

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI TV RAYA COMPLIMENTARY ACCESS CAMPAIGN 2022**

NO	QUESTION	ANSWER
UNIFI TV RAYA COMPLIMENTARY ACCESS CAMPAIGN 2022		
1.	What is “UNIFI TV RAYA COMPLIMENTARY ACCESS CAMPAIGN 2022”?	- In conjunction with this auspicious celebration, unifi TV and its participating channel partners are offering free viewing of all channels at home and on-the-go to all our unifi TV Consumer customers nationwide via unifi TV Media Boxes and unifi PlayTV app. - You can watch the Live channels and their respective Catch Up On Demand programmes. - The free viewing will start from 30 April 2022 until 8 May 2022.
2.	Who is entitled to this free viewing?	- All unifi TV customers from the Consumer segment nationwide are entitled to enjoy the free viewing. - This entitlement is also available for all unifi PlayTV app users (with and without unifi Home subscription).
3.	Why are the 5 new channels not available in this free viewing campaign?	- The 5 new channels below will only be available in this free viewing campaign once they have been officially launched on unifi TV starting 1 May 2022 onwards: - beIN SPORTS 1 - beIN SPORTS 3 - CGTN - CCTV-4 - DEGUP - You will be able to enjoy these channels from 1 May 2022 until 8 May 2022.
4..	Why can't I view some of the premium channels on unifi PlayTV app during this free viewing?	- 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 participating channels. - You can find out more on the channels availability from this link: https://unifi.com.my/tv/play-tv/unifi - There are 12 channels which will not be available for free viewing on unifi PlayTV app (without unifi Home subscription). The channels are as below: - GEM - Animax - AXN - HITS - HITS MOVIES - TechStorm - K-Plus

		8) Celestial Movies 9) CCM 10) Arirang TV 11) beIN SPORTS 1 12) beIN SPORTS 3 Please note that TM reserves the rights to remove, replace, reduce or add the number of unifi TV live channels participating in this campaign.
5.	How do I sign up to this campaign?	All eligible unifi TV customers can automatically enjoy this free viewing on all live channels during the campaign period.
6.	How can I watch this free viewing using my mobile/smart device?	- You can just simply follow the steps below: - - Search and download “unifi PlayTV” app on Google Play (Android user) or App Store (iOS user) - Key in your unifi TV login ID (xxx@iptv / xxx@tvos / mobile number) and password. You can obtain your unifi TV login ID under your account in myunifi app or in your monthly PDF bill. - In case you have forgotten your password, simply click the “Forgot password?” link on the login page. - Select the “Live TV” and/or “Catch Up” icon at the bottom menu tray to enjoy watching the channels!
9.	How will I as a unifi TV customer be notified about this free viewing?	- Below is our communication plan for unifi TV customers: - - TV advertisement broadcast on all unifi TV channels starting 23 April 2022 onwards. - unifi Social Media pages: Facebook (www.facebook.com/unifi) Twitter (www.twitter.com/unifi) Instagram (www.instagram.com/unifi) - Email – all unifi TV subscribers will receive an email about this campaign starting 28 April 2022 onwards.
10.	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?	- 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.
11.	I’m a unifi TV customer with unifi Media Box, but why can’t I enjoy the free viewing?	You can enjoy the free viewing via unifi Media Box. Please restart your unifi Media Box if you are unable to view.

12.	I am a unifi customer but without unifi TV subscription (Basic 30Mbps plan). Do I get to enjoy this free viewing campaign?	▪ 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 here https://unifi.com.my/UYWcampaignCLM?slofCode=CLMP14 or contact us via Live Chat at unifi.com.my/chat.
13.	Are Video On Demand (VOD) channels included in this free viewing period?	▪ VOD channels are not included in this free viewing campaign. Only Live and Catch Up On Demand channels will be available for free viewing during this period.
14.	Who do I contact if I need further info or if I have any issue on my unifi TV service?	▪ For further assistance, contact us via: ▪ Live Chat at maya.unifi.com.my or via 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