

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
COMPLIMENTARY U PICK VOUCHERS FOR UNIFI TV SUBSCRIBERS JUNE 2024**

GENERAL INFORMATION		
NO	QUESTION	ANSWER
	What is this campaign all about?	<p>This new campaign is offered to existing Unifi Home customers who add on or upgrade their Unifi TV Packs during the campaign period. A selected group of customers will receive a complimentary U PICK movie voucher worth RM10 to redeem one (1) free U PICK movie.</p> <p>The campaign runs from 1 June 2024 to 31 July 2024 (2 months).</p> <p>Upon successful completion of your Unifi TV Pack order, you will receive an SMS from 61000 with a 14-digit U PICK movie voucher code, allowing you to redeem the free movie via your Unifi TV Box.</p>
	What is U PICK?	U PICK is a transactional video-on-demand (TVOD) service on Unifi TV that supports both video and audio content. These movies are straight-from-cinema titles which you can rent to watch/stream for 48 hours.
	Who is eligible for this campaign offering?	<p>Eligible customers are existing Unifi Home customers who add on or upgrade Unifi TV Packs listed below (with new Unifi TV Box delivery included) during the campaign period from 1 June 2024 to 31 July 2024:</p> <ul style="list-style-type: none"> a) Ultimate Max Pack b) Ultimate Plus Pack c) Ultimate Pack d) Family Pack e) Movies Pack f) Kids Pack g) Sports Pack h) Varnam Plus Pack i) Aneka Plus Pack j) Ruby Plus Pack
	How will I be notified of the complimentary U PICK movie voucher code?	<p>You will receive an SMS from 61000 as follows:</p> <p>RM0 Unifi: Good news! Get 1 FREE U PICK movie from 300+ blockbusters, just for you. Redeem at i.unifi.my/pckv with code (14-digit code) before DD-MM-YYYY.</p>
	What is the validity period of the complimentary U PICK movie voucher code?	The movie voucher code is valid for 30 days from the date you receive the SMS. You must redeem the complimentary movie voucher code before the expiry date.
	How long can I watch the movie that I have rented during this campaign period?	U PICK movies are available to watch for 48 hours from the activation of your rented movie.

<p>What movies are available to redeem during the campaign period?</p>	<p>With the complimentary RM10 movie voucher, you can choose to redeem any movie in the U PICK category.</p> <p>To see the full list of available movies each month, you can check them out as follows:</p> <ul style="list-style-type: none"> a) Via Unifi TV Box <ul style="list-style-type: none"> • Within the Unifi TV app, press the 'arrow' button to activate the Menu. Select "U PICK". • Scroll and browse the movies. b) Via Unifi TV App <ul style="list-style-type: none"> • Select "U PICK" at the bottom Menu bar. • Scroll and browse the movies. c) Via Unifi TV Web <ul style="list-style-type: none"> • Go to playtv.unifi.com.my and select "U PICK" at the top Menu bar. • Scroll and browse the movies. <p>If you wish to redeem the RM10 movie voucher for a movie worth more than RM10, you will need to top up the difference, which will be charged once in your next Unifi Home bill.</p>	
<p>How can I redeem and watch these movies on my mobile device?</p>	<p>You can follow these simple steps below:</p> <ol style="list-style-type: none"> 1. Search and download the "Unifi TV" app on Google Play Store (for Android users) or App Store (for iOS users). 2. Select the app with the following icon: <div data-bbox="703 1115 839 1252" data-label="Image"> </div> <ol style="list-style-type: none"> 3. If you are an existing Unifi TV customer, enter your Unifi TV login ID (example@iptv / example@tvos) and password. 4. If you are a new customer, register with your mobile number. 5. Select the "U PICK" icon at the bottom Menu bar. Scroll and browse the U PICK offerings. 6. If you have forgotten your password, click the "Forgot password?" link on the login page and follow the steps 	
<p>I am eligible to receive the complimentary U PICK movie voucher code, but I did not receive the SMS. Who should I contact for assistance?</p>	<p>You may reach out to us by calling 100 or via our digital platforms: Live Chat at https://maya.unifi.com.my or through MyUnifi app.</p>	