <th>No.</th> <th>App</th> <th>Login Credential</th> </tr> </thead> <tbody> <tr><td>1.</td><td>SUN NXT</td><td>• Email address</td></tr> <tr><td>2.</td><td>HBO Max</td><td>• Email address</td></tr> <tr><td>3.</td><td>CMGO</td><td>• Email address</td></tr> <tr><td>4.</td><td>YOUKU</td><td>• Mobile number</td></tr> <tr><td>5.</td><td>Vidio</td><td>• Email address</td></tr> <tr><td>6.</td><td>Netflix</td><td>• Email address</td></tr> <tr><td>7.</td><td>TVBAnywhere+</td><td>• Unifi ID</td></tr> <tr><td>8.</td><td>iQIYI</td><td>• Mobile number</td></tr> <tr><td>9.</td><td>Viu</td><td>• Mobile number</td></tr> <tr><td>10.</td><td>ZEE5</td><td>• Email address</td></tr> <tr><td>11.</td><td>Simply South</td><td>• Email address</td></tr> <tr><td>12.</td><td>Amazon Prime Video</td><td>• Email address</td></tr> <tr><td>13.</td><td>BBC Player</td><td>• Unifi ID</td></tr> <tr><td>14.</td><td>YuppTV</td><td>• Email address</td></tr> <tr><td>15.</td><td>WeTV</td><td>• Mobile number</td></tr> <tr><td>16.</td><td>Disney+</td><td>• Mobile number</td></tr> <tr><td>17.</td><td>beIN SPORTS CONNECT</td><td>• Unifi ID</td></tr> <tr><td>18.</td><td>SPOTV NOW</td><td>• Unifi ID</td></tr> <tr><td>19.</td><td>MangoTV</td><td>• Mobile number</td></tr> <tr><td>20.</td><td>SIAR</td><td>• Email address</td></tr> </tbody> </table> <p>You may also check the confirmation email you received upon successful registration.</p>	No.	App	Login Credential	1.	SUN NXT	• Email address	2.	HBO Max	• Email address	3.	CMGO	• Email address	4.	YOUKU	• Mobile number	5.	Vidio	• Email address	6.	Netflix	• Email address	7.	TVBAnywhere+	• Unifi ID	8.	iQIYI	• Mobile number	9.	Viu	• Mobile number	10.	ZEE5	• Email address	11.	Simply South	• Email address	12.	Amazon Prime Video	• Email address	13.	BBC Player	• Unifi ID	14.	YuppTV	• Email address	15.	WeTV	• Mobile number	16.	Disney+	• Mobile number	17.	beIN SPORTS CONNECT	• Unifi ID	18.	SPOTV NOW	• Unifi ID	19.	MangoTV	• Mobile number	20.	SIAR	• Email address
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16.	What if I forget my Unifi ID to redeem these streaming apps?	You can check your Unifi ID (i.e. example@unifi) in your monthly bill. You can easily access it via MyUnifi app, Unifi UniVerse app or Unifi Selfcare portal at https://selfcare.unifi.com.my/																																																															

17.	I have not received the email confirmation after activating the streaming apps with complimentary access. What should I do?	<p>Please wait for a moment and try to reload your inbox.</p> <p>Alternatively, you may try to check the spam/junk mail folder.</p> <p>If these methods fail, please reach out to us via our digital platforms: Live Chat on https://maya.unifi.com.my or MyUnifi app/Unifi UniVerse app for further assistance.</p>
18.	What if I forget my password to the streaming app?	<p>You can refer to the email and SMS received when you redeemed the streaming app.</p>
19.	Can I change my password on the streaming app?	<p>You may change your password on the streaming app depending on the required login feature of the streaming app itself.</p>
20.	Can I watch content from streaming apps using the white Unifi TV Box?	<p>Sorry, streaming apps are only available on the Unifi TV Box (Android TV version).</p> <p>Here are several options you can explore:</p> <ol style="list-style-type: none"> a) Upgrade to the Unifi TV Box (Android TV) at RM10/month for 24 months, or RM240 as a one-time payment b) Alternatively, you can watch the streaming apps via their respective mobile apps
21.	Am I able to use the streaming apps when I am connected to TM/Unifi network only?	<p>For first-time activation, it is best for you to be connected to Unifi Wi-Fi network to enjoy special deals.</p> <p>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.</p>
22.	I have an existing subscription with the streaming apps, can I subscribe to the same app via Unifi?	<p>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.</p>
23.	I have an existing a la carte subscription to a streaming app with Unifi. Am I eligible to enjoy the special add-on price?	<p>Yes, if you are a Unifi TV Pack, Unifi Home or Unifi Mobile subscriber, you are eligible to subscribe to the following streaming apps special add-ons:</p> <ol style="list-style-type: none"> a) SUN NXT (Via Unifi UniVerse app only. For Unifi Home subscribers before 17 March 2025, call 100 or visit the nearest Unifi Store to subscribe.) b) HBO Max c) CMGO d) YOUKU e) Vidio f) SIAR g) MangoTV h) Disney+ i) TVBAnywhere+ j) iQIYI k) Viu l) Simply South m) ZEE5 n) YuppTV o) WeTV <p>If you want to enjoy the special price, we advise you to terminate the current subscription and resubscribe.</p> <p>To add on the streaming apps, you can do so via the MyUnifi</p>

