

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI TV CONTENT UPDATE JUNE 2023**

STREAMING APP (OTT) SUBSCRIPTION AND ACTIVATION																	
GENERAL INFORMATION																	
NO.	QUESTION	ANSWER															
1.	What are the streaming apps available on Unifi TV?	<p>As part of its continuous effort to bring enhanced viewing experience to the audience, Unifi TV has partnered with 17 streaming apps as below:</p> <ol style="list-style-type: none"> 1. Netflix 2. SIAR 3. MangoTV 4. MySing 5. Disney+ Hotstar 6. beIN SPORTS CONNECT 7. SPOTV NOW 8. WeTV 9. Amazon Prime Video 10. TVBAnywhere+ 11. Lionsgate Play 12. iQIYI 13. Viu 14. ZEE5 15. Simply South 16. YuppTV 17. BBC Player 															
2.	What content is available on these streaming apps?	<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;">1</td> <td style="text-align: center;">Netflix</td> <td>Netflix is a streaming service that offers a wide variety of award-winning TV programmes, films, anime, documentaries, games and more on thousands of internet-connected devices. You can watch as much as you want, whenever you want. There's always something new to discover, and new TV programmes and films are added every week!</td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">SIAR</td> <td>SIAR offers classic local films, spanning a variety of genres throughout the ages. Various movie releases can be enjoyed anytime and anywhere.</td> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">MangoTV</td> <td>MangoTV gives access to the unlimited high-quality videos of exclusive programs, original Chinese variety shows, reality shows, TV series and films. Enjoy all on MangoTV!</td> </tr> <tr> <td style="text-align: center;">4</td> <td style="text-align: center;">MySing</td> <td>MySing is a brand new first and only karaoke OTT app fully operated locally in Malaysia to bring karaoke entertainment back to the communities with</td> </tr> </tbody> </table>	No.	App	Offering	1	Netflix	Netflix is a streaming service that offers a wide variety of award-winning TV programmes, films, anime, documentaries, games and more on thousands of internet-connected devices. You can watch as much as you want, whenever you want. There's always something new to discover, and new TV programmes and films are added every week!	2	SIAR	SIAR offers classic local films, spanning a variety of genres throughout the ages. Various movie releases can be enjoyed anytime and anywhere.	3	MangoTV	MangoTV gives access to the unlimited high-quality videos of exclusive programs, original Chinese variety shows, reality shows, TV series and films. Enjoy all on MangoTV!	4	MySing	MySing is a brand new first and only karaoke OTT app fully operated locally in Malaysia to bring karaoke entertainment back to the communities with
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			more than 30,000 original quality karaoke content, with the latest hits in HD-quality.
		5	Disney+ Hotstar Disney+ Hotstar is the streaming home of global and local hits. With endless entertainment from Disney, Pixar, Marvel, Star Wars, National Geographic and many more, there is something for everyone.
		6	beIN SPORTS CONNECT Stream all beIN SPORTS content on beIN SPORTS CONNECT, a multi-device player accessible on the app or web. Catch every minute of every match across the UEFA Champions League, UEFA Europa League, LaLiga, Serie A, Ligue 1 & more LIVE and on demand – anywhere, anytime.
		7	SPOTV NOW SPOTV NOW provides you with access to live sports streaming services, video on demand options and curated exclusive contents of premier Asian and International events, including MotoGP, The Open Championship, US Open and Wimbledon, World Table Tennis, and as well as Asian events such as Korean Baseball League (KBO) and V.League Japan competition. Also comes with Bahasa Melayu commentary for MotoGP live.
		8	WeTV Enjoy premium entertainment on WeTV's on demand streaming platform and bump up to VIP for more cool features. Watch the best ad-free local and Asian dramas, shows and anime.
		9	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.
		10	TVBAnywhere+ The most comprehensive Chinese entertainment platform published by TVB and delivers the latest & greatest content from TVB anytime, anywhere.
		11	Lionsgate Play Home to blockbuster movies, premium Originals and binge-worthy shows.
		12	iQIYI Home to Asia's hottest entertainment. Bringing you the best of local, Korean and Chinese dramas, movies, variety shows and anime.

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3.	<p>What are the streaming app offerings bundled with Unifi TV Packs at no extra cost? Who is eligible to enjoy the bundled streaming apps at no extra cost?</p>	<p>Starting 23 June 2023, Ultimate Max Pack and Ultimate Plus Pack subscribers will get to enjoy access to these streaming apps included at no extra cost:</p> <ul style="list-style-type: none"> a) Ultimate Max Pack at RM89.90 (promo) <ul style="list-style-type: none"> i) Netflix (Standard Plan) ii) Disney+ Hotstar iii) Lionsgate Play (promo until 30 September 2023) iv) BBC Player v) beIN SPORTS CONNECT vi) SPOTV NOW vii) Viu viii) iQIYI ix) SIAR b) Ultimate Plus Pack at RM69.90 (promo) <ul style="list-style-type: none"> i) Netflix (Basic Plan) ii) Disney+ Hotstar iii) Lionsgate Play (promo until 30 September 2023) iv) BBC Player v) beIN SPORTS CONNECT 															

		<ul style="list-style-type: none"> vi) SPOTV NOW vii) SIAR <p>Other Ultimate Pack subscribers will get to enjoy access to these streaming apps included at no extra cost:</p> <ul style="list-style-type: none"> a) Ultimate Pack at RM60 <ul style="list-style-type: none"> i) Disney+ Hotstar ii) beIN SPORTS CONNECT iii) SPOTV NOW iv) BBC Player v) SIAR vi) Lionsgate Play (promo from 15 February – 30 September 2023) b) Ultimate Pack at RM49.90 (promo ended 30 November 2022) <ul style="list-style-type: none"> i) Disney+ Hotstar ii) beIN SPORTS CONNECT iii) SPOTV NOW iv) BBC Player v) Lionsgate Play vi) SIAR c) Ultimate Pack at RM59.90 (promo ended 30 November 2022) <ul style="list-style-type: none"> i) Disney+ Hotstar ii) beIN SPORTS CONNECT iii) SPOTV NOW iv) BBC Player v) Lionsgate Play vi) Viu vii) iQIYI viii) SIAR <p>All new and existing subscribers of the following packs get to enjoy access up to three (3) streaming apps included in the pack at no extra cost:</p> <ul style="list-style-type: none"> a) Aneka Plus Pack – Viu, SIAR and Lionsgate Play (promo from 15 February – 30 September 2023) b) Ruby Plus Pack – MangoTV and Lionsgate Play (promo from 15 February – 30 September 2023) c) Varnam Plus Pack - Simply South and Lionsgate Play (promo from 15 February – 30 September 2023)
4.	<p>How can I watch the streaming apps?</p>	<p>The streaming apps are best viewed on Unifi Plus Box*.</p> <p>You may also download the respective apps on your mobile phone and/or tablet via the app stores or watch it via your Smart TV.</p> <p><i>*Netflix streaming app will be available on Unifi Plus Box at a later date.</i></p>
5.	<p>I am a Unifi TV Pack subscriber and I have activated the access to streaming apps bundled with my pack at no extra cost. How long do I get to enjoy this offering?</p>	<p>Good news! You can enjoy this offering as long as you are a Unifi TV Pack subscriber and there will be no additional charges to your existing monthly subscription upon activating the app.</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>

