

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI TV NEW ULTIMATE PACK**

NO	QUESTION	ANSWER
ABOUT UNIFI TV NEW ULTIMATE PACK		
1	What is unifi TV New Ultimate Pack?	<ul style="list-style-type: none"> ▪ The unifi TV New Ultimate Pack is a new TV pack offering that provides greater values and maximise the viewing experience of our unifi customers. ▪ Subscription to the unifi TV New Ultimate Pack will come together with unifi Plus Box. ▪ With the New Ultimate Pack, customers will be able to enjoy unifi TV content in a whole new experience using our new android box.
2	What is the difference between the existing Ultimate Pack and the New Ultimate Pack?	<ul style="list-style-type: none"> ▪ New Ultimate Pack (NUP) – Customers can enjoy watching unlimited content on unifi TV with better experience because this pack is bundled together with unifi Plus Box (uPB). ▪ Existing Ultimate Pack – unlimited unifi TV content but without uPB. <p><i>Note: The list of channels for both, NEW and existing Ultimate Packs remain unchanged. You may visit https://unifi.com.my/tv/packages/index.html for full channels listing.</i></p>
3	Who is eligible for this unifi TV New Ultimate Pack?	<ul style="list-style-type: none"> ▪ The following unifi TV customers are eligible to subscribe to this new TV pack offering: <ul style="list-style-type: none"> • Existing unifi TV customers who have not subscribed to any of unifi TV Pack; and • Existing unifi TV customers who already subscribed to any of unifi TV Packs and wish to upgrade to the New Ultimate Pack.
4	When will the unifi TV New Ultimate Pack be available for subscription?	<ul style="list-style-type: none"> ▪ The New Ultimate Pack is available for subscription starting from 10th December 2020 onwards.
SUBSCRIPTION OF UNIFI TV NEW ULTIMATE PACK		
5	How do I subscribe to unifi TV New Ultimate Pack?	<ul style="list-style-type: none"> ▪ The unifi TV New Ultimate Pack can be subscribed via the following touchpoints: <ul style="list-style-type: none"> • Any TMpoint outlets / TM Authorised Dealers nationwide; • Live Chat with us at http://bit.ly/unifilivechat; or • Call us at 100

6	What is the charges for unifi TV New Ultimate Pack?	<ul style="list-style-type: none"> ▪ Customers will be charged RM60 per month for unifi TV New Ultimate Pack together with unifi Plus Box. ▪ The charges will be reflected in the customer's bill in the following month.
7	Can I upgrade my existing Ultimate Pack to the New Ultimate Pack?	<ul style="list-style-type: none"> ▪ Yes, of course and you will receive a unit of uPB upon subscription to the New Ultimate Pack.
8	Can I subscribe to the New Ultimate Pack without uPB? I want to view it using my old box. Without the uPB, how much will I be charged for the New Ultimate Pack per month? Am I still bound to a contract?	<ul style="list-style-type: none"> ▪ The New Ultimate Pack is bundled together with uPB, However, you may still enjoy the New Ultimate Pack content with your old unifi TV set-up-box. ▪ You may subscribe to our existing Ultimate Pack (without uPB) at the same price of RM60 per month with a minimum subscription period of 12 months.
ACTIVATION OF UNIFI TV NEW ULTIMATE PACK AND DELIVERY OF UNIFI PLUS BOX		
9	Once I have subscribed to the New Ultimate Pack, when is the activation date of the Pack?	<ul style="list-style-type: none"> ▪ You can start watching all unifi TV New Ultimate Pack contents immediately upon successful subscription. <p><i>Note: The unifi Plus Box will be delivered to customer via courier service. Please note that the activation to view the channels in the New Ultimate Pack will start immediately so customers can enjoy the New Ultimate Pack via unifi PlayTV mobile app, even though the unifi Plus Box is yet to reach the customer.</i></p>
10	Why do I receive an SMS on unifi Plus Box delivery?	<ul style="list-style-type: none"> ▪ Upon the successful subscription order, you will receive an SMS which contains the unifi Plus Box delivery tracking reference number together with your unifi PlayTV ID. ▪ The SMS will be sent to you within 14 days from the date of your subscription.
11	How do I track my order?	<ul style="list-style-type: none"> ▪ You can check the delivery status via Pos Laju portal here: https://track.pos.com.my/postal-services/quick-access/?tracktrace. ▪ The delivery tracking number is provided in the SMS that you received upon successful subscription.