		app, Unifi UniVerse app, Unifi Selfcare portal (https://selfcare.unifi.com.my/) or Unifi TV sales portal (https://unifi.com.my/login).																
24.	Can I subscribe to more than one streaming app as add-on or a la carte?	<p>Yes, you can and you will get to enjoy the special add-on price for each of the streaming app available:</p> <ol style="list-style-type: none"> SUN NXT (Via Unifi UniVerse app only. For Unifi Home subscribers before 17 March 2025, call 100 or visit the nearest Unifi Store to subscribe.) HBO Max CMGO YOUKU Vidio SIAR MangoTV Disney+ TVBAnywhere+ iQIYI Viu Simply South ZEE5 YuppTV WeTV 																
25.	I am an existing Unifi TV Pack subscriber with Streamyx (Unifi Lite) network (TVOS). Why am I unable to enjoy the special add-on for selected streaming apps?	We are sorry. Unfortunately, this is only applicable for Unifi fibre customers with Unifi TV Packs.																
26.	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?	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.																
27.	I want to redeem 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 as 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> <table border="1"> <thead> <tr> <th>TV Pack</th> <th>Bundled Apps</th> </tr> </thead> <tbody> <tr> <td>Build-Your-Own Pack</td> <td> <ul style="list-style-type: none"> Unifi TV app Choose 1 Asian streaming app (<i>switchable</i>) </td> </tr> <tr> <td>Wira Pack</td> <td> <ul style="list-style-type: none"> Unifi TV app Vidio (<i>switchable</i>) SIAR </td> </tr> <tr> <td>Ying Xiong Pack</td> <td> <ul style="list-style-type: none"> Unifi TV app iQIYI (<i>switchable</i>) </td> </tr> <tr> <td>Veeran Pack</td> <td> <ul style="list-style-type: none"> Unifi TV app Simply South (<i>switchable</i>) </td> </tr> <tr> <td>Kids Pack</td> <td> <ul style="list-style-type: none"> Unifi TV app Disney+ (Basic) </td> </tr> <tr> <td>Sports Pack</td> <td> <ul style="list-style-type: none"> Unifi TV app beIN SPORTS CONNECT SPOTV NOW </td> </tr> <tr> <td>Max Pack</td> <td> <ul style="list-style-type: none"> Unifi TV app </td> </tr> </tbody> </table>	TV Pack	Bundled Apps	Build-Your-Own Pack	<ul style="list-style-type: none"> Unifi TV app Choose 1 Asian streaming app (<i>switchable</i>) 	Wira Pack	<ul style="list-style-type: none"> Unifi TV app Vidio (<i>switchable</i>) SIAR 	Ying Xiong Pack	<ul style="list-style-type: none"> Unifi TV app iQIYI (<i>switchable</i>) 	Veeran Pack	<ul style="list-style-type: none"> Unifi TV app Simply South (<i>switchable</i>) 	Kids Pack	<ul style="list-style-type: none"> Unifi TV app Disney+ (Basic) 	Sports Pack	<ul style="list-style-type: none"> Unifi TV app beIN SPORTS CONNECT SPOTV NOW 	Max Pack	<ul style="list-style-type: none"> Unifi TV app
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	Netflix Pack	<ul style="list-style-type: none"> • Unifi TV app • Netflix (Basic) • BBC Player • beIN SPORTS CONNECT • SPOTV NOW • SIAR • CMGO
	Disney+ Pack	<ul style="list-style-type: none"> • Unifi TV app • Disney+ (Basic) • BBC Player • beIN SPORTS CONNECT • SPOTV NOW • SIAR • CMGO
	Max Plus Pack	<ul style="list-style-type: none"> • Unifi TV app • HBO Max (Standard) • BBC Player • beIN SPORTS CONNECT • SPOTV NOW • SIAR • CMGO
	Star Pack	<ul style="list-style-type: none"> • Unifi TV app
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	Super Star Pack	<ul style="list-style-type: none"> • Unifi TV app • Netflix (Standard) • Disney+ (Basic) • HBO Max (Standard) • Viu (<i>switchable</i>) • BBC Player • beIN SPORTS CONNECT • SPOTV NOW • SIAR • CMGO
		You will also be bound by the terms and conditions of the individual streaming apps.
28.	Why do I see an expiry date when I redeem certain streaming apps 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!
29.	What are the payment options available for the streaming apps?	<p>For the convenience of our customers, we highly encourage payment via Unifi billing (direct carrier billing).</p> <p>There are several payment channels to pay your Unifi bill:</p> <ol style="list-style-type: none"> MyUnifi app or Unifi UniVerse app Unifi Selfcare portal via https://selfcare.unifi.com.my/ Selected preferred online banking portals Nearest Unifi Store/TMpoint or TMpoint Authorised Dealer (TAD) POS Malaysia <p>For more payment channels, visit http://i.unifi.my/paymentchannel</p>