6.	<p>I have subscribed to Unifi TV Pack and activated my bundled streaming app(s) before 15th February 2023. What do I have to do to activate Lionsgate Play?</p>	<p>To enjoy the additional Lionsgate Play streaming app from 15 February – 30 September 2023, you would need to activate the access via MyUnifi app or visit Unifi portal https://selfcare.unifi.com.my/.</p>						
7.	<p>How do I get the new Ultimate Max Pack or Ultimate Plus Pack with bundled streaming apps offering?</p>	<p>For existing Unifi TV customers, you can upgrade/subscribe to Ultimate Max Pack or Ultimate Plus Pack at these channels:</p> <ol style="list-style-type: none"> MyUnifi app: Select Account→Select the relevant Unifi Home account to add on Unifi TV Pack Unifi portal https://selfcare.unifi.com.my/: Select Account→Select the relevant Unifi Home account to add on Unifi TV Pack or by registering your interest at https://unifi.com.my/UYWcampaignCLM?slofCode=CLMP14 <p>For new Unifi Home customers, you can explore the broadband and entertainment bundle plans at these channels:</p> <ol style="list-style-type: none"> Walk in to your nearest TMpoint Call 100 and press 4 to speak to our Unifi Care Crew Live Chat on https://maya.unifi.com.my Online via https://unifi.com.my/ngam <p>To activate your streaming app entitlement, you can download and login to MyUnifi app or Unifi portal https://selfcare.unifi.com.my/ and select your Unifi Home account. Click on “My Entertainment” to manage your access to streaming apps.</p>						
8.	<p>How long do I get to enjoy the Ultimate Max Pack and Ultimate Plus Pack with bundled streaming apps offering at the promo price?</p>	<p>You can enjoy the Ultimate Max Pack (promo price RM89.90/month) and Ultimate Plus Pack (promo price RM69.90/month) when you subscribe the packs within the campaign period 23rd June 2023 until 22nd September 2023.</p> <p>You can then enjoy all the bundled channels and streaming apps at the promo price for as long as you do not change or terminate your Unifi TV Pack.</p>						
9.	<p>What are the streaming app offerings available for Unifi TV Pack add-on or a la carte subscription?</p>	<p>The streaming apps that you can subscribe with Unifi TV Pack add-on or a la carte with Unifi are as per the table below.</p> <p>Starting 1st February 2022 until 31st December 2023 (campaign period), all new and existing subscribers of Unifi TV Packs (Varnam Plus, Aneka Plus, Ruby Plus, Ultimate Pack, Ultimate Plus & Ultimate Max) get to enjoy special add-on subscription of these selected streaming apps:</p> <ol style="list-style-type: none"> SIAR MangoTV TVBAnywhere+ iQIYI Viu Simply South ZEE5 YuppTV WeTV <table border="1" data-bbox="699 1982 1501 2188"> <thead> <tr> <th>No.</th> <th>App</th> <th>Offering</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Netflix</td> <td> <ul style="list-style-type: none"> Upgrade from Basic to Standard at additional RM17/month Upgrade from Standard to Premium at additional </td> </tr> </tbody> </table>	No.	App	Offering	1	Netflix	<ul style="list-style-type: none"> Upgrade from Basic to Standard at additional RM17/month Upgrade from Standard to Premium at additional
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			<ul style="list-style-type: none"> RM10/month Upgrade from Basic to Premium at additional RM27/month A la carte subscription will be available soon.
2	SIAR		<ul style="list-style-type: none"> Special Unifi TV Pack add-on at RM8.00/month (promo ends 31st December 2023) A la carte RM10.00/month
3	MangoTV		<ul style="list-style-type: none"> Special Unifi TV Pack add-on at RM9.90/month (promo ends 31st December 2023) A la carte RM18.99/month
4	MySing		<ul style="list-style-type: none"> 30 days trial with free 5 songs/day (promo from 1st May 2022 – 31st October 2022) A la carte RM14.90/month
5	Disney+ Hotstar		<ul style="list-style-type: none"> Special Unifi TV Pack add-on at RM16.00/month A la carte RM54.90 for 3 months (being Disney's current retail price)
6	BBC Player		<ul style="list-style-type: none"> A la carte RM10/month
7	Amazon Prime Video		<ul style="list-style-type: none"> A la carte RM25/month (payment via credit card only)
8	TVBAnywhere+		<ul style="list-style-type: none"> Special Unifi TV Pack add-on TVB Anywhere Channel Zone at RM16.00/month (promo ends 31st December 2023) Special Unifi TV Pack add-on TVB Anywhere VOD Zone at RM16.00/month (promo ends 31st December 2023) Special Unifi TV Pack add-on TVB Anywhere Premium Zone at RM32.00/month (promo ends 31st December 2023) A la carte TVB Anywhere Channel Zone – RM19.90/month A la carte TVB Anywhere VOD Zone – RM19.90/month A la carte TVB Anywhere Premium Zone – RM39.90/month
9	Lionsgate Play		<ul style="list-style-type: none"> A la carte RM14.90/month
10	iQIYI		<ul style="list-style-type: none"> Special Unifi TV Pack add-on at RM9.90/month (promo ends 31st December 2023) A la carte RM11.90/month
11	Viu		<ul style="list-style-type: none"> Special Unifi TV Pack add-

