

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI TV CONTENT UPDATE OCTOBER 2024**

STREAMING APP (OTT) SUBSCRIPTION AND ACTIVATION																	
GENERAL INFORMATION																	
NO.	QUESTION	ANSWER															
1.	What are the streaming apps available on Unifi TV?	<p>As part of our continuous effort to bring enhanced viewing experience to the audience, Unifi TV has partnered with 19 streaming apps as below:</p> <ol style="list-style-type: none"> 1. Max (from 19 November 2024 onwards) 2. YOUKU 3. Vidio 4. Durioo+ 5. Netflix 6. SIAR 7. MangoTV 8. Disney+ Hotstar 9. beIN SPORTS CONNECT 10. SPOTV NOW 11. WeTV 12. Amazon Prime Video 13. TVBAnywhere+ 14. iQIYI 15. Viu 16. ZEE5 17. Simply South 18. YuppTV 19. BBC Player 															
2.	What content is available on these streaming apps?	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">No.</th> <th style="text-align: center;">App</th> <th style="text-align: center;">Offering</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1.</td> <td style="text-align: center;">Max</td> <td>A brand new streaming service. Dive into the worlds of HBO, Harry Potter, the DC Universe, Cartoon Network, Warner Bros., Discovery and beyond, with Max.</td> </tr> <tr> <td style="text-align: center;">2.</td> <td style="text-align: center;">YOUKU</td> <td>YOUKU is China's leading online video platform with various classical content including dramas, variety shows, movies, animation and kids content.</td> </tr> <tr> <td style="text-align: center;">3.</td> <td style="text-align: center;">Vidio</td> <td>Watch the best of Indonesian entertainment on Vidio, from the most popular <i>sinetron</i> and drama series to exciting sports matches like BRI Liga 1 and many more!</td> </tr> <tr> <td style="text-align: center;">4.</td> <td style="text-align: center;">Durioo+</td> <td>A streaming platform born with the mission to raise children with <i>eemaan</i>, <i>akhlak</i> and <i>'ilm</i> (belief, ethics and knowledge). At Durioo+ we produce, co-produce and license entertaining and fun content with good values, virtues,</td> </tr> </tbody> </table>	No.	App	Offering	1.	Max	A brand new streaming service. Dive into the worlds of HBO, Harry Potter, the DC Universe, Cartoon Network, Warner Bros., Discovery and beyond, with Max.	2.	YOUKU	YOUKU is China's leading online video platform with various classical content including dramas, variety shows, movies, animation and kids content.	3.	Vidio	Watch the best of Indonesian entertainment on Vidio, from the most popular <i>sinetron</i> and drama series to exciting sports matches like BRI Liga 1 and many more!	4.	Durioo+	A streaming platform born with the mission to raise children with <i>eemaan</i> , <i>akhlak</i> and <i>'ilm</i> (belief, ethics and knowledge). At Durioo+ we produce, co-produce and license entertaining and fun content with good values, virtues,
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				<p>morals or Islamic teachings – all on one safe streaming platform – ad-free!</p>
		5.	Netflix	<p>Netflix is a streaming service that offers a wide variety of award-winning TV programmes, films, anime, documentaries, games and more on thousands of internet-connected devices. You can watch as much as you want, whenever you want. There's always something new to discover, and new TV programmes and films are added every week!</p>
		6.	SIAR	<p>SIAR offers classic local films, spanning a variety of genres throughout the ages. Various movie releases can be enjoyed anytime and anywhere.</p>
		7.	MangoTV	<p>MangoTV gives access to the unlimited high-quality videos of exclusive programs, original Chinese variety shows, reality shows, TV series and films. Enjoy all on MangoTV!</p>
		8.	Disney+ Hotstar	<p>Disney+ Hotstar is the streaming home of global and local hits. With endless entertainment from Disney, Pixar, Marvel, Star Wars, National Geographic and many more, there is something for everyone.</p>
		9.	beIN SPORTS CONNECT	<p>Stream all beIN SPORTS content on beIN SPORTS CONNECT, a multi-device player accessible on the app or web. Catch every minute of every match across the UEFA Champions League, UEFA Europa League, LaLiga, Serie A, Ligue 1 & more LIVE and on demand – anywhere, anytime.</p>
		10.	SPOTV NOW	<p>SPOTV NOW provides you with access to live sports streaming services, video on demand options and curated exclusive contents of premier Asian and International events, including MotoGP, The Open Championship, US Open and Wimbledon, World Table Tennis, and as well as Asian events such as Korean Baseball League (KBO) and V.League Japan competition. Also comes with Bahasa Melayu commentary for MotoGP live.</p>
		11.	WeTV	<p>Enjoy premium entertainment on WeTV's on demand streaming platform and bump up to VIP for more cool features.</p>

			Watch the best ad-free local and Asian dramas, shows and anime.
