

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
THE NEW USER INTERFACE (UI) FOR UNIFI TV (MEDIA BOX) AND UNIFI PLAYTV APP**

NO	QUESTION	ANSWER
NEW USER INTERFACE (UI) FOR UNIFI TV (MEDIA BOX)		
1	What is this exercise all about?	<p>We are excited to inform that unifi TV's user interface (UI) will be upgraded to a new look and feel in 2019!</p> <p>All residential, SME and HoTes unifi TV customers nationwide will enjoy the new feature. This new look will also be enjoyed by unifi playTV app customers as well.</p>
2	When can I start to enjoy the new UI for unifi TV?	<p>unifi TV customers will experience the new UI by phases as below:</p> <ul style="list-style-type: none"> • New unifi TV customers – 19 November 2019 • Existing unifi TV customer – 27 November 2019 onwards (by phases)
3	What is the difference between unifi TV's current UI and the new one?	<p>With the new UI, you will get to enjoy easier access and navigation, providing you with an improved user experience.</p>
4	What should I do to enjoy the new UI?	<p>Customer will just need to reboot their unifi TV Media Box and you will automatically enjoy the new UI according to the respective launch dates (Refer Q2). In event there is a system version upgrade notification prompted on your tv screen, just select confirm to proceed.</p>
5	Do I need to change my Media Box to enjoy the new user interface (UI)?	<p>That shall not be necessary as all versions of unifi TV Media Box will be able to enjoy the new UI.</p> <p>However the new UI is best experienced with our latest media box. Should there be any problem with the new UI, please go to myunifi apps or www.unifi.com.my or https://community.unifi.com.my/ for self-troubleshooting guide, tips and tricks.</p> <p>Alternatively, you may contact us via TM's digital channels below:</p> <ul style="list-style-type: none"> • Livechat via myunifi apps or www.unifi.com.my • Facebook via facebook.com/weareunifi • Twitter @helpmeunifi <p>Email via help@tm.com.my</p>
6	Is the new UI mandatory? Can I revert to the previous UI version?	<p>To provide you a better and improved user experience, the new user interface (UI) is mandatory and it is not possible to revert to the previous version.</p>
7	Are there any additional charges if I want to	<p>No, the new UI will be available to all unifi TV subscribers without any additional charges.</p>

	experience the new features?	
8	Why am I still not enjoying the new UI on my unifi TV Media Box?	For the existing customers, your unifi TV Media Box will be updated with the new UI by phases starting 20 November 2019 . You just need to ensure that your Media Box is in standby mode to receive the update.
9	Does this new UI affect my subscription or quality of unifi TV service?	Rest assured that this new enhanced UI will not affect your current subscription or quality of unifi TV service.
10	How do I know that my unifi TV Media Box had already updated with the new UI?	You will definitely spot the difference as the new UI is totally different in term of its look and feel.
11	Is there any upcoming features that will be added to the new UI?	Yes, with the new UI, we will be able to offer you some features soon, which include: <ul style="list-style-type: none"> ● Multi profile ● Continue watching <p>More features will be updated in the future, so stay tuned!</p>
12	Why I cannot change my purchase/parental control PIN via unifi TV Media Box after I changed to the new UI?	Kindly note that due to the upgrading process, you will temporarily unable to change your purchase / parental control PIN through your unifi TV Media Box. <p>However, you can change your PIN through your unifi playTV app.</p>
13	What is my purchase/parental control PIN?	Your default purchase and parental control PIN is 123456.
14.	My Application icon on Home page is no longer available, how can I access the iflix app?	iflix can be easily access by pressing the interactive “i” button on your remote control or alternatively it can as well be access via APPS category on Menu page. Don’t forget to turn on your wifi connection, kindly follow the instruction guide on your screen <p>Note: iflix only accessible on V8 STB only (White Box)</p>
15,	When I flip through the channel using my remote (CH+/-) button, I unable to find the on demand catch up channel such as BBC First, Al Hijrah On Demand, Now Chinese Drama, etc..is it still	Through this new UI, all on demand catch up channel are located within the on demand category. Just press “Menu”, go to On Demand and select Catch Up to view the desired content.

	available?	
16	What are the current unifi TV UI features which will be temporarily disabled after the UI upgrade?	<p>During the integration of the UI features, some of the existing unifi TV's Media Box features will be temporary disabled namely:-</p> <ul style="list-style-type: none"> • Search • Profile Setting • Manage Password • Manage PIN (Purchase & Parental Control PIN) • Playlist • Parental Control • Web Browser
17	When can I experience the full new UI features?	You will fully experience the new UI in January 2020. We highly appreciate your patience during the integration period.
18	Can I get the previous UI?	Sorry, as this is part of unifi TV improvement plan thus, reverting back to the previous UI is not possible.
19	Why I unable to use B button and cannot view channel via 100?	<p>Starting 19th December 2019, you may use B button or press 100 to view all Live TV channels. Kindly reboot your Media box (STB) if you are still unable to view.</p> <p>*Only applicable unifi customers</p>
20	Will I get a rebate on unifi TV Pack monthly charges since I temporarily unable to enjoy some of the features?	The monthly charges of unifi TV Packs reflect the bundled value for the channels, not by ala-carte value of functionalities or entertainment offerings. Hence, there will be no rebate given to customers following the temporary disability of any functionality due to service upgrading or restoration.
21	I want to report this to MCMC as I feel cheated by TM.	<ul style="list-style-type: none"> ▪ We apologise for any inconvenience caused. TM holds no right to neither stop nor suggest, shall customer wish to lodge any reports against any product offerings to third party as mediator for settlement. ▪ However, please be assured that all activities carried by TM or unifi TV pertaining to the matter are governed by broadcasting licenses under the purview of MCMC.
22	I have problem with my unifi TV, who should I contact?	<p>Feel free to contact us via:</p> <ol style="list-style-type: none"> 1. Customer Portal (https://unifi.com.my) 2. App (myunifi) 3. Community (https://community.unifi.com.my/) 4. Social Media Facebook: facebook.com/weareunifi Twitter: @helpmeunifi 5. Live Chat via myunifi app or unifi.com.my/chat 6. Call TM 100 7. Walk in to any TMpoint outlets