				<ul style="list-style-type: none"> on at RM5.00/month (promo ends 31st December 2023) A la carte RM12.90/month 						
		12	ZEE5	<ul style="list-style-type: none"> Special Unifi TV Pack add-on at RM12.50/month (promo ends 31st December 2023) A la carte RM14.90/month 						
		13	Simply South	<ul style="list-style-type: none"> Special Unifi TV Pack add-on at RM8.50/month (promo ends 31st December 2023) A la carte RM10/month 						
		14	YuppTV	<ul style="list-style-type: none"> Special Unifi TV Pack add-on at RM12.50/month (except for YuppFlix plan, promo ends 31st December 2022) A la carte YuppTV Tamil + YuppFlix: RM15/month A la carte YuppTV Hindi + YuppFlix: RM15/month A la carte YuppTV Bangla + Yuppflix: RM15/month A la carte YuppTV Malayalam + YuppFlix: RM15/month A la carte YuppTV Telugu + YuppFlix: RM15/month A la carte YuppFlix: RM10/month 						
		15	WeTV	<ul style="list-style-type: none"> Special Unifi TV Pack add-on at RM5.90/month (promo ends 31st December 2023) A la carte RM11.90/month 						
		16	SPOTV NOW	<ul style="list-style-type: none"> A la carte subscription will be available soon 						
10.	I am a Unifi TV Pack subscriber and I have subscribed to the streaming app with special add-on price during the campaign period. How long do I get to enjoy the discounted price?	<p>If you have subscribed to the special Unifi TV Pack add-on pricing during the campaign period, you will get to enjoy the special price for as long as you continue to subscribe.</p> <p>The streaming apps with limited time offer (from 1st February 2022 – 31st December 2023) for Unifi TV Pack add-on are as below:</p> <ol style="list-style-type: none"> SIAR MangoTV TVBAnywhere+ iQIYI Viu Simply South ZEE5 YuppTV WeTV 								
11.	How many devices can I access the streaming apps on?	<p>The streaming apps can be accessed across the following number of devices. This includes access via Unifi Plus Box.</p> <table border="1"> <thead> <tr> <th>No</th> <th>App</th> <th>Offering</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Netflix</td> <td> <ul style="list-style-type: none"> Basic – watch in HD up to 1 supported </td> </tr> </tbody> </table>			No	App	Offering	1	Netflix	<ul style="list-style-type: none"> Basic – watch in HD up to 1 supported
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				<ul style="list-style-type: none"> device at a time Standard – watch in Full HD up to 2 supported devices at a time Premium – watch in Ultra HD up to 4 supported devices at a time
		2	SIAR	<ul style="list-style-type: none"> Up to 5 devices concurrently
		3	MangoTV	<ul style="list-style-type: none"> Up to 2 devices concurrently
		4	TVBAnywhere+	<ul style="list-style-type: none"> Up to 2 devices concurrently
		5	Lionsgate Play	<ul style="list-style-type: none"> Up to 2 devices concurrently
		6	iQIYI	<ul style="list-style-type: none"> Up to 2 devices concurrently
		7	Viu	<ul style="list-style-type: none"> Up to 5 devices concurrently
		8	ZEE5	<ul style="list-style-type: none"> Up to 5 devices concurrently
		9	Simply South	<ul style="list-style-type: none"> Up to 3 devices concurrently
		10	Amazon Prime Video	<ul style="list-style-type: none"> Up to 3 devices concurrently
		11	BBC Player	<ul style="list-style-type: none"> Unlimited
		12	YuppTV	<ul style="list-style-type: none"> Up to 4 devices concurrently
		13	WeTV	<ul style="list-style-type: none"> Up to 2 devices concurrently
		14	MySing	<ul style="list-style-type: none"> Only 1 device concurrently
		15	Disney+ Hotstar	<ul style="list-style-type: none"> Up to 2 devices concurrently
		16	beIN SPORTS CONNECT	<ul style="list-style-type: none"> Only 1 device concurrently
		17	SPOTV NOW	<ul style="list-style-type: none"> Only 1 device concurrently
12.	I am a Unifi TV Pack subscriber. How do I activate the streaming apps bundled in the pack?	<p>Step 1: Download MyUnifi app on your mobile device or visit Unifi portal at https://selfcare.unifi.com.my/ and log in with your registered email address.</p> <p>Step 2: Select “Account” from Menu and choose the relevant Unifi Home account. Then, select “My Entertainment” to activate the bundled streaming app(s).</p> <p>Step 3: After activation is successful, 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 www.unifi.com.my/plusbox.</p>		

13.	I am a Unifi TV Pack Subscriber. When should I activate the new streaming apps?	<p>There's no specific time for you to activate. But we highly recommend you activate it as soon as you can to enjoy the best entertainment with Unifi.</p> <p>To activate, you can simply do so on MyUnifi app or visit Unifi portal https://selfcare.unifi.com.my/</p>
14.	Can I switch or change my current streaming app to another of my choice?	<p>Starting 6th September 2022, all variety packs (Varnam Plus Pack, Aneka Plus Pack and Ruby Plus Pack) and Ultimate Pack Promo campaign offering can switch its bundled streaming app to one (1) of the following:</p> <ul style="list-style-type: none"> a) MangoTV b) Viu c) iQIYI d) Simply South e) ZEE5 f) WeTV <p>Once you have opted to switch your current app with another eligible app (as listed above), you will still have access to the current app until the expiry date. The expiry date of the current app can be seen in the app itself.</p> <p>The subscription of the new app will start on the day after the expiry date of the current app.</p> <p>You may switch these streaming apps at MyUnifi app or visit Unifi portal https://selfcare.unifi.com.my/</p>
15.	Can I switch the streaming apps bundled with my Unifi TV Pack multiple times?	<p>Yes, for variety packs (Varnam Plus Pack, Aneka Plus Pack and Ruby Plus Pack) and Ultimate Pack Promo campaign offering, you can switch the apps as many times as you want at no additional cost. However, kindly note that you can only switch to any one (1) of the streaming apps below:</p> <ul style="list-style-type: none"> a) MangoTV b) Viu c) iQIYI d) Simply South e) ZEE5 f) WeTV <p>You may switch these streaming apps at MyUnifi app or visit Unifi portal https://selfcare.unifi.com.my/</p>
16.	Why should I subscribe to the streaming apps via Unifi instead of subscribing directly to the app?	<p>By subscribing via Unifi, you get to enjoy curated bundles and great add-on deals, specially crafted for you as our Unifi Home customer. You will also get to enjoy the convenience of paying the subscriptions in one single Unifi bill each month.</p>
17.	I am not a Unifi TV Pack subscriber. Can I subscribe to the new streaming app offering?	<p>If you are interested to subscribe to the following streaming apps, you can subscribe on a la carte basis via MyUnifi app or visit Unifi portal https://selfcare.unifi.com.my/</p> <ul style="list-style-type: none"> a) SIAR b) MangoTV c) Disney+ Hotstar d) MySing e) TVBAnywhere+ f) Amazon Prime Video (via Unifi Plus Box only) g) BBC Player h) YuppTV i) Lionsgate Play