12	<p>I'm not available to receive the box during the delivery. What should I do?</p>	<ul style="list-style-type: none"> ▪ If the courier delivery is not successful, you may collect your unifi Plus Box at the nearest Pos Laju collection hub. ▪ However, please note that if you don't collect it after 21 days, the box will be returned to TM. ▪ You can contact us via Live Chat - http://bit.ly/unifilivechat, if you wish to request for a 2nd delivery attempt or for our team to come to your premise with a charge of RM80 (including installation) and we will proceed with the next delivery for you as soon as possible.
13	<p>I already checked the delivery status in Pos Laju portal, however my unifi Plus Box is no longer at their outlet. What can I do?</p>	<ul style="list-style-type: none"> ▪ This may happen due to the fact that it has passed the 21-days timeframe for you to collect your unifi Plus Box at Pos Laju collection hub. ▪ You can contact us via Live Chat - http://bit.ly/unifilivechat, if you wish to request for a 2nd delivery attempt or for our team to come to your premise with a charge of RM80 (including installation) and we will proceed with the next delivery / installation for you as soon as possible.
14	<p>Can I request for my unifi Plus Box to be installed directly at my premise, not delivered by courier?</p>	<ul style="list-style-type: none"> ▪ Yes, you may request for your unifi Plus Box to be installed by our installer. However, there will be a charge of RM80 (excluding tax) for the installation.
15	<p>Can I watch the same content on my existing box and my unifi Plus Box?</p>	<ul style="list-style-type: none"> ▪ Yes, you may watch the same channels available in your unifi TV New Ultimate Pack subscription via both of your boxes with no additional charges.
16	<p>How do I install my unifi Plus Box if I received it via courier?</p>	<ul style="list-style-type: none"> ▪ The installation guide for your unifi Plus Box is included in the packaging or you can refer to the video at https://unifi.com.my/plusbox.
17	<p>I am an existing unifi TV customer via unifi TV media box (the old box – white or silver colored box). How do I sign up for unifi PlayTV app in the unifi Plus Box?</p>	<ul style="list-style-type: none"> ▪ Please login using your existing unifi PlayTV ID and password.
18	<p>How do I access my unifi PlayTV account if I've forgotten the password?</p>	<ul style="list-style-type: none"> ▪ You can reset your password through your unifi PlayTV app from your mobile device.

19	Can I add additional unifi Plus Box with the subscription of unifi TV New Ultimate Pack?	<ul style="list-style-type: none"> ▪ Yes, you may request for additional unifi Plus Box of up to three (3) boxes with monthly charges of RM20 for each box.
CONTRACT TERMS AND TERMINATION		
20	What would be the minimum subscription period for this unifi TV New Ultimate Pack?	<ul style="list-style-type: none"> ▪ Customers will be bound to a minimum subscription period of 24 months.
21	Can I terminate (unsubscribe) the unifi TV New Ultimate Pack and maintain the unifi Plus Box? If yes, how do I terminate?	<ul style="list-style-type: none"> ▪ Yes, you may cancel your unifi TV New Ultimate Pack subscription. However, as your unifi TV New Ultimate Pack subscription is subject to a minimum subscription period, termination of the pack during the minimum subscription period is not advisable. ▪ Should you insist to terminate the pack after the minimum subscription period ends, you may do so through the following channels: <ul style="list-style-type: none"> 1) TMpoint <ul style="list-style-type: none"> • You may visit any nearby TMpoint outlets 2) TM Call Centre <ul style="list-style-type: none"> • You may call TM Call Centre at 100. <p><i>Note: All new unifi subscribers (unifi Lite, Advance and Pro) are required to maintain the subscription of at least one (1) of any unifi TV packs as the unifi service is a bundled triple play package consisting of High Speed Internet, Voice services and unifi TV packs.</i></p>
22	Is there any penalty for early termination?	<ul style="list-style-type: none"> ▪ Early termination before the minimum subscription period end will be subject to a penalty. ▪ The formula to calculate the penalty is as follows: (Monthly Subscription Fee X Number of remaining months) ▪ The penalty amount will be charged as a lump sum to your final bill.
23	After I have requested for termination, when will the termination take into effect?	<ul style="list-style-type: none"> ▪ The termination will take into effect immediately on the date of the termination request.
24	Do I need to return the unifi Plus Box if I choose to terminate the New Ultimate pack?	<ul style="list-style-type: none"> ▪ You do not need to return the unifi Plus Box if you choose to terminate the New Ultimate Pack. However, if you terminate the pack before the minimum subscription period ends, please note that you will be charged with early termination penalty charges.

