

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
FREE VIEWING OF ACS EDU TOUR SEASON 3 ON UNIFI TV**

| GENERAL INFORMATION | | |
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| NO. | QUESTION | ANSWER |
| 1. | What is this campaign about? | <p>Great news! Unifi TV is offering free viewing of the ACS Edu Tour Season 3 (PUBG Mobile championship) from 30 September to 1 December 2024. All State Final and Grand Final events will be broadcast live for free to all Malaysians on the Unifi eSports HD channel via the Unifi TV Box (Android TV box only), Unifi TV app and Unifi TV website.</p> <p>Simply download the Unifi TV app and register using your mobile number, with no additional charges.</p> <p>For more information on the ACS Edu Tour Season 3 on Unifi TV, visit https://unifi.com.my/pubgmobile.</p> |
| 2. | Who is eligible for this campaign offering and how do I access the free viewing? | <p>All Malaysians are entitled to this free viewing of the ACS Edu Tour Season 3. The Unifi eSports channel 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 the Unifi TV app on your preferred smart devices (phones, tablets and TV). 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 the Unifi TV app on your preferred smart devices (phones, tablets, TV and 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 user. <p><i>*You can download the 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 through the Unifi TV app (available for download on your devices) by following these steps:</p> <ol style="list-style-type: none"> 1) Launch the Unifi TV app. 2) On the login page, select "Forgot password". 3) Enter your login ID [mobile number or Unifi TV ID (example@iptv)]. 4) Select your preferred option to receive the verification code (the code will be sent to your registered mobile number or email address). 5) Enter the verification code. 6) Reset your password. <p>Alternatively, you may contact us via Live Chat at https://maya.unifi.com.my for further assistance.</p> |

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| 4. | Will I be charged for the free viewing of Unifi eSports HD channel via the Unifi TV app? | No, you will not be charged for the free viewing offer. You can stream the channel at no cost via the Unifi TV app and Unifi TV Box (Android TV box only). |
| 5. | Where can I find programme information about the ACS Edu Tour Season 3? How can I find out which State Final/Grand Final will be broadcast and when? | You can refer to the Unifi TV official website for the ACS Edu Tour Season 3 at https://unifi.com.my/pubgmobile . |
| 6. | If I choose to watch the Unifi eSports HD channel via the Unifi TV app, can I cast it to my TV? | Currently, the Unifi TV app does not support casting. However, you can still enjoy the Unifi eSports HD channel on the big screen. Simply download the Unifi TV app on your Unifi TV Box or your preferred smart devices, including TV and other compatible devices. |
| 7. | What happens after the free viewing of the Unifi eSports HD channel 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 . |