NEW USER INTERFACE (UI) FOR UNIFI PLAYTV APP		
1	Will unifi PlayTV app be getting new user interface (UI) features as well?	<p>Yes, you will experience a new UI features on unifi playTV app starting 19 November 2019.</p> <p>To enjoy the new features, you will need to download the latest version of unifi playTV app from Google Play (Android) and App Store (iOS) by searching “unifi playTV (NEW)” starting 19 November 2019.</p> <p>For PC users, you may go to https://playtv.unifi.com.my (Mozilla Firefox, Chrome, Internet Explorer, Safari).</p>
2	Tell me more about the new UI features on unifi PlayTV app?	<p>The new UI for unifi playTV app will feature an upgraded version from the previous look and feel.</p> <p>All unifi playTV app/website customers will enjoy the new features.</p>
3	What is the difference between the current and the new UI on unifi playTV app?	<p>With the new UI, you will get to enjoy an improved user experience and enhanced features which are not available on the previous UI version.</p>
4	Are there any additional charges if I want to experience the new features?	<p>No, the new UI features will be available to all unifi TV playTV app customers without any additional charges.</p>
5	Why I cannot log in to the new unifi playTV app?	<p>Rest assured that the new UI upgrade will be done by phases. While waiting for the UI upgrade, you still can enjoy watching on your current playTV app.</p>
6	Why I cannot log in to my current unifi playTV app?	<p>Good news! That means you have already been migrated to the new UI!</p> <p>Just download and install the latest version of unifi playTV app to continue to enjoy the service.</p>
7	Why I cannot log in unifi playTV through the website?	<p>Kindly note that you will be unable to log in through unifi playTV website if you have not been migrated yet. Please log in to https://play.unifi.com.my.</p>
8	What can I experience from this new unifi playTV?	<p>With the new UI features on unifi playTV, you will get to enjoy these new features:</p> <ul style="list-style-type: none"> ● Avatar ● Temporary Download (On Demand & catch-up content) ● Social media sharing (Facebook, & WeChat Whatsapp)
9	What is the “Avatar” function?	<p>The Avatar function is a feature that allows you to add a profile picture by selecting any of the available avatar</p>

		provided on the app.
10	What is the “Temporary Download” function?	With the “Temporary download” function, you can download your purchased content which is only applicable for On Demand & Catch Up (also known as HyppPlay).
13	What is the “Social media sharing” function?	<p>The “Social media sharing” function allows you to share the sneak peek through various social media platforms, so now you can recommend and invite your friends and family to watch your favourite content!</p> <ul style="list-style-type: none"> ● Facebook & Twitter (Screenshot & Text) ● Whatsapp (Screenshot, GIF, Text) ● WeChat (GIF, Text)
14	I have problem with my unifi PlayTV, who should I contact?	<p>Feel free to contact us via:</p> <ol style="list-style-type: none"> 1. Customer Portal (https://unifi.com.my) 2. App (myunifi) 3. Community (https://community.unifi.com.my/) 4. Social Media 5. Facebook: facebook.com/weareunifi 6. Twitter: @helpmeunifi 7. Live Chat via myunifi app or unifi.com.my/chat 8. Call TM 100 9. Walk in to any TMpoint outlets

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON INTERACTIVE MOVING FORWARD PLAN**

NO	QUESTION	ANSWER
QUESTIONS ON INTERACTIVE MOVING FORWARD PLAN		
1	With the coming of new User Interface (UI) on 27 November 2019, what would be the major impact towards Interactive segment of unifi TV?	<ul style="list-style-type: none"> ● unifi TV will be introducing new User Interface (UI) as a result of a new platform on 19 November 2019 ● There will be no more Interactive segment, instead it will be known as APPS
2	What are the Interactive channels that will still be available on unifi TV comes the new user interface on 19 November 2019?	<ul style="list-style-type: none"> ● 4 Interactive channels will be retain and continue to be offered under the APPS section. ● The 4 channels are: <ol style="list-style-type: none"> a) i-Contest b) Waktu Solat c) unifi playTV d) iflix

<p>3</p>	<p>What are the channels that will be cease from unifi TV offerings?</p>	<p>The following Interactive channels will be cease:</p> <ol style="list-style-type: none"> 1. unifi TV Packages 2. The Making Of 3. Cinema Movie Trailers 4. Malaysian History 5. Dictionary.com 6. B-Smart TV Didik 7. TED.com 8. News Headlines 9. Weather Forecast 10. Flight Info 11. Horoscope 12. Info Trafik 13. Channel Listings 14. TM Self Help 15. iCookAsia
<p>4</p>	<p>Who will be affected with the channels removal?</p>	<p>As most these channels are offered for FREE, all unifi TV viewers will be affected.</p>