		12.	Amazon Prime Video Watch movies, TV, and sports, including Amazon Originals like The Boys, The Marvelous Mrs. Maisel, and Tom Clancy's Jack Ryan as well as recommendations just for you.
		13.	TVBAnywhere+ The most comprehensive Chinese entertainment platform published by TVB and delivers the latest & greatest content from TVB anytime, anywhere.
		14.	iQIYI Home to Asia's hottest entertainment. Bringing you the best of local, Korean and Chinese dramas, movies, variety shows and anime.
		15.	Viu Gives you instant access to all your favourite dramas, comedies, horror and more! Watch hit TV shows from Korea, Japan, China, Thailand, Indonesia, Malaysia, Myanmar, Turkey, the Middle East and India as well as our own Viu Originals.
		16.	ZEE5 The only streaming app that offers content in 18 languages. Home to 170,000+ hours of On Demand Content. The platform brings together the best of Originals, Movies & TV Shows, Music, Cineplays and Health & Lifestyle content all in one single destination.
		17.	Simply South Your one-stop destination for the best of all things entertainment! Pick from a collection of the newest Tamil, Malayalam and Telugu movies, and evergreen classics.
		18.	YuppTV YuppTV is one of the largest online TV platform with over 200+ Live Indian TV Channels, 7 days of catch-up TV, Latest Regional and Bollywood/Hindi Movies.
		19.	BBC Player BBC Player is an authenticated multi-genre SVOD (Subscription Video On Demand) service that allows viewers to watch the very best BBC programmes anytime, anywhere. It is available online (www.bbcplayer.com), and as an app on Apple App Store for iOS devices and Google Play Store for Android devices.

<p>3.</p>	<p>What are the streaming app offerings bundled with Unifi TV Packs at no extra cost?</p> <p>Who is eligible to enjoy the bundled streaming apps at no extra cost?</p>	<p>All Unifi Home broadband customers are eligible to subscribe to any of Unifi TV Packs with bundled streaming apps.</p> <p>Ultimate Max Pack and Ultimate Plus Pack subscribers will get to enjoy access to these streaming apps included at no extra cost:</p> <ul style="list-style-type: none"> a) Ultimate Max Pack at RM134.90 <ul style="list-style-type: none"> i) Unifi TV app ii) Netflix (Standard Plan) iii) Disney+ Hotstar (Basic Plan) iv) HBO GO (until 18 Nov 2024), and from 19 Nov 2024, Max (Standard Plan) v) BBC Player vi) beIN SPORTS CONNECT vii) SPOTV NOW viii) Viu ix) iQIYI x) SIAR b) Ultimate Plus Pack at RM99.90 <ul style="list-style-type: none"> i) Unifi TV app ii) Netflix (Basic Plan) iii) Disney+ Hotstar (Basic Plan) iv) HBO GO (until 18 Nov 2024), and from 19 Nov 2024, Max (Standard Plan) v) BBC Player vi) beIN SPORTS CONNECT vii) SPOTV NOW viii) SIAR <p>Other Ultimate Pack subscribers will get to enjoy access to these streaming apps included at no extra cost:</p> <ul style="list-style-type: none"> a) Ultimate Pack at RM60 <ul style="list-style-type: none"> i) Unifi TV app ii) Disney+ Hotstar (Basic Plan) iii) beIN SPORTS CONNECT iv) SPOTV NOW v) BBC Player vi) SIAR b) Ultimate Pack at RM49.90 (<i>promo ended 30 November 2022</i>) <ul style="list-style-type: none"> i) Unifi TV app ii) Disney+ Hotstar (Basic Plan) iii) beIN SPORTS CONNECT iv) SPOTV NOW v) BBC Player vi) SIAR c) Ultimate Pack at RM59.90 (<i>promo ended 30 November 2022</i>) <ul style="list-style-type: none"> i) Unifi TV app ii) Disney+ Hotstar (Basic Plan) iii) beIN SPORTS CONNECT iv) SPOTV NOW v) BBC Player vi) Viu vii) iQIYI viii) SIAR <p>All new and existing subscribers of the following packs get to enjoy access to these streaming apps included in the pack at no extra</p>