30.	Why does my Unifi TV Box display an empty or black screen?	We are sorry for the inconvenience. Please try clearing the cache on your Unifi TV Box by following these steps: a) Go to “Settings” b) Select “Apps” c) Select “Unifi TV” d) Click on “Clear cache”
ADDITIONAL QUESTIONS FOR HBO MAX		
31.	What is the HBO Max promotion about?	From 18 March to 20 April 2026, Unifi TV will offer all Unifi TV Pack, Unifi Home and Unifi Mobile Postpaid customers the opportunity to enjoy up to 50% off selected HBO Max streaming plans: a) Standard monthly plan – RM12.50/month for the first 3 months b) Premium monthly plan – RM19.90/month for the first 3 months
32.	Who is eligible for this promotion?	Only new HBO Max streaming app a la carte subscribers with Unifi TV Packs, Unifi Home or Unifi Mobile Postpaid plans are eligible for this promotion.
33.	I have subscribed to HBO Max with Unifi TV before. Can I still enjoy this promotion?	This promotion is available for new HBO Max subscribers only. If you have subscribed before, you will not be eligible for this offer.
34.	What happens after the 3-month promotional period ends?	After the promotional period, your subscription will automatically continue at the standard monthly price: a) Standard Plan – RM24.90/month b) Premium Plan – RM34.90/month (RRP RM39.90/month – save RM5/month with Unifi) You can choose to cancel your HBO Max subscription at any time, as this is an a la carte service with no contract.
35.	Why do I see the full price on my Unifi bill instead of the promotional price?	You may see the full monthly price (RM24.90 for Standard Plan or RM34.90 for Premium Plan) on your bill because the discount is applied as a billing adjustment. The discounted amount will be reflected from your second (2 nd) bill onwards, and will continue until the full 3-month promotional period is completed.
ADDITIONAL QUESTIONS FOR CMGO		
36.	How do I watch CMGO streaming app?	You can download CMGO streaming app, login and stream on devices below: a) Unifi TV Box – enter Unifi TV app, press arrow button to open Menu, select “Apps” and scroll to CMGO. Login following the steps shown b) Your personal devices like smartphones, tablets, casting device or smart TVs. Please refer to the CMGO page for more information on compatible devices https://cmgo.com/footer/information/faq
ADDITIONAL QUESTIONS FOR VIDIO		

37.	Why are some titles/genres available on the Vidio app/website but not on the Vidio app with Unifi TV?	<p>Some titles and genres of content are unavailable to the Malaysian audience due to restrictions on broadcast rights from content providers.</p> <p>Below are some of the content which are not available for broadcast in Malaysia via Vidio:</p> <ul style="list-style-type: none"> a) Premier League (EPL) b) UEFA Champions League c) Korean dramas d) Anime e) Over 40 live channels
38.	I have subscribed to the Vidio Premium plan with Unifi (Wira Pack, Aneka Plus Pack or a la carte). Why do I still need to pay additionally for 'Express' episodes?	<p>As a Vidio Premium plan subscriber, you are entitled to the additional benefit of accessing 'Express' episodes one (1) week in advance by paying an additional RM2 per episode. This supplementary subscription for 'Express' episodes is payable via Google Pay and Apple Pay.</p>