		<ul style="list-style-type: none"> j) Viu k) Simply South l) ZEE5 m) WeTV n) iQIYI 																																																						
18.	Why can't I subscribe to beIN SPORTS CONNECT and SPOTV NOW on a la carte basis?	The access of these two (2) apps is exclusive to Unifi TV Ultimate Pack, Ultimate Plus Pack and Ultimate Max Pack subscribers only, at no additional cost.																																																						
19.	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" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: black; color: white;"> <th style="width: 5%;">No</th> <th style="width: 65%;">App</th> <th style="width: 30%;">Login Credential</th> </tr> </thead> <tbody> <tr><td>1</td><td>Netflix</td><td>• Email address</td></tr> <tr><td>2</td><td>TVBAnywhere+</td><td>• Unifi ID</td></tr> <tr><td>3</td><td>Lionsgate Play</td><td>• Mobile number</td></tr> <tr><td>4</td><td>iQIYI</td><td>• Mobile number</td></tr> <tr><td>5</td><td>Viu</td><td>• Mobile number</td></tr> <tr><td>6</td><td>ZEE5</td><td>• Email address</td></tr> <tr><td>7</td><td>Simply South</td><td>• Email address</td></tr> <tr><td>8</td><td>Amazon Prime Video</td><td>• Email address</td></tr> <tr><td>9</td><td>BBC Player</td><td>• Unifi ID</td></tr> <tr><td>10</td><td>YuppTV</td><td>• Email address</td></tr> <tr><td>11</td><td>WeTV</td><td>• Mobile number</td></tr> <tr><td>12</td><td>MySing</td><td>• Unifi ID</td></tr> <tr><td>13</td><td>Disney+ Hotstar</td><td>• Mobile number</td></tr> <tr><td>14</td><td>beIN SPORTS CONNECT</td><td>• Unifi ID</td></tr> <tr><td>15</td><td>SPOTV NOW</td><td>• Unifi ID</td></tr> <tr><td>16</td><td>MangoTV</td><td>• Mobile number</td></tr> <tr><td>17</td><td>SIAR</td><td>• Email address</td></tr> </tbody> </table> <p>You may also check the confirmation email you have received upon successful registration.</p>	No	App	Login Credential	1	Netflix	• Email address	2	TVBAnywhere+	• Unifi ID	3	Lionsgate Play	• Mobile number	4	iQIYI	• Mobile number	5	Viu	• Mobile number	6	ZEE5	• Email address	7	Simply South	• Email address	8	Amazon Prime Video	• Email address	9	BBC Player	• Unifi ID	10	YuppTV	• Email address	11	WeTV	• Mobile number	12	MySing	• Unifi ID	13	Disney+ Hotstar	• Mobile number	14	beIN SPORTS CONNECT	• Unifi ID	15	SPOTV NOW	• Unifi ID	16	MangoTV	• Mobile number	17	SIAR	• Email address
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10	YuppTV	• Email address																																																						
11	WeTV	• Mobile number																																																						
12	MySing	• Unifi ID																																																						
13	Disney+ Hotstar	• Mobile number																																																						
14	beIN SPORTS CONNECT	• Unifi ID																																																						
15	SPOTV NOW	• Unifi ID																																																						
16	MangoTV	• Mobile number																																																						
17	SIAR	• Email address																																																						
20.	What if I forget my Unifi ID to activate these streaming apps?	You can check your Unifi ID (i.e. yourname@unifi) in your monthly bill. You can easily access it via MyUnifi app or Unifi portal at https://selfcare.unifi.com.my/																																																						
21.	I have not received the email 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 https://maya.unifi.com.my or MyUnifi app for further assistance.</p>																																																						
22.	What if I forget my password to the streaming app?	You can refer to the email and SMS received when you activated the streaming app.																																																						
23.	Can I change my password on the streaming app?	Sorry, you are unable to change your streaming app password after activation.																																																						
24.	Can I watch content from the streaming apps using Unifi TV Box (white colour)?	<p>Sorry, the streaming apps are available on Unifi Plus Box only.</p> <p>There are several options that you can explore:</p> <ul style="list-style-type: none"> a) Upgrade to Unifi Plus Box at RM20/month b) Subscribe or upgrade to any of Unifi TV Packs, which includes Unifi Plus Box 																																																						

		c) You can also watch the streaming apps on the respective mobile apps
25.	I do not have any Unifi Home broadband subscription currently. Can I get the streaming app offering?	You would need to subscribe to Unifi Home with any of Unifi TV Packs to enjoy the added benefits with streaming apps. Please visit www.unifi.com.my/ngam or the nearest TMpoint to subscribe.
26.	Am I able to use the streaming apps when I am connected to TM/Unifi network only?	For first-time activation, it is best for you to be connected to Unifi Wi-Fi network to enjoy special deals. 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.
27.	I have an existing subscription with the streaming apps, can I subscribe to the same app via Unifi?	We would recommend that you terminate your current subscription first, and then subscribe to the streaming app via Unifi. This is to avoid you being double charged for the same service.
28.	I have an existing a la carte subscription to a streaming app with Unifi. Am I eligible to enjoy the special Unifi TV Pack add-on price during the campaign period?	Yes, if you are a Unifi TV Pack subscriber, you are eligible to subscribe to the streaming apps special add-on below: <ul style="list-style-type: none"> a) SIAR b) MangoTV c) TVBAnywhere+ d) iQIYI e) Viu f) Simply South g) ZEE5 h) YuppTV i) WeTV If you want to enjoy the special price during the campaign period, we advise you to terminate the current subscription and resubscribe. To add on the streaming apps, you can do so via MyUnifi app or visit Unifi portal https://selfcare.unifi.com.my/
29.	Can I subscribe to more than one streaming app during this campaign period?	Yes, you can and you will get to enjoy the special Unifi TV Pack add-on price for each of the streaming app available under this campaign: <ul style="list-style-type: none"> a) SIAR b) MangoTV c) TVBAnywhere+ d) iQIYI e) Viu f) Simply South g) ZEE5 h) YuppTV i) WeTV
30.	I am an existing Unifi TV Pack subscriber with Streamyx network (TVOS). Why am I unable to enjoy the special Unifi TV Pack add-on for selected streaming apps during the campaign period?	We're sorry. Unfortunately, this campaign is only applicable for Unifi fibre customers with Unifi TV Packs.

