

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI TV CONTENT UPDATE FEBRUARY 2024**

UNIFI TV PACKS														
UNIFI TV ANEKA PLUS, RUBY PLUS & VARNAM PLUS PACK														
NO.	QUESTION	ANSWER												
1.	What are Unifi TV Aneka Plus, Ruby Plus and Varnam Plus Pack?	<p>Unifi TV Aneka Plus, Ruby Plus and Varnam Plus Pack are TV packs with bundled channels and selected streaming apps in specified languages:</p> <ol style="list-style-type: none"> 1. Aneka Plus Pack – Malay language 2. Ruby Plus Pack – Chinese language 3. Varnam Plus Pack – Indian language <p>At only RM30/month, you will get to enjoy the best entertainment package that suits your needs with exclusive local & Asian programmes and the latest entertainment shows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">TV Packs</th> <th style="text-align: center;">Bundled Channels</th> <th style="text-align: center;">Bundled Apps</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Aneka Plus Pack</td> <td style="text-align: center;">50 premium channels</td> <td style="text-align: center;">Unifi TV Vidio SIAR</td> </tr> <tr> <td style="text-align: center;">Ruby Plus Pack</td> <td style="text-align: center;">48 premium channels</td> <td style="text-align: center;">Unifi TV TVBAnywhere+</td> </tr> <tr> <td style="text-align: center;">Varnam Plus Pack</td> <td style="text-align: center;">47 premium channels</td> <td style="text-align: center;">Unifi TV Simply South</td> </tr> </tbody> </table> <p>Check out our latest campaigns that offer Unifi Broadband with Unifi TV Packs. You will receive the latest Unifi TV Box (Android TV box) at no additional cost.</p> <p><i>Note: Not applicable for 30Mbps broadband speed.</i></p>	TV Packs	Bundled Channels	Bundled Apps	Aneka Plus Pack	50 premium channels	Unifi TV Vidio SIAR	Ruby Plus Pack	48 premium channels	Unifi TV TVBAnywhere+	Varnam Plus Pack	47 premium channels	Unifi TV Simply South
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UNIFI TV NEW ULTIMATE PACK														
2.	What is Unifi TV New Ultimate Pack?	<p>Unifi TV New Ultimate Pack is a TV Pack that offers greater value and maximises your viewing experience with the latest Unifi TV Box (Android TV box).</p> <p>At RM60/month, you will get to enjoy bundled 74 channels and six (6) selected streaming apps via Unifi TV Box at no extra cost:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">TV Pack</th> <th style="text-align: center;">Bundled Channels</th> <th style="text-align: center;">Bundled Apps</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Ultimate Pack</td> <td style="text-align: center;">74 premium channels</td> <td style="text-align: center;">Unifi TV Disney+ Hotstar BBC Player beIN SPORTS CONNECT SPOTV NOW SIAR</td> </tr> </tbody> </table>	TV Pack	Bundled Channels	Bundled Apps	Ultimate Pack	74 premium channels	Unifi TV Disney+ Hotstar BBC Player beIN SPORTS CONNECT SPOTV NOW SIAR						
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3.	What is the difference between the offerings of the previous and the New Ultimate Pack?	<p>The previous Ultimate Pack was bundled and can be accessed via the older set-top-box (white/silver colour) and on Unifi TV app.</p> <p>With the New Ultimate Pack at the same price, you can now access and watch your favorite programmes on the latest Unifi TV Box</p>												

		bundled at no extra cost.
4.	Are the four (4) HBO movie channels & HBO GO included in this Unifi TV New Ultimate Pack?	No, the four (4) movie channels; HBO, HBO Hits, HBO Family, Cinemax and HBO GO are not included in this TV Pack. For Unifi TV Packs with these channels and streaming apps included, you may upgrade to Ultimate Max, Ultimate Plus, Family or Movies Pack.

