

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI TV CONTENT UPDATE 2021**

NO	QUESTION	ANSWER																		
STREAMING APP (OTT) SUBSCRIPTION AND ACTIVATION																				
GENERAL INFORMATION																				
1	What are the new streaming apps that will be launched on 1st October 2021?	<p>unifi TV has launched its partnership with seven (7) new streaming apps as below:</p> <ol style="list-style-type: none"> 1. Amazon Prime Video 2. TVBAnywhere+ 3. Lionsgate Play 4. iQiyi 5. Viu 6. ZEE5 7. Simply South 																		
2	What kind of content is available on these new streaming apps?	<p>While some of the streaming apps are very new in this region, we are excited to introduce the apps which feature the content genre as follow:</p> <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;">2</td> <td style="text-align: center;">Amazon Prime Video</td> <td>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.</td> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">TVBAnywhere+</td> <td>The most comprehensive Chinese entertainment platform published by TVB and delivers the latest & greatest content from TVB anytime, anywhere.</td> </tr> <tr> <td style="text-align: center;">4</td> <td style="text-align: center;">Lionsgate Play</td> <td>Home to blockbuster movies, premium Originals and binge-worthy shows.</td> </tr> <tr> <td style="text-align: center;">5</td> <td style="text-align: center;">iQiyi</td> <td>Home to Asia's hottest entertainment. Bringing you the best of local, Korean and Chinese dramas, movies, variety shows and anime.</td> </tr> <tr> <td style="text-align: center;">6</td> <td style="text-align: center;">Viu</td> <td>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.</td> </tr> </tbody> </table>	No	App	Offering	2	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.	3	TVBAnywhere+	The most comprehensive Chinese entertainment platform published by TVB and delivers the latest & greatest content from TVB anytime, anywhere.	4	Lionsgate Play	Home to blockbuster movies, premium Originals and binge-worthy shows.	5	iQiyi	Home to Asia's hottest entertainment. Bringing you the best of local, Korean and Chinese dramas, movies, variety shows and anime.	6	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.
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		7	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 and TV Shows, Music, Cineplays and Health and Lifestyle content all in one single destination.
		8	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.
3	With the new addition, what are the available streaming apps offering on 1st October 2021?	The available streaming apps that you can subscribe with unifi are as below:		
		No	App	Offering
		1	BBC Player	<ul style="list-style-type: none"> • Exclusive access included for all Ultimate Pack subscribers • Ala carte RM10/month
		2	Amazon Prime Video	<ul style="list-style-type: none"> • Ala carte RM25/month (payment via credit card only)
		3	TVBAnywhere+	<ul style="list-style-type: none"> • 30 days free trial & 50% discount for next 3 months when you subscribe to unifi Home between 1st October – 30th November 2021 • Ala carte TVB Anywhere Channel Zone – RM19.90/month • Ala carte TVB Anywhere VOD Zone – RM19.90/month • Ala carte TVB Anywhere Premium Zone – RM39.90/month
		4	Lionsgate Play	<ul style="list-style-type: none"> • Exclusive access included for all Ultimate Pack subscribers • *Ala carte RM14.90/month
		5	iQiyi	<ul style="list-style-type: none"> • Option for exclusive access to Ultimate Pack subscribers • *Ala carte RM8.90/month
		6	Viu	<ul style="list-style-type: none"> • Option for exclusive

