

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI TV CONTENT UPDATE SEPTEMBER 2022**

UNIFI TV ULTIMATE PACK PROMO														
GENERAL INFORMATION														
NO	QUESTION	ANSWER												
1	What is this UNIFI TV ULTIMATE PACK PROMO campaign about?	<p>It is a limited-time offer for all new and existing unifi subscribers who subscribe to the pack from 6 September 2022 until 30 November 2022.</p> <p>Eligible subscribers will get to enjoy free trial of Ultimate Pack for 30 days and subsequently subscribe to Ultimate Pack at a discounted price with additional streaming apps and free unifi Plus Box bundled at no extra cost.</p> <p>Below are the details of the offerings:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Packs</th> <th style="text-align: center;">Bundled Device</th> <th style="text-align: center;">Bundled Channels</th> <th style="text-align: center;">Bundled Streaming Apps</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Ultimate Pack RM49.90/month</td> <td style="text-align: center;">unifi Plus Box</td> <td style="text-align: center;">All 73 channels</td> <td style="text-align: center;">unifi PlayTV Disney+ Hotstar beIN SPORTS CONNECT SPOTV NOW BBC Player Lionsgate Play</td> </tr> <tr> <td style="text-align: center;">Ultimate Pack RM59.90/month</td> <td style="text-align: center;">unifi Plus Box</td> <td style="text-align: center;">All 73 channels</td> <td style="text-align: center;">unifi PlayTV Disney+ Hotstar beIN SPORTS CONNECT SPOTV NOW BBC Player Lionsgate Play Viu iQIYI</td> </tr> </tbody> </table> <p>Both Ultimate Pack offerings under this campaign come with 30 days free trial.</p> <p>If you agree to continue with the subscription, you will then be charged with the pack price of RM49.90 or RM59.90 from second month onwards.</p> <p>You will be bound to a 23-month contract from the second month onwards.</p> <p>You can cancel the subscription anytime within the 30 days free trial period and no contract or penalty will be imposed** in relation to the unifi Ultimate Packs promotion only.</p> <p>If you agree to continue with the subscription from the second month onwards, and decide to terminate within the duration of the contract/applicable terms and conditions, an early termination fee or penalty will be imposed in which the calculation of such penalty is stated in the applicable terms and</p>	Packs	Bundled Device	Bundled Channels	Bundled Streaming Apps	Ultimate Pack RM49.90/month	unifi Plus Box	All 73 channels	unifi PlayTV Disney+ Hotstar beIN SPORTS CONNECT SPOTV NOW BBC Player Lionsgate Play	Ultimate Pack RM59.90/month	unifi Plus Box	All 73 channels	unifi PlayTV Disney+ Hotstar beIN SPORTS CONNECT SPOTV NOW BBC Player Lionsgate Play Viu iQIYI
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		<p>conditions.</p> <p><i>**For more info on cancellation within the 30 days free trial, please refer to Question 13.</i></p>
2	What are the 73 channels in unifi TV Ultimate Pack?	<p>You can find the latest channel listing here https://www.unifi.com.my/tv/plans/ultimate-pack</p> <p>Genres of the channels available include:</p> <ol style="list-style-type: none"> 1. Korean & Japanese 2. Kids 3. Sports 4. Western Movies & Variety 5. Malay Movies & Variety 6. Chinese Movies & Variety 7. Indian Movies & Variety 8. News 9. Lifestyle 10. Documentaries & Factual 11. Shopping 12. Free-to-air
3	How long is this campaign period?	This campaign starts from 6 September 2022 until 30 November 2022.
4	How long do I get to enjoy the Ultimate Pack Promo campaign offerings?	You get to enjoy the offerings as long as your unifi TV Pack subscription is active.
5	Who is eligible for this Ultimate Pack Promo campaign offerings?	<p>The offer applies to the below eligible subscribers:</p> <ol style="list-style-type: none"> 1. 100Mbps and below <ol style="list-style-type: none"> a) New customers can add-on either one of the Ultimate Pack RM49.90 or RM59.90 offering to their subscription b) Existing customers can add-on/upgrade to Ultimate Pack RM49.90 or RM59.90 offering to their subscription 2. 300Mbps and above bundled with entertainment <ol style="list-style-type: none"> a) New customers will get to enjoy Ultimate Pack RM59.90 included as part of their unifi Home subscription (no additional charges) b) Existing customers can upgrade to the new 300Mbps and above plan with contract renewal to enjoy Ultimate Pack RM59.90 included as part of their unifi Home subscription
6	I am an existing unifi Home subscriber and I am interested with this Ultimate Pack Promo campaign offerings. How do I subscribe to this offering?	<p>To subscribe to this campaign offering, you may:</p> <ol style="list-style-type: none"> 1. Visit the nearest TMpoint 2. Reach out to us via our digital platforms: Live Chat on https://maya.unifi.com.my or myunifi app. 3. Visit our website at https://unifi.com.my/content 4. Respond to the marketing SMS/Email/WhatsApp (unifi Care) sent by unifi (please follow the link provided)
7	I am an existing Ultimate Pack subscriber, how does this new Ultimate Pack Promo campaign offerings affect me?	<p>You will still continue to enjoy your current Ultimate Pack entitlement of 73 channels & 5 streaming apps. Should you wish to add-on more streaming apps to your TV Pack, please refer to Question 5.</p> <p>Alternatively, to enjoy more streaming apps at special discounted price, you can add-on as a la carte here https://activate.unifi.com.my/ott/unifi.aspx?o=a</p>