31.	I have subscribed to a streaming app as an add-on / a la carte. Why am I being billed twice with full amount in my Unifi bill, with no proration?	Upon successful subscription, you are billed with the current month and one (1) month advance charges. There is no proration for the streaming app subscription as the service rendered to you will be in full term of 60 days as per what you have been charged and paid for.
32.	I want to activate the bundled access to the streaming apps that comes with my Unifi TV Pack, at no extra cost. Is there a separate contract terms applied to this?	<p>No, there are no separate contract terms applied to the streaming app activation. The access to the streaming apps will be as per the Unifi TV Pack terms and conditions that you have subscribed to because the bundled streaming app is included as part of the pack offerings as below:</p> <ul style="list-style-type: none"> a) Ultimate Max Pack – Netflix (Standard Plan), Disney+ Hotstar, Lionsgate Play, BBC Player, beIN SPORTS CONNECT, SPOTV NOW, Viu, iQIYI & SIAR b) Ultimate Plus Pack – Netflix (Basic Plan), Disney+ Hotstar, Lionsgate Play, BBC Player, beIN SPORTS CONNECT, SPOTV NOW & SIAR c) Ultimate Pack – with Disney+ Hotstar, beIN SPORTS CONNECT, SPOTV NOW, BBC Player, SIAR & Lionsgate Play (promo from 15 February - 30 September 2023) Ultimate Pack Promo campaign – with additional Lionsgate Play, Viu & iQIYI d) Varnam Plus Pack – with Simply South & Lionsgate Play (promo from 15 February - 30 September 2023) e) Aneka Plus Pack – with Viu, SIAR & Lionsgate Play (promo from 15 February - 30 September 2023) f) Ruby Plus Pack – with MangoTV & Lionsgate Play (promo from 15 February - 30 September 2023) <p>You will also be bound by the terms and conditions of the individual streaming apps.</p>
33.	Why do I see an expiry date when I activate the certain streaming app with bundled access?	Do not worry, you are entitled to the streaming app access with your Unifi TV Pack subscription. Please disregard the expiry date on the app and continue to have fun binge-watching!
34.	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 https://selfcare.unifi.com.my/ c) Selected preferred online banking portals d) Nearest TMpoint/Unifi Store or TMpoint Authorised Dealer (TAD) e) POS Malaysia <p>For more payment channels, visit http://i.unifi.my/pay</p>
35.	Why does my Unifi Plus Box only display an empty/black screen?	<p>We apologise for the inconvenience caused. Please follow the below steps to clear the 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”
ADDITIONAL QUESTIONS FOR NETFLIX		

36.	I already have an existing Netflix subscription. How do I link it to the Netflix entitlement with Ultimate Plus Pack or Ultimate Max Pack?	<p>If you already have an existing Netflix subscription with Netflix, your existing Netflix account will need to be linked to your Unifi TV Pack by submitting your Netflix account credentials. Netflix will continue to charge you separately for your existing subscription until your Netflix account is linked to your Unifi TV Pack.</p> <p>If your existing Netflix subscription is billed through Apple, you will need to manually cancel your Apple billing arrangement to avoid being double billed for your Netflix when you activate your Netflix plan.</p>
37.	I have an existing Netflix account. Do I get to retain my previous viewing history on the app once I activated the access via Unifi?	<p>Yes, you will be able to retain the viewing history if your registered email address with Unifi is the same as your existing Netflix account. This is because you still maintain your login credential.</p>
38.	I would like to subscribe to Netflix with Ultimate Plus Pack or Ultimate Max Pack. How do I subscribe?	<p>For existing Unifi subscribers, you can add on or upgrade your Unifi TV Pack via MyUnifi app or visit Unifi portal https://selfcare.unifi.com.my/</p> <p>For new subscribers, you can subscribe to Netflix with the new Unifi TV Packs via:</p> <ol style="list-style-type: none"> The nearest TMpoint/Unifi Store Call by dialling 100 and press 4 to speak to our Unifi Care Crew Online at https://unifi.com.my/ngam <p>Netflix's Terms of Use can be found at https://help.netflix.com/en/legal/termsfuse</p>
39.	I have just subscribed to Ultimate Plus Pack with Netflix Basic Plan included at no extra cost. Can I upgrade/change my Netflix plan to Standard or Premium Plan?	<p>Yes, you can. You may upgrade/change your Netflix plan as per offerings below:</p> <ol style="list-style-type: none"> Netflix Standard – Additional RM17/month to upgrade from Basic. Netflix Premium – Additional RM10/month to upgrade from Standard. Additional RM27/month to upgrade from Basic. <p>To self-upgrade your Netflix plans, you can do so via MyUnifi app or visit Unifi portal https://selfcare.unifi.com.my or alternatively, visit Netflix.com and enter the “Account” section.</p>
40.	I have just subscribed to Ultimate Plus Pack/Ultimate Max Pack with Netflix. How do I activate my Netflix account?	<p>After a successful subscription, you will receive an email and/or SMS from Netflix and Unifi. Follow these simple steps to activate:</p> <ol style="list-style-type: none"> Click on the activation link in the SMS and/or email or via MyUnifi app or Unifi portal https://selfcare.unifi.com.my/ On Netflix, select Sign up (new to Netflix) or Sign in (already with Netflix) Create a Netflix account and password on the page and click “Continue”. If you already have a Netflix account, enter your existing Netflix credentials (email and password) Click “Start Watching”.
41.	I have Ultimate Plus Pack with Netflix Basic Plan (old). I have upgraded the Netflix plan to Standard/Premium Plan (new). What should I expect to see on my next	<p>Your bill after the change of plan will include prorated charges of the old (Basic plan) and new (Standard/Premium) plans according to your billing date. The prorate calculation is further explained below.</p> <p>Below are the additional monthly charges for Netflix plan upgrade:</p>

