

FREQUENTLY ASKED QUESTIONS (FAQ) ON UNIFI TV BIZ PACKS PROMO 2022

NO	QUESTION	ANSWER								
QUESTIONS ON UNIFI TV BIZ PACK										
1)	What is unifi TV Biz Pack?	<p>unifi TV Biz Packs is an offering for SME customers that provide greater value and enriched choices of content.</p> <p>There are 3 packs available for SME;</p> <ol style="list-style-type: none"> 1) Biz Fun Pack 2) Biz Corporate Pack 3) Biz Sports Pack 								
2)	What are the channels that I enjoy in my unifi TV Biz Pack	<p>unifi TV Biz Packs updated channel list:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Biz Packs</th> <th style="text-align: center;">Offered Channels</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Biz Fun pack (RM70)</td> <td> <ol style="list-style-type: none"> 1. HyppInspirasi HD 2. HyppSensasi HD 3. Dunia Sinema HD 4. BBC Lifestyle HD 5. CNA HD 6. Boomerang HD 7. DreamWorksHD 8. Travel Channel HD 9. MTV Asia HD 10. ROCK Entertainment HD </td> </tr> <tr> <td style="text-align: center;">Biz Corporate Pack (RM70)</td> <td> <ol style="list-style-type: none"> 1. HyppInspirasi HD 2. HyppSensasi HD 3. Dunia Sinema HD 4. BBC Lifestyle HD 5. CNA HD 6. Al Jazeera HD 7. BBC World News HD 8. Euronews </td> </tr> <tr> <td style="text-align: center;">Biz Sports Pack (RM70)</td> <td> <ol style="list-style-type: none"> 1. SPOTV HD 2. SPOTV2 HD 3. unifi Sports 1 HD 4. unifi Sports 2 HD 5. unifi Sports 3 HD 6. unifi Sports 4 HD 7. unifi Sports 5 HD </td> </tr> </tbody> </table>	Biz Packs	Offered Channels	Biz Fun pack (RM70)	<ol style="list-style-type: none"> 1. HyppInspirasi HD 2. HyppSensasi HD 3. Dunia Sinema HD 4. BBC Lifestyle HD 5. CNA HD 6. Boomerang HD 7. DreamWorksHD 8. Travel Channel HD 9. MTV Asia HD 10. ROCK Entertainment HD 	Biz Corporate Pack (RM70)	<ol style="list-style-type: none"> 1. HyppInspirasi HD 2. HyppSensasi HD 3. Dunia Sinema HD 4. BBC Lifestyle HD 5. CNA HD 6. Al Jazeera HD 7. BBC World News HD 8. Euronews 	Biz Sports Pack (RM70)	<ol style="list-style-type: none"> 1. SPOTV HD 2. SPOTV2 HD 3. unifi Sports 1 HD 4. unifi Sports 2 HD 5. unifi Sports 3 HD 6. unifi Sports 4 HD 7. unifi Sports 5 HD
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3)	What is the monthly subscription price for the unifi TV SME Packs?	<p>The monthly subscription price for the unifi TV SME Packs are as follows:</p> <ol style="list-style-type: none"> 1. <i>Biz Fun Pack – RM70.00</i> 2. <i>Biz Corporate Pack – RM70.00</i> 3. <i>Biz Sports Pack – RM70.00</i> 								

