


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

UNIFI TV DEEPAVALI 2024 CAMPAIGN		
GENERAL INFORMATION		
NO.	QUESTION	ANSWER
1.	What is this campaign about?	To celebrate this Deepavali season, we are offering free viewing of more than 70 Unifi TV channels from 30 th October – 5 th November 2024, so you can continue to be entertained during the festive holidays!
2.	Who is entitled to this campaign offering?	All Unifi TV 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?	All eligible Unifi TV customers can automatically watch more than 70 channels on Unifi TV Boxes and stream them on the Unifi TV app from 30 th October – 5 th November 2024: a) via Unifi TV Box b) stream anytime, anywhere via the Unifi TV app c) Unifi TV web at https://playtv.unifi.com.my
4.	What channels are available during this free viewing campaign?	<p>There are more than 70 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 the following exceptions:</p> <ul style="list-style-type: none"> • Four (4) channels will have a free viewing period from 30th October – 2nd November 2024: <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 • Four (4) channels not included in the free viewing offer: <ul style="list-style-type: none"> a) HBO b) HBO Hits c) HBO Family d) Cinemax <p><small>*TM reserves the rights to remove, replace, reduce or add the number of Unifi TV channels participating in this campaign.</small></p>
5.	How can I watch these channels with free viewing on 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 from the Google Play Store (for Android users) or the 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, enter your Unifi TV login ID (example@iptv / example@tvos) and password.</p> <p>4. Tap the “Channels” icon at the bottom menu and enjoy all the channels for free during the campaign period.</p> <p>5. If you’ve forgotten your password, click the “Forgot password?” link on the login page and follow the steps to reset it.</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 the Unifi TV app during this campaign is subject 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 won’t be any rebate or billing adjustment during the free viewing period, but we hope you enjoy the complimentary extra content!
8.	I am a Unifi TV customer with Unifi TV Box. Why can’t I enjoy the free viewing?	To access the free viewing of these channels, please restart your Unifi TV Box.
CONTACT US		
9.	Who should I contact if I need further info on this campaign or Unifi TV?	<p>Feel free to reach out to us through any of our digital platforms:</p> <ul style="list-style-type: none"> • Live Chat: https://maya.unifi.com.my or via the MyUnifi app • Email: help@tm.com.my • Facebook: https://www.facebook.com/weareunifi/ • X (Twitter): https://x.com/unifi