	bill?	<table border="1" data-bbox="663 91 1516 293"> <thead> <tr> <th data-bbox="663 91 868 174">Unifi TV Pack</th> <th data-bbox="868 91 1072 174">Netflix Plan included at no extra cost</th> <th data-bbox="1072 91 1276 174">Upgrade to Standard</th> <th data-bbox="1276 91 1516 174">Upgrade to Premium</th> </tr> </thead> <tbody> <tr> <td data-bbox="663 174 868 235">Ultimate Plus</td> <td data-bbox="868 174 1072 235">Basic</td> <td data-bbox="1072 174 1276 235">+ RM17 per month</td> <td data-bbox="1276 174 1516 235">+RM27 per month</td> </tr> <tr> <td data-bbox="663 235 868 293">Ultimate Max</td> <td data-bbox="868 235 1072 293">Standard</td> <td data-bbox="1072 235 1276 293"></td> <td data-bbox="1276 235 1516 293">+ RM10 per month</td> </tr> </tbody> </table> <p data-bbox="663 331 1072 360">Example of prorate calculation:</p> <ul data-bbox="663 365 1516 734" style="list-style-type: none"> <li data-bbox="663 365 1516 394">• Billing cycle starts on 1st of every month i.e 1 July 2023 <li data-bbox="663 398 1516 459">• You upgrade your Netflix Basic Plan to Premium on 16 July 2023 <li data-bbox="663 463 1516 600">• In the next billing cycle on 1 August 2023, you will see prorated charges for your Netflix Basic Plan and additional charges for Netflix Premium Plan (Upgrade) at RM13.94, which is prorated from 16 July - 31 July <li data-bbox="663 604 1516 734">• If you continue to subscribe to Netflix Premium Plan the following month in September onwards, your subsequent bills will reflect Netflix Premium Plan (Upgrade) at RM27, which is the full additional amount. <p data-bbox="663 772 1516 833">You can visit https://help.netflix.com/en/node/22 for further information about changing Netflix plan.</p>	Unifi TV Pack	Netflix Plan included at no extra cost	Upgrade to Standard	Upgrade to Premium	Ultimate Plus	Basic	+ RM17 per month	+RM27 per month	Ultimate Max	Standard		+ RM10 per month
Unifi TV Pack	Netflix Plan included at no extra cost	Upgrade to Standard	Upgrade to Premium											
Ultimate Plus	Basic	+ RM17 per month	+RM27 per month											
Ultimate Max	Standard		+ RM10 per month											
42.	<p data-bbox="256 880 663 969">Why is Netflix streaming app still not available on Unifi Plus Box?</p> <p data-bbox="256 1010 663 1099">How do I watch Netflix streaming app on Unifi Plus Box?</p>	<p data-bbox="663 880 1516 940">We are sorry for the inconvenience as we are currently working to have Netflix available on Unifi Plus Box at a later date.</p> <p data-bbox="663 981 1516 1077">In the meantime, you can stream Netflix on any compatible devices. Please refer to the Netflix help page for more information on compatible devices https://devices.netflix.com/en</p>												
43.	<p data-bbox="256 1184 663 1274">Can I subscribe to Netflix a la carte with my Unifi Home package?</p>	<p data-bbox="663 1184 1516 1245">The a la carte offering for Netflix with Unifi Home package will be made available soon. Stay tuned!</p>												
44.	<p data-bbox="256 1319 663 1408">I forgot my Netflix account/password. How can I recover it?</p>	<p data-bbox="663 1319 1516 1415">Account recovery is available in MyUnifi app or Unifi portal http://selfcare.unifi.com.my. Follow these simple steps below to recover your account:</p> <ol data-bbox="715 1420 1516 1581" style="list-style-type: none"> <li data-bbox="715 1420 1516 1449">1. Click on "Recover My Account" <li data-bbox="715 1453 1516 1482">2. Enter username and password <li data-bbox="715 1487 1516 1581">3. If you have entered a wrong password, click "Reset your Netflix password" and reset it via the link sent to your email address. 												
45.	<p data-bbox="256 1624 663 1785">I have just subscribed to Ultimate Plus/Max Pack with Netflix Basic/Standard Plan, am I entitled to get a 30-day free trial for Netflix?</p>	<p data-bbox="663 1624 1516 1684">We are sorry, the 30-day free trial for new subscribers does not include the Netflix offerings.</p>												
ADDITIONAL QUESTIONS FOR SIAR														
46.	<p data-bbox="256 1886 663 2078">I already have an active subscription with SIAR using the same email address. Can I use the same email address to enjoy SIAR with Unifi?</p>	<p data-bbox="663 1886 1516 1946">You can use the same email address. However, you would need to cancel the active subscription with SIAR first at https://siar.my</p>												