ADDITIONAL QUESTIONS FOR NETFLIX

39.	I already have an existing Netflix subscription. How do I link it to the Netflix entitlement with Ultimate Plus Pack or Ultimate Max Pack?	<p>If you already have an existing Netflix subscription with Netflix, your existing Netflix account will need to be linked to your Unifi TV Pack by submitting your Netflix account credentials. Netflix will continue to charge you separately for your existing subscription until your Netflix account is linked to your Unifi TV Pack.</p> <p>If your existing Netflix subscription is billed through Apple, you will need to manually cancel your Apple billing arrangement to avoid being double billed for your Netflix when you activate your Netflix plan.</p>
40.	I have an existing Netflix account. Do I get to retain my previous viewing history on the app once I redeem the access via Unifi?	<p>Yes, you will be able to retain the viewing history if your registered email address with Unifi is the same as your existing Netflix account. This is because you still maintain your login credential.</p>
41.	I would like to subscribe to Netflix with Unifi TV Packs. How do I subscribe?	<p>For existing Unifi subscribers, you can add on or upgrade your Unifi TV Pack via MyUnifi app, Unifi UniVerse app, Unifi Selfcare portal (https://selfcare.unifi.com.my/) or Unifi TV sales portal (https://unifi.com.my/login).</p> <p>For new subscribers, you can subscribe to Netflix with the new Unifi TV Packs via:</p> <ul style="list-style-type: none"> a) The nearest Unifi Store/TMpoint b) Call by dialling 100 and press 3 to speak to our Unifi Care Crew c) Online at https://unifi.com.my/new <p>Netflix's Terms of Use can be found at https://help.netflix.com/en/legal/termsfuse</p>
42.	I have just subscribed to Unifi TV Pack with Netflix Basic Plan included at no extra cost. Can I upgrade/change my Netflix plan to Standard or Premium Plan?	<p>Yes, you can. You may upgrade/change your Netflix plan as per offerings below:</p> <ul style="list-style-type: none"> a) Netflix Standard – Additional RM20/month to upgrade from Basic. b) Netflix Premium – Additional RM13/month to upgrade from Standard. Additional RM33/month to upgrade from Basic. <p>To self-upgrade your Netflix plans, you can do so via MyUnifi</p>

		app, Unifi UniVerse app, Unifi Selfcare portal (https://selfcare.unifi.com.my), Unifi TV sales portal (https://unifi.com.my/login) or alternatively, visit Netflix.com and enter the "Account" section.
43.	I have just subscribed to Unifi TV Pack with Netflix. How do I redeem my Netflix account?	<p>After a successful subscription, you will receive an email and/or SMS from Netflix and Unifi. Follow these simple steps to redeem:</p> <ol style="list-style-type: none"> Click on the activation link in the SMS and/or email or via MyUnifi app, Unifi UniVerse app or Unifi Selfcare portal https://selfcare.unifi.com.my/ On Netflix, select Sign up (new to Netflix) or Sign in (already with Netflix) Create a Netflix account and password on the page and click "Continue". If you already have a Netflix account, enter your existing Netflix credentials (email and password) Click "Start Watching"
44.	I have Unifi TV Pack with Netflix Basic Plan (previous plan). I have upgraded the Netflix plan to Standard/Premium Plan (new plan). What should I expect to see on my next bill?	<p>Your bill after the change of plan will include prorated charges of the old (Basic plan) and new (Standard/Premium) plans according to your billing date.</p> <p>You can visit https://help.netflix.com/en/node/22 for further information about changing Netflix plan.</p>
45.	How do I watch Netflix streaming app on Unifi TV Box?	<p>You might need to do any action below for Netflix availability on Unifi TV Box, depending on your setting:</p> <ul style="list-style-type: none"> Scenario 1: Automatic update of Unifi TV Box firmware Scenario 2: Pop-up notification to update Unifi TV Box firmware Scenario 3: Manually update Unifi TV Box firmware via Settings > Device Preference > About > System Update <p>Once done, you can link your Netflix account to start streaming on Unifi TV Box.</p> <p>You can also stream Netflix on any compatible devices. Please refer to the Netflix help page for more information on compatible devices https://devices.netflix.com/en</p>
46.	Why is Netflix streaming app not working on my Unifi TV Box?	<p>Netflix certification is only for the Unifi TV Box below:</p> <div style="text-align: center;">  </div> <p>Alternatively, you can stream Netflix on any compatible devices. Please refer to the Netflix help page for more information on compatible devices https://devices.netflix.com/en</p>
47.	I forgot my Netflix account/password. How can I recover it?	<p>Account recovery is available in MyUnifi app, Unifi UniVerse app or Unifi Selfcare portal http://selfcare.unifi.com.my. Follow these simple steps below to recover your account:</p> <ol style="list-style-type: none"> Click on "Recover My Account" Enter username and password If you have entered a wrong password, click "Reset your Netflix password" and reset it via the link sent to your email address.

