














**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI TV NEW CHANNELS PREVIEW CAMPAIGN**

UNIFI TV NEW CHANNELS PREVIEW CAMPAIGN																	
NO.	QUESTION	ANSWER															
1.	What is this campaign about?	<p>Unifi TV is excited to launch four (4) new movie channels starting 1st September 2023 as below:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Channel Name</th> <th style="text-align: center;">Channel No.</th> <th style="text-align: center;">Logo</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">HBO</td> <td style="text-align: center;">401</td> <td style="text-align: center;"></td> </tr> <tr> <td style="text-align: center;">HBO Hits</td> <td style="text-align: center;">402</td> <td style="text-align: center;"></td> </tr> <tr> <td style="text-align: center;">HBO Family</td> <td style="text-align: center;">403</td> <td style="text-align: center;"></td> </tr> <tr> <td style="text-align: center;">Cinemax</td> <td style="text-align: center;">405</td> <td style="text-align: center;"></td> </tr> </tbody> </table> <p>In conjunction with this launch, we will be opening up these four (4) channels for free preview until 30th September 2023.</p>	Channel Name	Channel No.	Logo	HBO	401		HBO Hits	402		HBO Family	403		Cinemax	405	
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2.	Who is entitled to this free viewing?	<p>All Unifi TV Pack subscribers are entitled to enjoy the free preview on their Unifi TV Box or Unifi TV app:</p> <ol style="list-style-type: none"> 1. Ultimate Max Pack 2. Ultimate Plus Pack 3. Ultimate Pack 4. Varnam Plus Pack 5. Aneka Plus Pack 6. Ruby Plus Pack 7. Staff Pack 															
3.	How do I sign up to this campaign?	<p>You don't need to sign up. All eligible customers will automatically enjoy the free preview of the four (4) channels.</p>															
4.	How can I watch these four (4) channels with free preview using my mobile device?	<p>You can follow these simple steps below:</p> <ol style="list-style-type: none"> 1. Search and download "Unifi TV" app on Google Play Store (for Android users) or App Store (for iOS users) 2. Select the app with the icon below: <div style="text-align: center; margin: 10px 0;">  </div> 3. If you are an existing Unifi TV customer, key in your Unifi TV login ID (example@iptv) and password 4. Select the "Channels" icon at the bottom menu tray and enjoy the four (4) channels for free during the campaign period. 5. In case you have forgotten your password, click the "Forgot 															

		password?" link on the login page and follow the steps to update your password.
5.	How will Unifi TV customers be notified about this free preview?	Unifi will notify its customers through the following channels: <ol style="list-style-type: none"> 1. Press release 2. Email blast notification 3. SMS blast notification 4. On-air promo videos on Unifi TV channels 5. Social Media posts 6. Push notification via Unifi TV and MyUnifi apps
7.	Is HBO GO streaming app part of this free preview campaign?	This free preview is only applicable for the four (4) channels. This campaign does not apply to HBO GO streaming app.
8.	I am currently a Unifi TV Pack customer. Will I get any rebate or billing adjustment during the free preview?	There will not be any rebate or billing adjustment for the free preview.
9.	I am a Unifi TV customer with Unifi TV Box. Why can't I enjoy the free preview?	Firstly, you must be an eligible customer subscribing to any Unifi TV Packs. If you are already an existing Unifi TV Pack customer, please restart your Unifi TV Box. If you still encounter any issues to enjoy the free preview, do not hesitate to contact us via Live Chat on https://maya.unifi.com.my or MyUnifi app.
10.	I am a Unifi Home customer without a Unifi TV Pack subscription. Can I enjoy this free viewing?	No, you won't be able to. The free preview of the four (4) channels can only be accessed by customers with Unifi TV Packs below via Unifi TV Box and Unifi TV app: <ol style="list-style-type: none"> 1. Ultimate Max Pack 2. Ultimate Plus Pack 3. Ultimate Pack 4. Varnam Plus Pack 5. Aneka Plus Pack 6. Ruby Plus Pack 7. Staff Pack If you wish to enjoy this free preview and continue enjoying more channels with bundled streaming apps like Netflix, Disney+ Hotstar, beIN SPORTS CONNECT, Viu and more, you can subscribe to a Unifi TV Pack at https://home.unifi.com.my/UYWcampaignCLM?slofCode=CLMP14
11.	What will happen to the four (4) channels once the free preview ends?	These four (4) channels will be available for subscription via selected Unifi TV Packs starting October 2023 onwards. Do check out Unifi TV website at https://www.unifi.com.my/tv for latest information and promotions!
12.	Who should I contact if I need further info on this campaign or Unifi TV?	Feel free to reach out to us via our digital platforms: Live Chat on https://maya.unifi.com.my or MyUnifi app.