47.	I have forgotten my password to login to SIAR. What should I do?	You can reset your password at https://siar.my/akaun/ and click on “Forgot your password?” to follow the simple steps.
48.	I would like to update my login email address to a new one. Can I do so?	Unfortunately, you may not change your registered login email address for now.
ADDITIONAL QUESTIONS FOR MANGOTV		
49.	What is this new Ruby Plus Pack with MangoTV streaming app offering starting 1st September 2022?	From 1 st September 2022, all new and existing Ruby Plus Pack will be bundled with the latest streaming app, MangoTV. The access to the app will be included in your TV pack at no extra cost. You can activate the access to MangoTV via MyUnifi app or visit Unifi portal http://selfcare.unifi.com.my
50.	I have subscribed to Ruby Plus Pack and activated my bundled iQIYI before 1st September 2022. What will happen to my access to iQIYI?	You will get to continue streaming iQIYI as long as your subscription to Ruby Plus Pack is still active, at no extra cost.
51.	I have subscribed to Ruby Plus Pack and activated my bundled iQIYI before 1st September 2022. How do I get access to MangoTV?	You can subscribe to MangoTV streaming app as an add-on at a special discounted price of RM9.90/month. Alternatively, you can also switch your existing active streaming app from iQIYI to MangoTV for free. You can do all these via MyUnifi app or visit Unifi portal http://selfcare.unifi.com.my
52.	Can I update my email address for my app profile?	If you wish to edit your personal information or manage your account (e.g. change password, add security information etc.), you can log in and perform the actions through “Account Management”.
53.	How can I manage (add/edit/remove) my registered devices?	You may click on Me→Settings→Account and Security→Login to device management.
ADDITIONAL QUESTIONS FOR IQIYI		
54.	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?	This is a special treat for you! Because you are subscribing to iQIYI with Unifi, you get to enjoy iQIYI VIP access to stream more content at your convenience.
55.	Which login options should I choose when I have activated the exclusive access to iQIYI streaming app?	If you are using the mobile app, please select “Log in via SMS” option to enjoy full access to the iQIYI app. If you are using Unifi Plus Box, please select “Log in with iQIYI account” and follow the simple steps to continue.
56.	I am an existing iQIYI a la carte subscriber at RM8.90/month. Will I be affected by the price change to RM11.90?	Don’t worry, you will not be affected. You can continue to subscribe to iQIYI a la carte at RM8.90/month.

57.	I am an existing iQIYI subscriber at RM5.90/month because I have subscribed during the special Unifi TV Pack add-on campaign period. Will I be affected by the price change to RM11.90 for a la carte subscription?	Don't worry, you will not be affected. You can continue to subscribe to iQIYI as an add-on at RM5.90/month.
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ADDITIONAL QUESTIONS FOR LIONSGATE PLAY

58.	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 you have installed it in your Unifi Plus Box, please sign in using your User ID (i.e. your mobile number) and don't forget to include the country code "6" (e.g.: 60123456789).
59.	Why can't I sign in to 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.
60.	I have forgotten my password to login to Lionsgate Play app. What should I do?	<p>When you login to Lionsgate Play with the User ID, select "Forgot password" to reset the password. Follow the steps and you should be able to stream Lionsgate Play app.</p> <p>If you do not remember your User ID, you can refer to the confirmation email (from noreply.unifiTV@tm.com.my) and SMS we have sent upon successful activation of the streaming app. You should be able to retrieve the right User ID (mobile number). Alternatively, you can also check your User ID for all your subscribed streaming apps at activate.unifi.com.my and select "Manage My Streaming Apps".</p>

ADDITIONAL QUESTIONS FOR VIU

61.	Why can't I log in to Viu using the credentials received via confirmation email and SMS?	For first-time activation, it is compulsory that you 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 Unifi TV Pack subscription!
62.	How do I login to Viu using the credentials received via confirmation email and SMS?	<p>Below are the steps for you to login and start streaming Viu app:</p> <p>Step 1: Once you installed Viu app on your mobile device, it is compulsory to turn off the mobile data so it only connects to Unifi Home Wi-Fi network.</p> <p>Step 2: To start logging in, go to the Viu app or viu.com on mobile browser (<i>do not use desktop/laptop browser</i>). Select "Continue with Email or Mobile".</p> <p>Step 3: Key in your registered mobile number but without the first digit, "0". Example: If your mobile number is 0123456789, you only need to key in 123456789.</p> <p>Step 4: Verify and key in the OTP number that you received and you can start streaming.</p>

ADDITIONAL QUESTIONS FOR DISNEY+ HOTSTAR

63.	What if I want to use a different mobile number, which is not registered to my Unifi account for my Disney+ Hotstar access?	<p>You can update your registered mobile number by contacting us at https://maya.unifi.com.my. We will process your request accordingly within 3 business days.</p> <p>You can also update your registered mobile number here https://activate.unifi.com.my/ott/profile.aspx at “Manage My Streaming Apps”. However, you can only change the registered mobile number after 30 days of activation.</p>
64.	I have an existing Disney+ Hotstar account. Do I get to retain my previous viewing history on the app once I activated the access via Unifi?	<p>Yes, you will be able to retain the viewing history if your registered mobile number with Unifi is the same as your existing Disney+ Hotstar account. This is because you still maintain your login credential.</p>
65.	I am entitled to Disney+ Hotstar with my Unifi subscription. Why have I not received notification to access the app?	<p>Firstly, you would need to go to MyUnifi app: Account→Select Unifi Home account→My Entertainment to check if your bundled streaming app entitlement is activated.</p> <p>If it is not indicated, you can activate your bundled streaming app via MyUnifi app or visit Unifi portal http://selfcare.unifi.com.my</p> <p>If you require further assistance, please reach out to us via our digital platforms: Live Chat on https://maya.unifi.com.my or MyUnifi app.</p>
66.	I have an existing Disney+ Hotstar account and I also have Unifi TV Ultimate Pack registered to the same mobile number. How do I update my subscription so I can enjoy the bundled access entertainment?	<p>You may provide another mobile number to enjoy the bundled access with Unifi TV Ultimate Pack. If you prefer to maintain the same mobile number, you may reach out to Disney+ Hotstar customer service for service cancellation before activating your bundled access entitlement with Unifi.</p>
67.	Can non-Unifi TV Packs subscribers access Disney+ Hotstar?	<p>Yes, you may enjoy Disney+ Hotstar on a la carte basis at the current retail price of RM54.90 for three (3) months by signing up via MyUnifi app or visit Unifi portal http://selfcare.unifi.com.my</p> <p>You will be billed on a quarterly basis in your Unifi bill on behalf of Disney.</p>
68.	What are the terms of my access to Disney+ Hotstar?	<p>Your subscription will commence on the date you first opt-in or are entitled to the access of Disney+ Hotstar with TM, in each case irrespective of whether you log in or complete the registration process for Disney+ Hotstar.</p> <p>By subscribing to Disney+ Hotstar brought to you by TM, you will be required to confirm that you have read, understood, accepted and agreed to be bound by the following terms and conditions:</p> <ol style="list-style-type: none"> a) General Terms and Conditions (for Unifi Over-The-Top (OTT) App Subscription https://activate.unifi.com.my/ott/lib/tnc/tnc.pdf; b) Terms and Conditions for Unifi TV Packs Subscriptions (if applicable) https://activate.unifi.com.my/ott/lib/tnc/packtnc.pdf; c) Disney+ Hotstar Terms Of Use https://www.hotstar.com/my/terms-of-use; and