OTHER MATTERS		
25	What is the technical specs of the unifi Plus Box?	<ul style="list-style-type: none"> ▪ The technical specs of the unifi Plus Box are as follows: <ul style="list-style-type: none"> • Processor: Quad-core • GPU: OpenGL ES 2.0 • RAM: 2GB DDR4 • Flash: 8GB eMMC • System: Android TV 9.
26	What are the required internet speed for me to run the unifi Plus Box?	<ul style="list-style-type: none"> ▪ For best streaming quality, we recommend a minimum broadband speed of 5Mbps. ▪ To ensure the best viewing experience, we recommend you to upgrade to higher broadband speed by subscribing to unifi 300Mbps plan. To subscribe to the plan, please visit unifi's website at https://unifi.com.my/personal/home/fibre-broadband
27	Is there a warranty for the unifi Plus Box?	<ul style="list-style-type: none"> ▪ Yes, the unifi Plus Box comes with a warranty for a period of 12 months from the date of the unifi Plus Box is received. ▪ Please visit https://unifi.com.my/plusbox for details of the warranty policy.
28	Can I watch 4K Ultra HD (UHD) content with unifi Plus Box?	<ul style="list-style-type: none"> ▪ unifi Plus Box supports 4K UHD content. However, to access 4K UHD content and fully enjoy the content, you'll need a compatible 4K UHD compatible TV.
29	What if I am already using a 4K TV?	<ul style="list-style-type: none"> ▪ If you already using a 4K TV, then you can watch 4K UHD content using the unifi Plus Box.
30	How can I find out more information about the unifi TV New Ultimate Pack?	<ul style="list-style-type: none"> ▪ For more details, please visit unifi TV website at https://www.unifi.com.my/tv
31	What if I am having difficulty in installing the unifi Plus Box or technical issue with my unifi Plus Box?	<ul style="list-style-type: none"> ▪ For quick resolution, you ▪ Alternatively, you may contact us via our digital channels below: <ul style="list-style-type: none"> • Live Chat via myunifi app or www.unifi.com.my • Facebook via facebook.com/weareunifi • Twitter @helpmeunifi ▪ You can also email us at help@tm.com.my

Disclaimer: These FAQs are meant to serve merely as guidance and consequently have no legal merit. It may also be subjected to future amendments at the discretion of TM.

FREQUENTLY ASKED QUESTIONS (FAQ) ON UNIFI TV NEW ENHANCED PACKS 2018

NO	QUESTION	ANSWER
QUESTIONS ON UNIFI TV NEW ENHANCED PACKS 2018		
1	What is unifi TV New Enhanced Packs 2018?	<p>unifi TV New Enhanced Packs is an enhancement of the existing unifi TV Packs as an effort to provide greater value and enriched choices of content to our subscribers.</p> <p>The unifi TV packs which will be enhanced to the new unifi TV Packs are as follows:</p> <ul style="list-style-type: none"> • Aneka Pack to Aneka Plus Pack • Ruby Pack to Ruby Plus Pack • Varnam Pack to Varnam Plus Pack • Jumbo Pack to Ultimate Pack
2	Who is eligible for this unifi TV Enhanced Packs 2018?	<p>The following unifi TV customer categories are eligible to subscribe to the Enhanced Packs:</p> <ol style="list-style-type: none"> 1) All existing unifi and Broadband (8Mbps/4Mbps with unifi TV) subscribers (“Existing Subscribers”): <ul style="list-style-type: none"> • All existing unifi TV subscribers are eligible to enjoy the unifi TV New Enhanced Packs 2018. We will automatically enhance the content of the subscribed packs and Existing Subscribers will start to enjoy the enhanced content starting 1st April 2018. 2) New unifi and Broadband (8Mbps/4Mbps with unifi TV bundled offering) Subscribers (“New Subscribers”): <ul style="list-style-type: none"> • The New Enhanced Packs will be available for subscription starting 1st April 2018 with the following offerings: <ul style="list-style-type: none"> ➤ unifi Pro and Advance (50 & 100 Mbps), unifi Advance 30 Mbps and unifi Lite (with unifi TV bundled offering). New Subscribers will be able to select any one (1) vernacular pack of Aneka Plus, Ruby Plus or Varnam Plus as part of their bundled offering. ➤ Broadband 8Mbps/4Mbps with unifi TV bundled offering. New Subscribers will be able to select any one (1) vernacular pack of Aneka Plus, Ruby Plus or Varnam Plus as part of their bundled offering.