				<ul style="list-style-type: none"> access to Ultimate Pack subscribers *Ala carte RM12.90/month
		7	ZEE5	<ul style="list-style-type: none"> Option for exclusive access to Ultimate Pack subscribers *Ala carte RM14.90/month
		8	Simply South	<ul style="list-style-type: none"> Option for exclusive access to Ultimate Pack subscribers *Ala carte RM10/month
		9	ShemarooMe	<ul style="list-style-type: none"> Ala carte RM8/month
		10	YuppTV	<ul style="list-style-type: none"> Ala carte YuppTV Tamil + YuppFlix: RM15/month Ala carte YuppTV Hindi + YuppFlix: RM15/month Ala carte YuppTV Bangla + Yuppflix: RM15/month Ala carte YuppTV Malayalam + YuppFlix: RM15/month Ala carte YuppTV Telugu + YuppFlix: RM15/month Ala carte YuppFlix: RM10/month
		*ala carte subscription will be made available soon		
4	Who is eligible to subscribe to these streaming apps?	<p>All new and existing Ultimate Pack subscribers get to enjoy exclusive access to three (3) streaming apps included in the pack as below:</p> <ol style="list-style-type: none"> BBC Player Lionsgate Play Choice of iQiyi / Viu / Simply South / ZEE5 <p>All new and existing unifi subscribers can subscribe the streaming apps on ala carte as below:</p> <ol style="list-style-type: none"> TVBAnywhere+ Amazon Prime Video (via unifi Plus Box only) BBC Player YuppTV ShemarooMe *Lionsgate Play *iQiyi *Viu *Simply South *ZEE5 <p>*ala carte subscription will be made available soon</p>		
5	I am an Ultimate Pack subscriber and I have activated the exclusive access to Lionsgate Play & 1 app of my choice. How long do I get to enjoy this offering?	<p>Good news! You can enjoy this offering as long as you are an Ultimate Pack subscriber and there will be no additional charges to your existing monthly subscription.</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>		

SUBSCRIPTION & ACTIVATION

6	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/tablet to watch it.</p>																																	
7	How many devices can I access the streaming apps on?	<p>The streaming apps are accessible across unifi Plus Box and your mobile devices up to:</p> <table border="1" data-bbox="647 394 1401 1104"> <thead> <tr> <th data-bbox="647 394 735 432">No</th> <th data-bbox="735 394 1002 432">App</th> <th data-bbox="1002 394 1401 432">Offering</th> </tr> </thead> <tbody> <tr> <td data-bbox="647 432 735 501">1</td> <td data-bbox="735 432 1002 501">TVBAnywhere+</td> <td data-bbox="1002 432 1401 501"> <ul style="list-style-type: none"> Up to 2 devices at the same time </td> </tr> <tr> <td data-bbox="647 501 735 571">2</td> <td data-bbox="735 501 1002 571">Lionsgate Play</td> <td data-bbox="1002 501 1401 571"> <ul style="list-style-type: none"> Up to 2 devices at the same time </td> </tr> <tr> <td data-bbox="647 571 735 640">3</td> <td data-bbox="735 571 1002 640">iQiyi</td> <td data-bbox="1002 571 1401 640"> <ul style="list-style-type: none"> Up to 2 devices at the same time </td> </tr> <tr> <td data-bbox="647 640 735 710">4</td> <td data-bbox="735 640 1002 710">Viu</td> <td data-bbox="1002 640 1401 710"> <ul style="list-style-type: none"> Up to 5 devices at the same time </td> </tr> <tr> <td data-bbox="647 710 735 779">5</td> <td data-bbox="735 710 1002 779">ZEE5</td> <td data-bbox="1002 710 1401 779"> <ul style="list-style-type: none"> Up to 5 devices at the same time </td> </tr> <tr> <td data-bbox="647 779 735 848">6</td> <td data-bbox="735 779 1002 848">Simply South</td> <td data-bbox="1002 779 1401 848"> <ul style="list-style-type: none"> Up to 3 devices at the same time </td> </tr> <tr> <td data-bbox="647 848 735 918">7</td> <td data-bbox="735 848 1002 918">Amazon Prime Video</td> <td data-bbox="1002 848 1401 918"> <ul style="list-style-type: none"> Up to 3 devices at the same time </td> </tr> <tr> <td data-bbox="647 918 735 956">8</td> <td data-bbox="735 918 1002 956">BBC Player</td> <td data-bbox="1002 918 1401 956"> <ul style="list-style-type: none"> Unlimited </td> </tr> <tr> <td data-bbox="647 956 735 1025">9</td> <td data-bbox="735 956 1002 1025">YuppTV</td> <td data-bbox="1002 956 1401 1025"> <ul style="list-style-type: none"> Up to 4 devices at the same time </td> </tr> <tr> <td data-bbox="647 1025 735 1104">10</td> <td data-bbox="735 1025 1002 1104">ShemarooMe</td> <td data-bbox="1002 1025 1401 1104"> <ul style="list-style-type: none"> Up to 4 devices at the same time </td> </tr> </tbody> </table>	No	App	Offering	1	TVBAnywhere+	<ul style="list-style-type: none"> Up to 2 devices at the same time 	2	Lionsgate Play	<ul style="list-style-type: none"> Up to 2 devices at the same time 	3	iQiyi	<ul style="list-style-type: none"> Up to 2 devices at the same time 	4	Viu	<ul style="list-style-type: none"> Up to 5 devices at the same time 	5	ZEE5	<ul style="list-style-type: none"> Up to 5 devices at the same time 	6	Simply South	<ul style="list-style-type: none"> Up to 3 devices at the same time 	7	Amazon Prime Video	<ul style="list-style-type: none"> Up to 3 devices at the same time 	8	BBC Player	<ul style="list-style-type: none"> Unlimited 	9	YuppTV	<ul style="list-style-type: none"> Up to 4 devices at the same time 	10	ShemarooMe	<ul style="list-style-type: none"> Up to 4 devices at the same time
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8	I am an Ultimate Pack subscriber. How do I activate the new streaming apps with exclusive access?	<p>Step 1: Visit microsite https://activate.unifi.com.my to activate Lionsgate Play and another one (1) streaming app of your choice (iQiyi / Viu / Simply South / ZEE5) starting 24th September 2021.</p> <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 the app.</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>																																	
9	Can I swap or change the selected 1 streaming app of my choice?	<p>Sorry you will not be able to swap or change the selected app.</p>																																	
10	Why should I subscribe to the streaming apps via unifi instead of subscribing directly on the app?	<p>You would get to enjoy exclusive bundle and pricing deals, which is only available just for unifi Home customers. It is also more convenient for you to subscribe and pay in a single unifi bill each month.</p> <p>If you prefer to enjoy TV entertainment in a lean-back mode, unifi Plus Box houses all these streaming apps in a single media box for the ultimate binge-watching experience on the big screen.</p>																																	