UNIFI TV ULTIMATE MAX & ULTIMATE PLUS PACK

5.	What is Unifi TV Ultimate Max Pack & Ultimate Plus Pack?	<p>Unifi TV Ultimate Max Pack and Ultimate Plus Pack are the new all-in-one TV Packs that offer greater value and maximises your viewing experience with the latest Unifi TV Box (Android TV box).</p> <p>From 23 June 2023 – 30 September 2023, when you subscribe during this campaign period, you will get to enjoy these TV Packs at discounted prices below:</p> <ol style="list-style-type: none"> 1. Ultimate Max Pack: RM89.90 (RRP RM134.90) 2. Ultimate Plus Pack: RM69.90 (RRP RM99.90) <p>You will get to enjoy bundled channels and selected streaming apps via Unifi TV Box at no extra costs:</p> <ol style="list-style-type: none"> 1. Ultimate Max Pack: 78 premium channels & 10 streaming apps 2. Ultimate Plus Pack: 78 premium channels & 8 streaming apps <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">TV Packs</th> <th style="text-align: center;">Bundled Channels</th> <th style="text-align: center;">Bundled Apps</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Ultimate Max Pack</td> <td style="text-align: center;">78 premium channels</td> <td style="text-align: center;">Unifi TV Netflix (Standard) Disney+ Hotstar HBO GO BBC Player beIN SPORTS CONNECT SPOTV NOW Viu iQIYI SIAR</td> </tr> <tr> <td style="text-align: center;">Ultimate Plus Pack</td> <td style="text-align: center;">78 premium channels</td> <td style="text-align: center;">Unifi TV Netflix (Basic) Disney+ Hotstar HBO GO BBC Player beIN SPORTS CONNECT SPOTV NOW SIAR</td> </tr> </tbody> </table>	TV Packs	Bundled Channels	Bundled Apps	Ultimate Max Pack	78 premium channels	Unifi TV Netflix (Standard) Disney+ Hotstar HBO GO BBC Player beIN SPORTS CONNECT SPOTV NOW Viu iQIYI SIAR	Ultimate Plus Pack	78 premium channels	Unifi TV Netflix (Basic) Disney+ Hotstar HBO GO BBC Player beIN SPORTS CONNECT SPOTV NOW SIAR
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6.	If I subscribe to Ultimate Max/Ultimate Plus Pack within the campaign period 23 June 2023 – 30 September 2023, what will happen to the discounted price I enjoy after the campaign period ends?	Good news! The discounted price you enjoy is a long-term offer. You will still get to enjoy the discounted price for as long as you keep your Unifi TV Pack active and do not cancel it.
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UNIFI TV FAMILY, MOVIES, KIDS & SPORTS PACK

<p>7. What is Unifi TV Family, Movies, Kids & Sports Pack?</p>	<p>Unifi TV introduces four (4) new TV Packs: Family Pack (with HBO movie channels & HBO GO) and genre-based Movies, Kids & Sports Packs.</p> <p>From 1 October 2023 – 31 December 2023, when you subscribe during this campaign period, you will get to enjoy these TV Packs at discounted prices below:</p> <ol style="list-style-type: none"> 1. Family Pack: RM60.00 (<i>no discount applies</i>) 2. Movies Pack: RM55.90 (RRP RM69.90) 3. Kids Pack: RM39.90 (RRP RM46.90) 4. Sports Pack: RM29.90 (RRP 39.90) <p>You will get to enjoy bundled channels and selected streaming apps via Unifi TV Box at no extra costs:</p> <ol style="list-style-type: none"> 1. Family Pack: 78 premium channels & 6 streaming apps 2. Movies Pack: 32 premium channels & 3 streaming apps 3. Kids Pack: 26 premium channels & 2 streaming apps 4. Sports Pack: 25 premium channels & 3 streaming apps <table border="1" data-bbox="678 698 1513 1245"> <thead> <tr> <th>TV Packs</th> <th>Bundled Channels</th> <th>Bundled Apps</th> </tr> </thead> <tbody> <tr> <td>Family Pack</td> <td>78 premium channels</td> <td>Unifi TV HBO GO BBC Player beIN SPORTS CONNECT SPOTV NOW SIAR</td> </tr> <tr> <td>Movies Pack</td> <td>32 premium channels</td> <td>Unifi TV Disney+ Hotstar HBO GO</td> </tr> <tr> <td>Kids Pack</td> <td>26 premium channels</td> <td>Unifi TV Disney+ Hotstar</td> </tr> <tr> <td>Sports Pack</td> <td>25 premium channels</td> <td>Unifi TV beIN SPORTS CONNECT SPOTV NOW</td> </tr> </tbody> </table>	TV Packs	Bundled Channels	Bundled Apps	Family Pack	78 premium channels	Unifi TV HBO GO BBC Player beIN SPORTS CONNECT SPOTV NOW SIAR	Movies Pack	32 premium channels	Unifi TV Disney+ Hotstar HBO GO	Kids Pack	26 premium channels	Unifi TV Disney+ Hotstar	Sports Pack	25 premium channels	Unifi TV beIN SPORTS CONNECT SPOTV NOW
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<p>8. If I subscribe to Movies/Kids/Sports Pack within the campaign period 1 October 2023 – 31 December 2023, what will happen to the discounted price I enjoy after the campaign period ends?</p>	<p>Good news! The discounted price you enjoy is a long-term offer. You will still get to enjoy the discounted price for as long as you keep your Unifi TV Pack active and do not cancel it.</p>															