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		<p>costs:</p> <ol style="list-style-type: none"> Family Pack – Unifi TV app, HBO GO (until 18 Nov 2024), and from 19 Nov 2024, Max (Standard Plan), beIN SPORTS CONNECT, SPOTV NOW, BBC Player & SIAR Movies Pack – Unifi TV app, HBO GO (until 18 Nov 2024), and from 19 Nov 2024, Max (Standard Plan) & Disney+ Hotstar (Basic Plan) Kids Pack – Unifi TV app & Disney+ Hotstar (Basic Plan) Sports Pack – Unifi TV app, beIN SPORTS CONNECT & SPOTV NOW Aneka Plus Pack – Unifi TV app, Vidio & SIAR Ruby Plus Pack – Unifi TV app & TVBAnywhere+ (VOD Zone) Varnam Plus Pack – Unifi TV app & Simply South 									
4.	How can I watch the streaming apps?	<p>The streaming apps are best viewed on Unifi TV Box.</p> <p>You may also download the respective apps on your mobile phone and/or tablet via the app stores or watch it via your Smart TV.</p>									
5.	I am a Unifi TV Pack subscriber and I have activated the access to streaming apps bundled with my pack at no extra cost. How long do I get to enjoy this offering?	<p>Good news! You can enjoy this offering for as long as you are a Unifi TV Pack subscriber and there will be no additional charges to your existing monthly subscription upon activating the app.</p> <p><i>Disclaimer: TM holds the rights to amend, add, or change the channel and streaming app list in the pack as per the T&C.</i></p>									
6.	What are the streaming app offerings available for Unifi TV Pack add-on or a la carte subscription?	<p>The streaming apps that you can subscribe with Unifi TV Pack add-on or a la carte with Unifi are as per the table below.</p> <p>All new and existing subscribers of Unifi TV Packs get to enjoy special add-on subscription of these selected streaming apps:</p> <ol style="list-style-type: none"> Max (from 19 November 2024 onwards) YOUKU Vidio Durioo+ SIAR MangoTV Disney+ Hotstar TVBAnywhere+ iQIYI Viu Simply South ZEE5 YuppTV WeTV <table border="1" data-bbox="699 1682 1497 2192"> <thead> <tr> <th>No.</th> <th>App</th> <th>Offering</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Max</td> <td> <ul style="list-style-type: none"> Special add-on price for all Unifi subscribers at RM24.90/month (Max Standard Plan) Special add-on price for all Unifi subscribers at RM34.90/month (Max Ultimate Plan) Upgrade from Standard to Ultimate at additional RM10/month </td> </tr> <tr> <td>2.</td> <td>YOUKU</td> <td> <ul style="list-style-type: none"> Special add-on price for other Unifi TV Pack subscribers at </td> </tr> </tbody> </table>	No.	App	Offering	1.	Max	<ul style="list-style-type: none"> Special add-on price for all Unifi subscribers at RM24.90/month (Max Standard Plan) Special add-on price for all Unifi subscribers at RM34.90/month (Max Ultimate Plan) Upgrade from Standard to Ultimate at additional RM10/month 	2.	YOUKU	<ul style="list-style-type: none"> Special add-on price for other Unifi TV Pack subscribers at
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		3.	<p>Vidio</p> <ul style="list-style-type: none"> Special add-on price for other Unifi TV Pack subscribers at RM8.40/month A la carte for non-Unifi TV Pack subscribers at RM11.90/month
		4.	<p>Durioo+</p> <ul style="list-style-type: none"> Special add-on price for Kids Pack subscribers at RM8.90/month Special add-on price for other Unifi TV Pack subscribers at RM9.90/month A la carte for non-Unifi TV Pack subscribers at RM12.90/month