3	When will the unifi TV New Enhanced Packs is available to be subscribed?	The unifi TV New Enhanced Packs 2018 can be subscribed starting from 1 st April 2018.
4	What is the monthly subscription price for the unifi TV New Enhanced Packs?	<p>The monthly subscription price for the unifi TV New Enhanced Packs are as follows:</p> <ol style="list-style-type: none"> 1) Aneka Plus Pack – RM31.80 2) Ruby Plus Pack – RM31.80 3) Varnam Plus Pack – RM31.80 4) Ultimate Pack – RM63.60 <p><i>*all prices above are inclusive of GST</i></p>
5	How do I sign up / subscribe to unifi TV New Enhanced Packs 2018?	<p><u>Existing Subscribers</u></p> <p>Subscribers of the existing unifi TV packs will be upgraded automatically to the New Enhanced Packs. The entitlements are as follows:</p> <ul style="list-style-type: none"> • Aneka Pack to Aneka Plus Pack • Ruby Pack to Ruby Plus Pack • Varnam Pack to Varnam Plus Pack • Jumbo Pack to Ultimate Pack <p><u>New Subscribers</u></p> <p>You may subscribe to the packages via any of the following channels:</p> <ul style="list-style-type: none"> • TM Live Chat • TM Customer Service Center (call 100) • unifi Website (www.unifi.com.my); • Any TMpoint outlets nationwide; • Electronic Programming Guide (EPG) on unifi TV via unifi TV remote-control; or • TM’s authorised resellers.
6	What are the channels offered in the unifi TV New Enhanced Packs 2018?	The list of channels offered in the unifi TV New Enhanced Packs is available on unifi TV website at https://www.unifi.com.my/tv (“Premium Channels”)
7	Can I select my own preferred Premium Channels under the unifi TV New Enhanced Packs 2018?	<p>Currently, the list of Premium Channels available in each unifi TV packs is pre-determined. Optionally, you may subscribe to more than one (1) pack or subscribe to the Ultimate Pack to enjoy even more Premium Channels from unifi TV.</p> <p>Alternatively, you can add any of your favourite Premium Channels on ala-carte basis.</p>

8	<p>How about any new Premium Channels launched after 1st April 2018 onwards on unifi TV? Will the channel be included in the unifi TV New Enhanced Packs 2018?</p>	<p>Newly launched channels may be added into the enhanced packs, if deemed suitable. TM reserves the right to replace, add or remove the number of unifi TV Premium Channels in the unifi TV New Enhanced Packs 2018. Premium Channels under the unifi TV New Enhanced Packs 2018 are pre-determined and cannot be changed to other Premium Channels.</p>
9	<p>How do I subscribe to any future Premium Channel(s) that is not included in the unifi TV New Enhanced Packs?</p>	<p>For any future Premium Channel(s) that is not available in the unifi TV New Enhanced Packs 2018, you may subscribe to the channel(s) separately on ala carte basis.</p>
10	<p>How can I find out more information about the unifi TV New Enhanced Packs 2018?</p>	<p>For more details, please visit unifi TV website at https://www.unifi.com.my/tv</p>
11	<p>What would be the minimum subscription period for this unifi TV New Enhanced Packs 2018?</p>	<p>The minimum subscription period for unifi TV New Enhanced Packs 2018 are as below:</p> <ol style="list-style-type: none"> 1) <u>Existing Subscribers</u> <ul style="list-style-type: none"> • Your minimum subscription period for your existing unifi TV packs will not be renewed or extended. So, your existing minimum subscription period will continue. 2) <u>New Subscribers</u> <ul style="list-style-type: none"> • New Subscribers will be bound to complete a minimum subscription period of twelve (12) months for each pack subscribed.
12	<p>Can I terminate (unsubscribe) the unifi TV New Enhanced Packs 2018? If yes, how do I terminate?</p>	<p>Yes, you may cancel your unifi TV pack subscription. However, as your unifi TV pack subscription is subject to a minimum subscription period, termination of the pack during the minimum subscription period is not advisable.</p> <p>But, you have the option to swap your existing unifi TV pack to any pack with no additional charges. Should you insist to terminate the pack after the minimum subscription period ends, you may do so through the following channels:</p> <ol style="list-style-type: none"> 1) TMpoint <ul style="list-style-type: none"> • You may visit any nearby TMpoint outlets 2) TM Call Centre <ul style="list-style-type: none"> • You may call TM Call Centre at 100. <p><i>Note: All new unifi subscribers (unifi Lite, Advance and Pro) are required to maintain the subscription of at</i></p>

		<i>least one of any unifi TV packs as the unifi service is a bundled triple play package consisting of High Speed Internet, Voice services and unifi TV packs.</i>
13	Is there any penalty for early termination?	<p>Early termination request by the subscriber before the minimum subscription period ended will be subject to penalty.</p> <p>The formula to calculate the penalty is as follows:</p> <p>Monthly Subscription Fee x Number of remaining months</p> <p>The penalty amount will be charged as a lump sum to your final bill.</p>
14	After I have requested for termination, when will the termination take effect?	The termination will take into effect automatically from the date of the termination request.
OTHER MATTERS		
15	Who do I contact if I need further info or should I face any service issue?	Feel free to contact us via live chat, online support form or walk into any TMpoint outlets, our team will be happy to assist you further.