SUBSCRIPTION OF TV PACKS

<p>9. How do I subscribe to the Unifi TV Packs?</p>	<p>For existing Unifi TV customers, you can upgrade or subscribe to any Unifi TV Packs at these channels:</p> <ol style="list-style-type: none"> a) MyUnifi app: Select Account→Select the relevant Unifi Home account to add on Unifi TV Pack b) Unifi portal https://selfcare.unifi.com.my: Select Account→Select the relevant Unifi Home account to add on Unifi TV Pack c) or by registering your interest here 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"> a) Walk in to your nearest TMpoint/Unifi Store outlet b) Call 100 and press 4 to speak to our Care Crew
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		<p>c) Live Chat on https://maya.unifi.com.my d) Online via https://unifi.com.my/ngam</p>															
10.	Where can I get more info about the Unifi TV Packs offerings?	You can visit https://unifi.com.my/tv/offerings/tv-packs for more info on all Unifi TV Packs offerings.															
11.	I am currently a Unifi TV Pack subscriber with the older TV Pack offering. Can I change/upgrade to the new TV Packs?	<p>Yes, of course. You can change/upgrade your Unifi TV Packs at these channels:</p> <p>a) MyUnifi app: Select Account→Select the relevant Unifi Home account to add on Unifi TV Pack b) Unifi portal https://selfcare.unifi.com.my: Select Account→Select the relevant Unifi Home account to add on Unifi TV Pack c) or by registering your interest here https://unifi.com.my/UYWcampaignCLM?slofCode=CLMP14</p>															
12.	Can I subscribe to more than one (multiple) TV Packs at one time?	<p>You can subscribe to only one (1) TV Pack at a time. If you are considering subscribing to more than one (1) TV Pack, we recommend that you subscribe to TV Packs below with more channels and streaming apps at a better value:</p> <table border="1" data-bbox="678 873 1513 1960"> <thead> <tr> <th>TV Packs</th> <th>Bundled Channels</th> <th>Bundled Apps</th> </tr> </thead> <tbody> <tr> <td>Ultimate Max</td> <td>78 premium channels</td> <td>Unifi TV Netflix (Standard) Disney+ Hotstar HBO GO BBC Player beIN SPORTS CONNECT SPOTV NOW Viu iQIYI SIAR</td> </tr> <tr> <td>Ultimate Plus</td> <td>78 premium channels</td> <td>Unifi TV Netflix (Basic) Disney+ Hotstar HBO GO BBC Player beIN SPORTS CONNECT SPOTV NOW SIAR</td> </tr> <tr> <td>Family</td> <td>78 premium channels</td> <td>Unifi TV HBO GO BBC Player beIN SPORTS CONNECT SPOTV NOW SIAR</td> </tr> <tr> <td>Ultimate</td> <td>74 premium channels</td> <td>Unifi TV Disney+ Hotstar BBC Player beIN SPORTS CONNECT SPOTV NOW SIAR</td> </tr> </tbody> </table>	TV Packs	Bundled Channels	Bundled Apps	Ultimate Max	78 premium channels	Unifi TV Netflix (Standard) Disney+ Hotstar HBO GO BBC Player beIN SPORTS CONNECT SPOTV NOW Viu iQIYI SIAR	Ultimate Plus	78 premium channels	Unifi TV Netflix (Basic) Disney+ Hotstar HBO GO BBC Player beIN SPORTS CONNECT SPOTV NOW SIAR	Family	78 premium channels	Unifi TV HBO GO BBC Player beIN SPORTS CONNECT SPOTV NOW SIAR	Ultimate	74 premium channels	Unifi TV Disney+ Hotstar BBC Player beIN SPORTS CONNECT SPOTV NOW SIAR
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13.	I am already a Unifi TV Pack subscriber with Unifi TV Box (Android TV Box). If I change my TV Pack, will I get another Unifi TV Box?	You are only entitled to the bundled Unifi TV Box (Android TV box) once, with the same account. If you are already enjoying the bundled Unifi TV Box with your current TV Pack subscription, you will not get an additional Unifi TV Box when you change your TV Pack.															