QUESTIONS ON UNIFI TV BIZ PACK PROMO 2022

4)	What is unifi TV Biz Pack Promo 2022?	<p>To encourage SME customers to enjoy world-class variety of channels, new unifi Biz Pack Promo customers from 19th July 2022 until 31st December 2022 will enjoy free access to additional channels in each pack for <u>12 months only</u>. These are the additional channels that customers will get to enjoy during the promo period:</p> <p>unifi TV Biz Fun Pack & Biz Corporate Pack:</p> <ol style="list-style-type: none"> 1. beIN SPORTS 1 HD 2. beIN SPORTS 3 HD 3. DEGUP HD 4. CGTN HD 5. CCTV-4 HD <p>unifi TV Biz Sports Pack:</p> <ol style="list-style-type: none"> 1. beIN SPORTS 1 HD* 2. beIN SPORTS 3 HD* 3. DEGUP HD <p><i>*beIN SPORTS 1 & 3 HD will be included in unifi TV Biz Sports pack after 12-month free access.</i></p>
5)	Who is eligible for this unifi TV Biz Pack Promo 2022?	The unifi TV Biz Pack Promo 2022 is available only to New unifi customers who subscribe to ANY of the unifi TV Biz Packs (Biz Fun Pack, Biz Corporate Pack, Biz Sports Pack).
6)	I am an existing unifi TV Biz Pack subscriber. Can I enjoy this promo?	Existing Biz Pack customers are not eligible for this promo.
7)	I only subscribe to unifi TV channels via a la carte, how can I enjoy this promo?	Existing customers who only subscribe to a la carte channels would need to <u>upgrade/change</u> their subscription to any unifi TV Biz Packs in order to enjoy this promo.
8)	When is the campaign period for	The unifi TV Biz Pack Promo 2022 will start from 19 th July 2022 until 31 st December 2022.

	this unifi TV Biz Pack Promo?	
9)	How long can I enjoy the additional channels with unifi TV Biz Pack Promo 2022 after successful subscription?	<p>Subscribers will get to enjoy the additional channels in this promo for <u>12 months</u> starting from the activation date of the new unifi TV Biz Pack subscription.</p> <p><i>Example: customer A activates the unifi TV account on 30th Nov 2022, he will get to enjoy the unifi TV Biz Pack Promo until 30th Nov 2023.</i></p>
10)	I am a new unifi TV Biz Pack subscriber. When can I start enjoying the additional channels with unifi TV Biz Pack Promo 2022?	Once your account is activated, it will take between 3 to 4 working days for customers to start enjoying the additional channels and the Biz Pack subscribed.
11)	What will happen to my unifi TV Biz Pack after the 12-month free access ends?	<p>You will no longer be able to watch the additional channels under the unifi TV Biz Pack Promo 2022. However, you will continue to access the channels listed in your subscribed unifi TV Biz Pack as long as your account is still active.</p> <p><i>(please refer Question 2 for original unifi TV Biz Pack channel listing)</i></p>
12)	How do I sign up / subscribe to unifi TV Biz Pack Promo 2022?	<p>You may subscribe to the packs via any of the following channels:</p> <ul style="list-style-type: none"> • Call 100 (unifi & Streamyx) • Walk-in to your nearest TMpoint • Respective Account Executive (AE) • TM's authorised resellers
13)	Can I select my own preferred channels within the unifi TV Biz Pack?	<p>The list of channels in each unifi TV Biz Pack is already pre-selected according to the pack genre.</p> <p>If you need additional channels based on your customers' demand, you may subscribe on a la carte basis.</p>
14)	How can I find out more information about the available unifi TV Biz Packs?	For more details, please visit unifi TV website at https://www.unifi.com.my/tv/plans and select "Business"
15)	Is there a minimum contract period to subscribe to any unifi TV Biz Pack?	The minimum subscription period for any unifi TV Biz Pack is 12 months.
16)	Can I terminate my unifi TV Biz Pack? If yes, how do I terminate?	<p>Yes, you may cancel your unifi TV Biz Pack subscription. However, we do not recommend that as your subscription is subject to a minimum of 12 months subscription period. Termination during the minimum subscription period is not advisable.</p>

		<p>If the channels within the current TV Pack is not suitable with your business needs, you have the option to swap to another available pack at no additional charges.</p> <p>Termination of the TV pack after the minimum subscription period ends can be done at the following channels:</p> <ul style="list-style-type: none"> • Walk-in to your nearest TMpoint • Respective Account Executive (AE) •
17)	Is there any penalty for early termination?	<p>Early termination request by the subscriber before the minimum subscription period ends 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>
18)	After I have requested for termination, when will the termination take effect?	<p>The termination will take into effect automatically from the date of the termination request.</p>
19)	Who do I contact if I need further info or should I face any service issue?	<p>You may liaise with your Account Executive (AE) or feel free to walk into any TMpoint outlets and our team will be happy to assist you further.</p>