		5.	<p>Netflix</p> <ul style="list-style-type: none"> A la carte RM28.00/month (Basic) A la carte RM45.00/month (Standard) A la carte RM55.00/month (Premium) Upgrade from Basic to Standard at additional RM17/month Upgrade from Standard to Premium at additional RM10/month Upgrade from Basic to Premium at additional RM27/month
		6.	<p>SIAR</p> <ul style="list-style-type: none"> Special add-on price for Unifi TV Pack subscribers at RM8.00/month (<i>promo ends 31st December 2024</i>) A la carte for non-Unifi TV Pack subscribers at RM10.00/month
		7.	<p>MangoTV</p> <ul style="list-style-type: none"> Special add-on price for Unifi TV Pack subscribers at RM9.90/month (<i>promo ends 31st December 2024</i>) A la carte for non-Unifi TV Pack subscribers at RM18.99/month
		8.	<p>Disney+ Hotstar</p> <ul style="list-style-type: none"> Special add-on price for Unifi TV Pack subscribers at RM16/month (Basic) Special upgrade price for Unifi TV Pack subscribers at RM9.90/month (<i>promo for Basic to Premium Monthly</i>) A la carte for non-Unifi TV Pack subscribers at RM24.90/month (Basic) A la carte for non-Unifi TV

			<ul style="list-style-type: none"> Pack subscribers at RM39.90 (Premium Monthly) A la carte for non-Unifi TV Pack subscribers at RM79.90 for 3 months (Premium Quarterly)
		9.	BBC Player <ul style="list-style-type: none"> Special add-on price for Unifi TV Pack subscribers at RM9.00/month A la carte for non-Unifi TV Pack subscribers at RM10.00/month
		10.	Amazon Prime Video <ul style="list-style-type: none"> A la carte RM25/month (<i>payment via credit card only</i>)
		11.	TVBAnywhere+ <ul style="list-style-type: none"> Special add-on price for Unifi TV Pack subscribers TVB Anywhere Channel Zone at RM9.90/month Special add-on price for Unifi TV Pack subscribers TVB Anywhere VOD Zone at RM9.90/month Special add-on price for Unifi TV Pack subscribers TVB Anywhere Premium Zone at RM15.90/month A la carte for non-Unifi TV Pack subscribers TVB Anywhere Channel Zone – RM19.90/month A la carte for non-Unifi TV Pack subscribers TVB Anywhere VOD Zone – RM19.90/month A la carte for non-Unifi TV Pack subscribers TVB Anywhere Premium Zone – RM39.90/month
		12.	iQIYI <ul style="list-style-type: none"> Special add-on price for Unifi TV Pack subscribers at RM9.90/month (<i>promo ends 31st December 2024</i>) A la carte for non-Unifi TV Pack subscribers at RM11.90/month
		13.	Viu <ul style="list-style-type: none"> Special add-on price for Unifi TV Pack subscribers at RM8.40/month (<i>promo ends 31st December 2024</i>) A la carte for non-Unifi TV Pack subscribers at RM14.90/month
		14.	ZEE5 <ul style="list-style-type: none"> Special add-on price for Unifi TV Pack subscribers at RM9.90/month (<i>promo ends 31st December 2024</i>) A la carte for non-Unifi TV Pack subscribers at RM14.90/month
		15.	Simply South <ul style="list-style-type: none"> Special add-on price for

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7.	<p>I am a Unifi TV Pack subscriber and I have subscribed to the streaming app with special add-on price during the campaign period. How long do I get to enjoy the discounted price?</p>	<p>The discounted price you enjoy is not a short-term offer. If you have subscribed to the special Unifi TV Pack add-on pricing during the campaign period, you will get to enjoy the special price for as long as your Unifi TV Pack subscription remain active.</p> <p>The streaming apps with limited time offer (from 1st February 2022 – 31st December 2024), available as Unifi TV Pack add-ons are as follows:</p> <ol style="list-style-type: none"> Max (from 19 November 2024 onwards) YOUKU Vidio Durioo+ SIAR MangoTV Disney+ Hotstar TVBAnywhere+ iQIYI Viu Simply South ZEE5 YuppTV WeTV 									