48.	I have just subscribed to Unifi TV Pack with Netflix Basic/Standard Plan, am I entitled to get a 30-day free trial for Netflix?	We are sorry, the 30-day free trial for new subscribers does not include the Netflix offerings.
ADDITIONAL QUESTIONS FOR SIAR		
49.	I already have an active subscription with SIAR using the same email address. Can I use the same email address to enjoy SIAR with Unifi?	You can use the same email address. However, you would need to cancel the active subscription with SIAR first at https://siar.my
50.	I have forgotten my password to login to SIAR. What should I do?	You can reset your password at https://siar.my/akaun/ and click on “Forgot your password?” to follow the simple steps.
51.	I would like to update my login email address to a new one. Can I do so?	Unfortunately, you may not change your registered login email address for now.
ADDITIONAL QUESTIONS FOR MANGOTV		
52.	Can I update my email address for my app profile?	If you wish to edit your personal information or manage your account (e.g. change password, add security information etc.), you can log in and perform the actions through “Account Management”.
53.	How can I manage (add/edit/remove) my registered devices?	You may click on Me→Settings→Account and Security→Login to device management.
ADDITIONAL QUESTIONS FOR VIU		
54.	Why can't I log in to Viu using the credentials received via confirmation email and SMS?	For first-time activation, it is compulsory that you 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!
55.	How do I log in to Viu using the credentials received via confirmation email and SMS?	Below are the steps for you to login and start streaming Viu app: Step 1: Once you installed Viu app on your mobile device, it is compulsory to turn off the mobile data so it only connects to Unifi Home Wi-Fi network. Step 2: To start logging in, go to the Viu app or viu.com on mobile browser (<i>do not use desktop/laptop browser</i>). Select “Continue with Email or Mobile”. Step 3: Key in your registered mobile number but without the first digit, “0”. Example: If your mobile number is 0123456789, you only need to key in 123456789. Step 4: Verify and key in the OTP number that you received and you can start streaming.
ADDITIONAL QUESTIONS FOR DISNEY+		

56.	What if I want to use a different mobile number, which is not registered to my Unifi account for my Disney+ 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+ account. Do I get to retain my previous viewing history on the app once I redeemed the access via Unifi?	<p>Yes, you will be able to retain the viewing history if your registered mobile number with Unifi is the same as your existing Disney+ account. This is because you still maintain your login credential.</p>
58.	I am entitled to Disney+ with my Unifi subscription. Why have I not received notification to access the app?	<p>Firstly, you would need to go to MyUnifi app or Unifi UniVerse app to check if your bundled streaming app entitlement is redeemed.</p> <p>If it is not indicated, you can redeem your bundled streaming app via MyUnifi app, Unifi UniVerse app or visit Unifi Selfcare portal at http://selfcare.unifi.com.my</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/Unifi UniVerse app.</p>
59.	I have an existing Disney+ account and I also have Unifi TV Pack registered to the same mobile number. How do I update my subscription so I can enjoy the bundled access entertainment?	<p>You may provide another mobile number to enjoy the bundled access with Unifi TV Pack. If you prefer to maintain the same mobile number, you may reach out to Disney+ customer service for service cancellation before activating your bundled access entitlement with Unifi.</p>
60.	Can non-Unifi TV Packs subscribers access Disney+?	<p>Yes, you may enjoy Disney+ on a la carte basis at the current retail price of RM54.90 for three (3) months by signing up via MyUnifi app, Unifi UniVerse app or visit Unifi Selfcare portal at http://selfcare.unifi.com.my</p> <p>You will be billed on a quarterly basis in your Unifi bill on behalf of Disney.</p>
61.	What are the terms of my access to Disney+?	<p>Your subscription will commence on the date you first opt-in or are entitled to the access of Disney+ with TM, in each case irrespective of whether you log in or complete the registration process for Disney+.</p> <p>By subscribing to Disney+ 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://unifi.com.my/tv/tnc/streaming-apps) b) Terms and Conditions for Unifi TV Packs Subscriptions (if applicable) https://unifi.com.my/tv/tnc/tv-packs c) Disney+ Terms of Use https://hotstar.com/terms-of-use d) Disney+ Global Privacy Policy https://privacy.thewaltdisneycompany.com/en/current-