8	What should I do upon receiving the SMS/Email/WhatsApp notification about the Ultimate Pack Promo campaign offerings?	<p>When you receive the notification, please click on the link provided if you agree to accept the 30 days free trial.</p> <p>Please refer to the below steps: Step 1 : Receive SMS/Email/WhatsApp Step 2 : Click on the unique link provided in the SMS/Email/WhatsApp Step 3 : Key-in your unifi credential (e.g. example@unifi) Step 4 : Request for 6-digit One-Time Password (OTP) Step 5 : Agree with campaign Terms & Conditions Step 6 : Click the "Next" button and you have successfully redeemed the offer when you receive the confirmation SMS and email</p>
9	How can I activate the bundled streaming apps with this Ultimate Pack Promo campaign offering?	<p>Step 1: Visit the microsite https://activate.unifi.com.my/ott/unifi.aspx?o=b to activate the bundled streaming apps.</p> <p>Step 2: Key-in your unifi ID, then key-in your preferred User ID (mobile number or email address, depending on the requirement of each streaming app).</p> <p>Step 3: Verify your email address and contact number to receive the confirmation details.</p> <p>Step 4: You will receive an SMS containing a One-time Password (OTP). Key-in the OTP and select "Confirm".</p> <p>Step 5: After activation is successful on the microsite, you can enjoy the streaming apps on unifi Plus Box or directly from the streaming app(s).</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 https://unifi.com.my/tv/tv-apps/disney#info</p>
10	Can I switch or change the bundled streaming apps with this Ultimate Pack Promo campaign offering?	<p>You can only switch the below bundled streaming apps from both Ultimate Pack Promo campaign offerings for free:</p> <ol style="list-style-type: none"> 1. Lionsgate Play 2. Viu 3. iQIYI <p>to any of the streaming apps selection below:</p> <ol style="list-style-type: none"> 1. Lionsgate Play 2. Viu 3. iQIYI 4. WeTV 5. MangoTV 6. Simply South 7. ZEE5 <p>You may visit this link to switch https://activate.unifi.com.my/ott/profile.aspx</p> <p>You will not be able to switch access of Disney+ Hotstar, beIN SPORTS CONNECT, SPOTV NOW and BBC Player streaming apps to any streaming apps listed above.</p> <p>For more info on your active streaming app bundle, you can visit</p>

		https://activate.unifi.com.my and select “Manage my streaming apps”.
11	I have agreed to accept the Ultimate Pack Promo offering. How will I be charged/billed for this?	<p>Upon acceptance of the campaign offering, the charges will be waived from your first monthly unifi bill will still reflect the same amount while you get to enjoy the benefits below:</p> <ol style="list-style-type: none"> 1. Free access to the new Ultimate Pack Promo campaign offering that you have selected, which includes 73 premium channels and 6 OR 8 streaming apps 2. Free unifi Plus Box <p>The Ultimate Pack Promo campaign offering subscription fee will only be reflected in the second month bill onwards if you do not cancel during the 30 days free trial period.</p>
12	Will I be notified when my 30 days free trial of Ultimate Pack Promo campaign offering is ending?	<p>Yes, you will receive an SMS from unifi 7 days before your free trial is ending. If you wish to maintain the current Ultimate Pack Promo campaign offering subscription, you may ignore the notification and the subscription plan will continue for the 2nd month onwards.</p> <p>If you wish to cancel the subscription, please regard this as the last notification for you to visit the nearest TMpoint and return the unifi Plus Box so you will not be charged with the subscription fee on the 2nd month onwards and bound to a 23-month contract.</p>
13	How do I cancel this Ultimate Pack which I have subscribed during the Ultimate Pack Promo campaign period?	<p>During the 30 days free trial period, you can cancel the Ultimate Pack subscription anytime with no penalty. Request for termination can be done and processed at the nearest TMpoint where you are also required to return the bundled unifi Plus Box.</p> <p>After the 30 days free trial period, you can cancel the Ultimate Pack subscription at anytime. However, we do not recommend this as you are already subjected to the 23-month contract terms & conditions. This means, there will be a penalty charged for remaining contract months for early termination. If you still wish to continue with the termination request, you can visit the nearest TMpoint or reach out to us via our digital platforms: Live Chat on https://maya.unifi.com.my or myunifi app.</p>
14	I have accepted the Ultimate Pack Promo campaign offering. What happens if I wish to terminate my broadband subscription together with the Ultimate Pack?	<p>You will be subjected to early termination penalty fee should your broadband and Ultimate Pack are still under the minimum contract period.</p> <p>We would suggest you to reach out to us before you make any termination decision so we can help you assess the cost implications.</p>
15	There are more streaming apps that I wish to subscribe which are not included in both the Ultimate Pack Promo campaign offerings. Where can I get more info about this?	<p>You may visit https://activate.unifi.com.my to know more about all the streaming apps currently available.</p> <p>For more info on your active streaming app bundle, you can visit https://activate.unifi.com.my and select “Manage my streaming apps”.</p> <p>You can also refer to the Streaming Apps FAQ here https://activate.unifi.com.my/ott/lib/faq/faq.pdf</p>