11	I am not an Ultimate Pack subscriber. Can I subscribe to the new streaming app offering on 1st October 2021?	<p>There are three (3) ways to enjoy the streaming app offerings as below:</p> <ol style="list-style-type: none"> If you are a Varnam Plus/Aneka Plus/Ruby Plus Pack subscriber, you may upgrade to Ultimate Pack starting 1st October 2021 via our digital platforms: Live Chat on www.unifi.com.my/chat or myunifi app If you have not subscribed to any unifi TV pack, you may subscribe to Ultimate Pack via our digital platforms: Live Chat on www.unifi.com.my/chat or myunifi app You may subscribe to the ala carte streaming app starting 1st November 2021 via https://activate.unifi.com.my. Please refer to Q3. 																																	
12	How do I login 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>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>• unifi ID</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> </tbody> </table> <p>If you need further assistance, 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	• unifi ID	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
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13	What if I forget my unifi ID to activate these streaming apps?	<p>You can check your unifi ID (i.e. yourname@unifi) in your monthly bill.</p> <p>Alternatively, you can also reach out to us via our digital platforms: Live Chat on www.unifi.com.my/chat or myunifi app.</p>																																	
14	Why am I not receiving the OTP to activate the streaming apps?	<p>Please verify your mobile number again.</p> <p>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 www.unifi.com.my/chat or myunifi app.</p>																																	
15	My mobile number registered is correct. Why am I still not receiving the OTP to activate the streaming apps?	<p>Please check if you may have set up an SMS blocked list on your phone. You would have to remove the number 62100 / 66555 from the blocked list.</p> <p>There might also be a network delay by your mobile network provider. Please wait for a while before you retry.</p> <p>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.</p>																																	