14.	Will I be bound to any terms & conditions if I subscribe to Unifi TV Packs?	<p>There will be a minimum contract period of 24 months applicable for all newly subscribed Unifi TV Packs with bundled Unifi TV Box.</p> <p>For Varnam Plus, Aneka Plus and Ruby Plus Pack without Unifi TV Box, there will be a minimum contract period of 12 months applicable when you switch between the three (3) packs.</p> <p>The terms & conditions for Unifi TV Packs can be found here https://activate.unifi.com.my/ott/lib/tnc/packtnc.pdf</p>
15.	Do I need to return the Unifi TV Box if I wish to terminate my Unifi TV Pack within the contract period?	<p>No, you do not need to return the Unifi TV Box. However, you will be charged with an early termination fee of <i>RM30 X remaining months</i> of your Unifi TV Pack contract.</p>
16.	When can I start enjoying my Unifi TV Pack after subscribing?	<p>You can start watching all the bundled channels and activate your bundled streaming apps immediately upon successful subscription within 24 hours.</p> <p>To activate your bundled streaming app entitlement, you can download and log in 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> <p><i>Note: The Unifi TV Box will be delivered to you via courier service within seven (7) working days upon successful subscription. You can start enjoying the entertainment via Unifi TV app on compatible devices while the Unifi TV Box reaches you.</i></p>
DELIVERY & INSTALLATION OF UNIFI TV BOX		
17.	How do I get the free Unifi TV Box bundled with the TV Pack? Why do I receive an SMS on Unifi TV Box delivery?	<p>Upon successful subscription order, you will receive an SMS to inform you of the delivery tracking reference number together with your Unifi TV app ID.</p> <p>The SMS will be sent to you within seven (7) working days from the date of your subscription.</p> <p>The delivery of the Unifi TV Box will be free of charge. As the installation of the Unifi TV Box is plug-and-play and DIY, you will also not be charged with any installation fees.</p>
18.	How do I track the delivery of my Unifi TV Box?	<p>You can check the delivery status via Skynet portal here https://www.skynet.com.my/track</p> <p>The delivery tracking reference number can be found in the SMS that you receive upon successful subscription.</p> <p>Please note that the courier service will only hold on to your package for 21 working days only upon unsuccessful delivery. You may contact us via Live Chat at https://maya.unifi.com.my to schedule a second delivery attempt.</p>
19.	How do I install my Unifi TV Box when I receive it via courier?	<p>You may refer to this video for the installation guide of your Unifi TV Box https://unifi.com.my/plusbox</p>

20.	Can I request for the Unifi TV Box to be delivered and installed directly by Unifi team?	Yes, you can. Should you wish to have this done by our Care Crews, there will be a charge of RM80 (<i>excluding tax</i>) for the delivery and installation.
21.	Can I add on additional Unifi TV Box to my account with Unifi TV Packs?	Yes, you can. You may add on up to three (3) Unifi TV Box with a monthly charge of RM20/box with a minimum contract period of 24 months.