8.	<p>How many devices can I access the streaming apps on?</p>	<p>The streaming apps can be accessed across the following number of devices. This includes access via Unifi TV Box.</p> <table border="1"> <thead> <tr> <th data-bbox="699 2107 788 2145">No</th> <th data-bbox="788 2107 1190 2145">App</th> <th data-bbox="1190 2107 1497 2145">Offering</th> </tr> </thead> <tbody> <tr> <td data-bbox="699 2145 788 2177">1.</td> <td data-bbox="788 2145 1190 2177">Max</td> <td data-bbox="1190 2145 1497 2177"> <ul style="list-style-type: none"> • Standard – </td> </tr> </tbody> </table>	No	App	Offering	1.	Max	<ul style="list-style-type: none"> • Standard – 			
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1.	Max	<ul style="list-style-type: none"> • Standard – 									

			<p>watch in Full HD and on up to 2 devices at once.</p> <ul style="list-style-type: none"> • Ultimate – watch in 4K Ultra HD and Dolby Atmos (as available) and on up to 4 devices at once.
2.	YOUKU		<ul style="list-style-type: none"> • Up to 2 devices concurrently
3.	Vidio		<ul style="list-style-type: none"> • Only 1 device concurrently
4.	Durioo+		<ul style="list-style-type: none"> • Up to 3 devices concurrently
5.	Netflix		<ul style="list-style-type: none"> • Basic – watch in HD up to 1 supported device at a time • Standard – watch in Full HD up to 2 supported devices at a time • Premium – watch in Ultra HD up to 4 supported devices at a time
6.	SIAR		<ul style="list-style-type: none"> • Up to 5 devices concurrently
7.	MangoTV		<ul style="list-style-type: none"> • Up to 2 devices concurrently
8.	TVBAnywhere+		<ul style="list-style-type: none"> • Up to 2 devices concurrently
9.	iQIYI		<ul style="list-style-type: none"> • Up to 2 devices concurrently
10.	Viu		<ul style="list-style-type: none"> • Up to 5 devices concurrently
11.	ZEE5		<ul style="list-style-type: none"> • Up to 5 devices concurrently
12.	Simply South		<ul style="list-style-type: none"> • Up to 3 devices concurrently
13.	Amazon Prime Video		<ul style="list-style-type: none"> • Up to 3 devices concurrently
14.	BBC Player		<ul style="list-style-type: none"> • Unlimited
15.	YuppTV		<ul style="list-style-type: none"> • Up to 4 devices concurrently
16.	WeTV		<ul style="list-style-type: none"> • Up to 2 devices concurrently
17.	Disney+ Hotstar		<ul style="list-style-type: none"> • Basic – Only 1 device concurrently • Premium (Monthly & Quarterly) - Up to 3 devices concurrently

		18.	beIN SPORTS CONNECT	• Only 1 device concurrently
		19.	SPOTV NOW	• Only 1 device concurrently
9.	I am a Unifi TV Pack subscriber. How do I activate the streaming apps bundled in the pack?	<p><u>Via MyUnifi App</u></p> <p>Step 1: Download MyUnifi app on your mobile device and log in with your registered email address.</p> <p>Step 2: Tap the “Menu” button on the home page, then select “TV Pack”.</p> <p>Step 3: Choose the relevant Unifi Home account. Scroll to the Entertainment Pack section and tap “View Details”.</p> <p>Step 4: Tap the “Free” button to activate the bundled streaming app(s).</p> <p>Step 5: Once activation is successful, you can enjoy the streaming apps on the Unifi TV Box or directly from the streaming app(s).</p> <p><u>Via Unifi Selfcare portal</u></p> <p>Step 1: Visit the Unifi portal at https://selfcare.unifi.com.my/ and log in with your registered email address.