

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
FREE VIEWING OF THE OLYMPIC GAMES PARIS 2024**

GENERAL INFORMATION		
NO.	QUESTION	ANSWER
1.	What is this campaign about?	<p>Great news! Unifi TV will be offering free viewing of the Olympic Games Paris 2024 from 24 July to 12 August 2024. All 32 sports and 329 events will be broadcasted for free to all Malaysians across 17 HD channels on Unifi Sports 2-18 (CH 702 – 728).</p> <p>This free viewing is open to all Malaysians including non-Unifi customers via Unifi TV Box and Unifi TV app. You can simply download Unifi TV app and register with your mobile number, all with no additional charges.</p> <p>For more information about the Olympic Games Paris 2024 on Unifi TV, visit https://unifi.com.my/paris2024</p>
2.	Who is eligible for this campaign offer and how do I access the free viewing?	<p>All Malaysians are entitled to this free viewing of the Olympic Games Paris 2024. The Olympic Games Paris 2024 can be accessed via the following methods:</p> <ol style="list-style-type: none"> 1) New to Unifi (non-Unifi customers) <ul style="list-style-type: none"> - Download Unifi TV app on your preferred smart devices (phones and tablets,). Register/Sign up with your mobile number. - Unifi TV web player at https://playtv.unifi.com.my. Register/Sign up with your mobile number. 2) Existing Unifi customers <ul style="list-style-type: none"> - Connect your Unifi TV Box to your TV. Log in with your Unifi TV ID (example@iptv); or - Download Unifi TV app on your preferred smart devices (phones, tablets, TVs, other supported devices). Log in with your Unifi TV ID (example@iptv) or register first if you are a new Unifi TV app user. - Unifi TV web player at https://playtv.unifi.com.my. Log in with your Unifi TV ID (example@iptv) or register first if you are a new Unifi TV app user. 3) Unifi TV business customers (only with Unifi TV Biz Pack subscription) <ul style="list-style-type: none"> - Connect your Unifi TV Box to your TV. Log in with your Unifi TV ID (example@iptv). 4) Unifi TV hospitality/hotel customers <ul style="list-style-type: none"> - Contact your respective Account Executive for access to the Olympic Games Paris 2024 channels. <p><i>*You can download Unifi TV app from Google Play Store, Apple App Store or Huawei AppGallery</i></p>
3.	I have forgotten my Unifi TV password. How do I reset it?	<p>If you have forgotten your password, you can reset it via the Unifi TV app (downloadable on your devices) by following these steps:</p> <ol style="list-style-type: none"> 1) Launch Unifi TV app. 2) At the login page, select “Forgot password?”. 3) Enter your login ID [mobile number or Unifi TV ID (example@iptv)].

		<p>4) Select your preferred option to receive the verification code (the verification code will be sent to your registered mobile number or email address).</p> <p>5) Enter the verification code.</p> <p>6) Reset your password.</p> <p>Alternatively, you may contact us via Live Chat at https://maya.unifi.com.my for further assistance.</p>
4.	Will I be charged for the free viewing of the Olympic Games Paris 2024 via Unifi TV?	No, you will not be charged for the free viewing offer. You can stream the games at no cost via the Unifi TV app and Unifi TV Box.
5.	Where can I find programme information about the Olympic Games Paris 2024? How can I find out which sports will be broadcasted on which channel?	You can refer to the Unifi TV official website for the Olympic Games Paris 2024 at https://unifi.com.my/paris2024
6.	Why can't I watch some of my favourite Olympic Games Paris 2024 sports on Unifi TV?	Our broadcast relies on the official Olympic Games' feed. If your favourite sport is not available on Unifi TV's Olympic Games channels, it is probably because the event is not being recorded by Olympics Broadcasting System.
7.	I am not a Unifi TV subscriber and I want to watch the Olympic Games Paris 2024 on Unifi TV app via smart TVs/Mibox. Can I do so?	<p>Currently, the Unifi TV app on big screen is only available to existing Unifi TV customers via Unifi TV Box, smart TVs and compatible devices. This is because you need to login with your Unifi TV ID.</p> <p>If you are new (non-Unifi TV customers) and login with your mobile number, the current Unifi TV app on big screen does not support login with mobile number yet.</p>
8.	What happens after the free viewing of the Olympic Games Paris 2024 ends?	You can explore our Unifi TV Packs, which offer premium TV entertainment through various channels and streaming apps at the best value! Check out Unifi TV Packs starting from as low as RM30/month at https://unifi.com.my/tv/offerings/tv-packs