		privacy-policy/ e) Disney+ Supplemental Privacy Policy https://privacy.thewaltdisneycompany.com/en/current-privacy-policy/supplemental-privacy-policy-for-malaysia/
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ADDITIONAL QUESTION FOR YUPPTV

62.	I am an existing YuppTV a la carte subscriber at RM12.50/month (subscribed before 31 December 2022) OR RM15/month (subscribed before 24 October 2023). Will I be affected by the price change to RM20/month?	Do not worry, you will not be affected. You can continue to subscribe to YuppTV a la carte at RM12.50/month or RM15/month.
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SERVICE TERMINATION

63.	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.
64.	How do I cancel my streaming app subscriptions?	Feel free to reach out to us via our digital platform: Live Chat at https://maya.unifi.com.my or MyUnifi app/Unifi UniVerse app.
65.	Will I get a refund if I terminate my special add-on or a la carte streaming app subscription?	<p>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.</p> <p><i>*Note: For Disney+ a la carte option (RM54.90 for 3 months), this is based on Disney's current retail price, and will be billed on a three (3)-month basis.</i></p>

CONTACT US

66.	Who should I contact if I need assistance or have enquiries about streaming apps with Unifi?	Feel free to reach out to us via the MyUnifi app or the Unifi portal.												
67.	Where can I get more info on the streaming apps?	<p>For more information regarding the streaming apps, please check out the respective streaming apps' Terms & Conditions (T&C) and Frequently Asked Questions (FAQ) from the links below:</p> <table border="1"> <thead> <tr> <th>App</th> <th>T&C</th> <th>FAQ</th> </tr> </thead> <tbody> <tr> <td>SUN NXT</td> <td>https://www.sunnxt.com/terms-of-use</td> <td>https://www.sunnxt.com/faq</td> </tr> <tr> <td>HBO Max</td> <td>https://www.hbomax.com/terms-of-use</td> <td>https://help.hbomax.com/my-en/Home/Index</td> </tr> <tr> <td>CMGO</td> <td>https://cmgo.com/footer/information/terms</td> <td>https://cmgo.com/footer/information/faq</td> </tr> </tbody> </table>	App	T&C	FAQ	SUN NXT	https://www.sunnxt.com/terms-of-use	https://www.sunnxt.com/faq	HBO Max	https://www.hbomax.com/terms-of-use	https://help.hbomax.com/my-en/Home/Index	CMGO	https://cmgo.com/footer/information/terms	https://cmgo.com/footer/information/faq
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		Vidio	https://www.vidio.com/pages/terms-and-conditions	https://support.vidio.com/support/home
		Netflix	https://help.netflix.com/en/legal/termsofuse	https://help.netflix.com/en/node/412
		TVBAnywhere+	https://www tvbanywhere.com/terms-of-services.html	https://www tvbanywhere.com/faq.html
		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
		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/termsofuse	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
		Disney+	https://hotstar.com/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
		SPOTV NOW	www.spotvnow.com	www.spotvnow.com
		MangoTV	https://w.mgtv.com/	https://w.mgtv.com/
		YuppTV	https://www.yupptv.com/help/terms-and-conditions	https://yupptv.freshdesk.com/support/home
		BBC Player	https://player.bbc.com/en/terms-and-conditions	https://player.bbc.com/en/help-and-support
		SIAR	https://siar.my/terma-penggunaan/	https://siar.my/soalan-lazim/

