


**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI TV RAYA 2024 CAMPAIGN**

UNIFI TV RAYA 2024 CAMPAIGN		
GENERAL INFORMATION		
NO.	QUESTION	ANSWER
1.	What is this campaign about?	<p>To celebrate this Raya Aidilfitri season, we are giving away free viewing of all Unifi TV channels from 7th – 13th April 2024*, so you can continue to be entertained during the festive holidays!</p> <p><i>*Except the following channels which will have free viewing period on 8th – 9th April & 12th-13th April 2024:</i></p> <ul style="list-style-type: none"> a) beIN SPORTS 1 HD b) beIN SPORTS 2 HD c) beIN SPORTS 3 HD d) beIN SPORTS 4 HD
2.	Who is entitled to this campaign offering?	All Unifi subscribers are entitled to enjoy this reward.
FREE VIEWING OF UNIFI TV CHANNELS		
3.	How do I watch all of the Unifi TV channels offered?	<p>All eligible Unifi Home customers can automatically watch all the channels on Unifi TV Boxes and stream on Unifi TV app from 7th – 13th April 2024.</p> <p>There are four (4) channels which will have free viewing period on 8th-9th April & 12th-13th April 2024 as follows:</p> <ul style="list-style-type: none"> a) beIN SPORTS 1 HD b) beIN SPORTS 2 HD c) beIN SPORTS 3 HD d) beIN SPORTS 4 HD
4.	What channels are available during this free viewing campaign?	<p>There are 78 channels that you can watch for free! For the full list of these channels, you may refer here under “All Channels” and “Catch Up” https://unifi.com.my/tv/plans/ultimate-max-pack</p> <p>Please note that the following four (4) channels will have free viewing period on 8th-9th April & 12th-13th April 2024:</p> <ul style="list-style-type: none"> a) beIN SPORTS 1 HD b) beIN SPORTS 2 HD c) beIN SPORTS 3 HD d) beIN SPORTS 4 HD <p><i>*TM reserves the rights to remove, replace, reduce or add the number of Unifi TV channels participating in this campaign.</i></p>
5.	How can I watch these channels with free viewing 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;">  </div>

		<p>3. If you are an existing Unifi TV customer, key in your Unifi TV login ID (example@iptv / example@tvos) and password.</p> <p>4. If you are a new customer, register with your mobile number & One-Time PIN (OTP).</p> <p>5. Select the “Live TV” icon at the bottom menu tray and enjoy all the channels for free during the campaign period.</p> <p>6. In case you have forgotten your password, click the “Forgot password?” link on the login page and follow the steps to update your password.</p>
6.	Why can't I view some of the premium channels on Unifi TV app during this free viewing?	The availability of channels on Unifi TV app during this campaign is in accordance to the terms and conditions of the respective participating channels.
7.	I am currently a Unifi TV Pack customer. Will I get any rebate or billing adjustment during the free viewing?	There will not be any rebate or billing adjustment for the free viewing.
8.	I am a Unifi TV customer with Unifi TV Box. Why can't I enjoy the free viewing?	To enjoy the free viewing of these channels, please restart your Unifi TV Box.
9.	I am a Unifi Home customer without a Unifi TV Pack subscription. Can I enjoy this free viewing?	<p>Yes, you can. The free viewing of all 78 channels can be accessed through the Unifi TV app.</p> <p>Please note that the availability of channels on Unifi TV app during this campaign is in accordance to the terms and conditions of the respective participating channels.</p> <p>If you wish to continue enjoying all channels with bundled streaming apps like Netflix, Disney+ Hotstar, HBO GO, beIN SPORTS CONNECT, Viu, Simply South and more on your TV, you can subscribe to Unifi TV Pack from RM30/month at https://home.unifi.com.my/UYWcampaignCLM?slofCode=CLMP14</p>
CONTACT US		
10.	Who should I contact if I need further info on this campaign or Unifi TV?	<p>Feel free to reach out to us via our digital platforms:</p> <ul style="list-style-type: none"> • Live Chat at https://maya.unifi.com.my or MyUnifi app • Email – help@tm.com.my • Facebook - https://www.facebook.com/weareunifi/ • X (Twitter) - https://twitter.com/unifi