</p> <p>Step 2: Scroll to “My Accounts” on the home page. By clicking on the arrow, select “View Service” for the relevant account.</p> <p>Step 3: Click on “My Streaming Apps” in the menu, then click the “Free” button to activate the bundled streaming app(s).</p> <p>Step 4: Once activation is successful, you can enjoy the streaming apps on the Unifi TV Box or directly from the streaming app(s).</p> <p>The steps to connect and enjoy each streaming app are unique. You can refer to the user guides for each streaming app at www.unifi.com.my/unifitvbox.</p>		
10.	I am a Unifi TV Pack subscriber. When should I activate the new streaming apps?	<p>There’s no specific time for you to activate. But we highly recommend you activate it as soon as you can to enjoy the best entertainment with Unifi.</p> <p>To activate, you can simply do so on MyUnifi app or visit Unifi portal https://selfcare.unifi.com.my/</p>		
11.	Can I switch or change my current streaming app to another of my choice?	<p>Starting 6th September 2022, the bundled streaming app for all language-based packs (Varnam Plus Pack, Aneka Plus Pack & Ruby Plus Pack) and Ultimate Pack Promo campaign offerings can be switched to one (1) of the following:</p> <ol style="list-style-type: none"> MangoTV Viu iQIYI Simply South ZEE5 WeTV TVBAnywhere+ (VOD Zone) YOUKU Vidio <p>You can switch the bundled streaming app once every month. Once you have opted to switch your current app with another eligible app (as listed above), you will still have access to the</p>		

		<p>current app until the expiry date. The expiry date of the current app can be seen in the app itself.</p> <p>The subscription of the new app will start on the day after the expiry date of the current app.</p> <p>You may switch these streaming apps at MyUnifi app or visit Unifi portal https://selfcare.unifi.com.my/</p>
12.	Can I switch the streaming apps bundled with my Unifi TV Pack multiple of times?	<p>Yes, for language-based packs (Varnam Plus Pack, Aneka Plus Pack & Ruby Plus Pack) and Ultimate Pack Promo campaign offerings, you can switch the apps once every month, as many times as you want, at no additional cost. However, kindly note that you can only switch to any one (1) of the streaming apps below:</p> <ul style="list-style-type: none"> a) MangoTV b) Viu c) iQIYI d) Simply South e) ZEE5 f) WeTV g) TVBAnywhere+ (VOD Zone) h) YOUKU i) Vidio <p>You may switch these streaming apps at MyUnifi app or visit Unifi portal https://selfcare.unifi.com.my/</p>
13.	Why should I subscribe to the streaming apps via Unifi instead of subscribing directly to the app?	<p>By subscribing via Unifi, you get to enjoy curated bundles and great add-on deals, specially crafted for you as our Unifi Home customer. You will also get to enjoy the convenience of paying the subscriptions in one single Unifi bill each month.</p>
14.	I am not a Unifi TV Pack subscriber. Can I subscribe to the streaming apps?	<p>If you are interested to subscribe to the following streaming apps, you can subscribe on a la carte basis via MyUnifi app or visit Unifi portal https://selfcare.unifi.com.my/</p> <ul style="list-style-type: none"> a) Max (from 19 November 2024 onwards) b) YOUKU c) Vidio d) Durioo+ e) Netflix (via Unifi TV Box only) f) SIAR g) MangoTV h) Disney+ Hotstar i) TVBAnywhere+ j) Amazon Prime Video (via Unifi TV Box only) k) BBC Player l) YuppTV m) Viu n) Simply South o) ZEE5 p) WeTV q) iQIYI