		<p>d) Disney+ Hotstar Global Privacy Policy https://privacy.thewaltdisneycompany.com/en/current-privacy-policy/</p> <p>e) Disney+ Hotstar Supplemental Privacy Policy https://privacy.thewaltdisneycompany.com/en/current-privacy-policy/supplemental-privacy-policy-for-malaysia/</p>
ADDITIONAL QUESTIONS FOR MYSING		
69.	How do I search for the song or artist that I want?	<p>When you are on the Home page, you can click on “Song” or “Artist”. The search bar will appear on the left, and you can type in the name of the song/artist. The search results will appear on the right.</p> <p>To search, you need to key-in the name or initial without space. For example, to search for Siti Nurhaliza’s songs, you can type “Sitinurhaliza” or “SN”</p>
70.	Why is my Favourite list on the Home page empty?	When you sign-in for the first time, the Favourite list will be empty until you start to curate and save your all-time favourite karaoke tunes.
71.	How do I add and manage my favourite songs in the Favourite list?	<p>To add a song to your Favourite list, you can click on the “Favourite” icon on the song title.</p> <p>To remove a song from your Favourite list, you can click on the “Delete” icon on the song title. You can add the song to your Favourite list again anytime.</p>
72.	Why are the music videos of selected songs on MySing different from the music videos I have watched on other streaming platforms?	The music videos on MySing are the official karaoke version provided by the recording labels, which can be different from the music videos released for viewing/streaming only.
73.	Why are some music videos in low-definition?	While most of the latest and current karaoke hits are in high-definition, some of the classic and evergreen favourites were recorded many years ago, hence the quality is not as high-definition as we are familiar with now.
74.	What is the MySing Karaoke Speaker Set promotion?	Upon subscribing to MySing app on Unifi Plus Box you are eligible to enjoy a special offer of RM100 voucher to purchase MySing N-S10 Karaoke Device. The promotion is valid from 1 st May 2022 until 30 th September 2022.
75.	Where can I get the MySing Karaoke Speaker Set voucher?	<p>Upon successful subscription, you will receive the voucher code via a confirmation email.</p> <p>Please try to check the spam/junk mail folder for the confirmation email.</p>
76.	How long is the voucher validity?	You would need to redeem and enjoy the voucher benefits within seven (7) days upon receiving the confirmation email.
77.	Where can I redeem the voucher?	<p>You can redeem the voucher via MySing’s official store on Shopee or Lazada. Select the N-S10 Karaoke Device and key-in the voucher code during checkout</p> <p>Shopee : https://bit.ly/3LMDp58</p>

		Lazada : https://bit.ly/3Jkw3oc
78.	How many times can I redeem the voucher?	You can redeem and use it for one (1) time only.
79.	Who should I contact if I have any problems with MySing Karaoke Speaker Set?	If you face any issues with MySing Karaoke Speaker Set, please get in touch with MySing official store customer service on Shopee or Lazada. TM/Unifi shall have no liability and shall not be liable for any damages to the device.
80.	Can I exchange the MySing voucher to cash/rebate to my Unifi bill?	Unfortunately, the voucher is not exchangeable to any form including cash and rebates. It is solely for the redemption when purchasing the MySing Karaoke Speaker Set.
81.	Can I use my existing microphones to pair with MySing Karaoke Speaker Set?	The MySing Karaoke Speaker Set is only compatible with MySing microphones.
82.	Where can I purchase additional microphones to pair with MySing Karaoke Speaker Set?	The MySing Speaker can only pair with 2 microphones at any one time. If you need to replace your microphone, you can purchase via MySing's official store on Shopee or Lazada: Shopee : https://bit.ly/3LMDp58 Lazada : https://bit.ly/3Jkw3oc
83.	Can I use other brand of karaoke sets (besides MySing Karaoke Speaker Set) with MySing app?	We recommend that you use the MySing Karaoke Speaker Set as it is compatible with Unifi Plus Box. Should you wish to use another karaoke set, please ensure that the speaker supports Optical Audio In. You may need to consult your karaoke hardware seller to ensure its compatibility with Unifi Plus Box before your purchase.
SERVICE TERMINATION		
84.	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 are exclusive to your Unifi Home account.
85.	How do I cancel my streaming app subscriptions?	Feel free to reach out to us via our digital platforms: Live Chat on https://maya.unifi.com.my or MyUnifi app.
86.	Will I get a refund if I terminate my special Unifi TV Pack add-on or a la carte 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 or quarter*. Your access to the service will be discontinued starting from the next billing cycle and no further charges will be reflected in your bill. <i>*Note: For Disney+ Hotstar a la carte option (RM54.90 for 3 months), this is based on Disney's current retail price, and will be billed on a three (3)-month basis.</i>
CONTACT US		

87.	Who should I contact if I need any assistance or have service enquiry on streaming apps with Unifi?	Feel free to reach out to us via our digital platforms: Live Chat on https://maya.unifi.com.my or MyUnifi app.																																																
88.	Where can I get more info on the streaming apps?	<p>For more information regarding the streaming apps, please check out the respective streaming apps' Terms & Conditions (T&C) and Frequently Asked Questions (FAQ) from the links below:</p> <table border="1" data-bbox="684 371 1508 2172"> <thead> <tr> <th data-bbox="684 371 906 405">App</th> <th data-bbox="906 371 1193 405">T&C</th> <th data-bbox="1193 371 1508 405">FAQ</th> </tr> </thead> <tbody> <tr> <td data-bbox="684 405 906 517">Netflix</td> <td data-bbox="906 405 1193 517">https://help.netflix.com/en/legal/termsofuse</td> <td data-bbox="1193 405 1508 517">https://help.netflix.com/en/node/412</td> </tr> <tr> <td data-bbox="684 517 906 618">TVBAnywhere+</td> <td data-bbox="906 517 1193 618">https://www.tvbanywhere.com/terms-of-services.html</td> <td data-bbox="1193 517 1508 618">https://www.tvbanywhere.com/faq.html</td> </tr> <tr> <td data-bbox="684 618 906 678">Lionsgate Play</td> <td data-bbox="906 618 1193 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