16	I have not received the e-mail 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 www.unifi.com.my/chat or myunifi app for further assistance.</p>
17	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.
18	Can I change my password on the streaming app?	Sorry, you are unable to change your streaming app password after activation.
19	Can I watch content from the streaming apps with unifi TV Media Box (white colour)?	<p>Sorry, the streaming apps are available only on unifi Plus Box.</p> <p>There are several options that you can explore:</p> <ol style="list-style-type: none"> Upgrade to unifi Plus Box at RM20/month Subscribe or upgrade to unifi TV Ultimate Pack, which includes unifi Plus Box If you are an Ultimate Pack subscriber, you can also watch the streaming apps on the respective apps starting 1st October 2021
20	I do not have any unifi Home broadband subscription currently. Can I get the streaming app offering?	<p>You would need to subscribe to unifi Home with unifi TV Ultimate Pack to enjoy the added benefits with streaming apps.</p> <p>Please visit www.unifi.com.my or the nearest TMpoint to subscribe.</p>
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 if you can connect to TM/unifi Wi-Fi network to enjoy exclusive 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 from you are being double-charged for the same service.</p> <p>We would also recommend that you explore our other amazing streaming app partners which also offer great on demand content.</p>
23	I want to activate the complimentary access to the streaming apps. Is there a separate contract terms applied to this?	No, there will be no contract bound to this offering.
24	Why do I see an expiry date when I activate the streaming app with exclusive access?	Do not worry, you are entitled to the streaming app access with your Ultimate Pack subscription. Please disregard the expiry date on the app and continue to have fun binge-watching!

25	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> <ul style="list-style-type: none"> a) myunifi app b) unifi portal via www.unifi.com.my c) Selected preferred online banking portals d) Nearest TMpoint of TMpoint Authorised Dealer (TAD) e) POS Malaysia
26	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?	A-ha! This is a special treat for you! Because you are subscribing iQiyi with unifi, you get to enjoy VIP access benefits to stream more TV content at your convenience.
27	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 installed, please sign in with your User ID (mobile number) and include the country code "6" (example: 60123456789)
28	Why can't I sign into 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.
29	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 Ultimate Pack subscription!
30	Which login options should I choose when I have activated the exclusive access to iQiyi streaming app?	<p>If you are using the mobile app, please select "Log in via SMS" option to enjoy the full access to iQiyi app.</p> <p>If you are using unifi Plus Box, please select "Log in with iQiyi account" and follow the simple steps to continue.</p>
31	Why does my unifi Plus Box only displays an empty/black screen?	<p>We apologize for the inconvenience caused. Please follow these steps below to clear cache on your unifi Plus Box:</p> <ul style="list-style-type: none"> a) Go to "Settings" b) Select "Apps" c) Select "unifi TV" d) Click on "Clear cache" <p>You can also find out more from unifi Community: https://community.unifi.com.my/t5/unifi-TV/unifi-Plus-Box-quick-fix/m-p/38824</p>
SERVICE TERMINATION		
32	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 cannot exist without the unifi Home account.

33	How do I terminate my streaming apps subscription?	Feel free to reach out to us via our digital platforms: Live Chat on www.unifi.com.my/chat or myunifi app.
34	Will I get a refund if I terminate my 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. Your access to the service will be discontinued starting from the next billing cycle and no further charges will be reflected in your bill.

CONTACT US

35	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 www.unifi.com.my/chat or myunifi app.
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36	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:
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App	T&C	FAQ
TVBAnywhere+	https://www.tvbanywhere.com/terms-of-services.html	https://www.tvbanywhere.com/faq.html
Lionsgate Play	TBC	TBC
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.viu.com/ott/my/en/all/terms	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