15.	Why can't I subscribe to beIN SPORTS CONNECT and SPOTV NOW on a la carte basis?	<p>The access of these two (2) apps is exclusive to Unifi TV Family Pack, Sports Pack, Ultimate Pack, Ultimate Plus Pack and Ultimate Max Pack subscribers only, at no additional cost.</p>

16.	How do I login to these new streaming apps after I have successfully registered?	<p>There are different login credentials for each streaming app, as below:</p> <table border="1" data-bbox="665 163 1474 898"> <thead> <tr> <th>No</th> <th>App</th> <th>Login Credential</th> </tr> </thead> <tbody> <tr><td>1.</td><td>Max</td><td>• Email address</td></tr> <tr><td>2.</td><td>YOUKU</td><td>• Mobile number</td></tr> <tr><td>3.</td><td>Vidio</td><td>• Email address</td></tr> <tr><td>4.</td><td>Durioo+</td><td>• Email address</td></tr> <tr><td>5.</td><td>Netflix</td><td>• Email address</td></tr> <tr><td>6.</td><td>TVBAnywhere+</td><td>• Unifi ID</td></tr> <tr><td>7.</td><td>iQIYI</td><td>• Mobile number</td></tr> <tr><td>8.</td><td>Viu</td><td>• Mobile number</td></tr> <tr><td>9.</td><td>ZEE5</td><td>• Email address</td></tr> <tr><td>10.</td><td>Simply South</td><td>• Email address</td></tr> <tr><td>11.</td><td>Amazon Prime Video</td><td>• Email address</td></tr> <tr><td>12.</td><td>BBC Player</td><td>• Unifi ID</td></tr> <tr><td>13.</td><td>YuppTV</td><td>• Email address</td></tr> <tr><td>14.</td><td>WeTV</td><td>• Mobile number</td></tr> <tr><td>15.</td><td>Disney+ Hotstar</td><td>• Mobile number</td></tr> <tr><td>16.</td><td>beIN SPORTS CONNECT</td><td>• Unifi ID</td></tr> <tr><td>17.</td><td>SPOTV NOW</td><td>• Unifi ID</td></tr> <tr><td>18.</td><td>MangoTV</td><td>• Mobile number</td></tr> <tr><td>19.</td><td>SIAR</td><td>• Email address</td></tr> </tbody> </table> <p>You may also check the confirmation email you have received upon successful registration.</p>	No	App	Login Credential	1.	Max	• Email address	2.	YOUKU	• Mobile number	3.	Vidio	• Email address	4.	Durioo+	• Email address	5.	Netflix	• Email address	6.	TVBAnywhere+	• Unifi ID	7.	iQIYI	• Mobile number	8.	Viu	• Mobile number	9.	ZEE5	• Email address	10.	Simply South	• Email address	11.	Amazon Prime Video	• Email address	12.	BBC Player	• Unifi ID	13.	YuppTV	• Email address	14.	WeTV	• Mobile number	15.	Disney+ Hotstar	• Mobile number	16.	beIN SPORTS CONNECT	• Unifi ID	17.	SPOTV NOW	• Unifi ID	18.	MangoTV	• Mobile number	19.	SIAR	• Email address
No	App	Login Credential																																																												
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2.	YOUKU	• Mobile number																																																												
3.	Vidio	• Email address																																																												
4.	Durioo+	• Email address																																																												
5.	Netflix	• Email address																																																												
6.	TVBAnywhere+	• Unifi ID																																																												
7.	iQIYI	• Mobile number																																																												
8.	Viu	• Mobile number																																																												
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17.	What if I forget my Unifi ID to activate these streaming apps?	<p>You can check your Unifi ID (i.e. yourname@unifi) in your monthly bill. You can easily access it via MyUnifi app or Unifi portal at https://selfcare.unifi.com.my/</p>																																																												
18.	I have not received the email confirmation after activating the streaming apps with complimentary access. What should I do?	<p>Please wait for a moment and try to reload your inbox.</p> <p>Alternatively, you may try to check the spam/junk mail folder.</p> <p>If these methods fail, please reach out to us via our digital platforms: Live Chat on https://maya.unifi.com.my or MyUnifi app for further assistance.</p>																																																												
19.	What if I forget my password to the streaming app?	<p>You can refer to the email and SMS received when you activated the streaming app.</p>																																																												
20.	Can I change my password on the streaming app?	<p>You may change your password on the streaming app depending on the required login feature of the streaming app itself.</p>																																																												
21.	Can I watch content from the streaming apps using Unifi TV Box (white colour)?	<p>Sorry, the streaming apps are available on Unifi TV Box (Android TV box) only.</p> <p>There are several options that you can explore:</p> <ol style="list-style-type: none"> Upgrade to Unifi TV Box (Android TV box) at RM20/month Subscribe or upgrade to any of the Unifi TV Packs, which includes the latest Unifi TV Box You can also watch the streaming apps on the respective mobile apps 																																																												
22.	I do not have any Unifi Home broadband subscription currently. Can I get the streaming	<p>You would need to subscribe to Unifi Home with any of Unifi TV Packs to enjoy the added benefits with streaming apps.</p> <p>Please visit www.unifi.com.my/ngam or the nearest TMpoint/Unifi</p>																																																												

	app offering?	Store to subscribe.
23.	Am I able to use the streaming apps when I am connected to TM/Unifi network only?	<p>For first-time activation, it is best for you to be connected to Unifi Wi-Fi network to enjoy special deals.</p> <p>Once the activation is successful, you are free to use the streaming apps subscribed anytime, anywhere. All you need is a stable internet connection, regardless of the service provider.</p>
24.	I have an existing subscription with the streaming apps, can I subscribe to the same app via Unifi?	We would recommend that you terminate your current subscription first, and then subscribe to the streaming app via Unifi. This is to avoid you being double charged for the same service.
25.	I have an existing a la carte subscription to a streaming app with Unifi. Am I eligible to enjoy the special Unifi TV Pack add-on price during the campaign period?	<p>Yes, if you are a Unifi TV Pack subscriber, you are eligible to subscribe to the streaming apps special add-ons below:</p> <ul style="list-style-type: none"> a) Max (from 19 November 2024 onwards) b) YOUKU c) Vidio d) Durioo+ e) SIAR f) MangoTV g) Disney+ Hotstar h) TVBAnywhere+ i) iQIYI j) Viu k) Simply South l) ZEE5 m) YuppTV n) WeTV <p>If you want to enjoy the special price during the campaign period, we advise you to terminate the current subscription and resubscribe.</p> <p>To add on the streaming apps, you can do so via MyUnifi app or visit Unifi portal https://selfcare.unifi.com.my/</p>
26.	Can I subscribe to more than one streaming app during this campaign period?	<p>Yes, you can and you will get to enjoy the special Unifi TV Pack add-on price for each of the streaming app available under this campaign:</p> <ul style="list-style-type: none"> a) Max (from 19 November 2024 onwards) b) YOUKU c) Vidio d) Durioo+ e) SIAR f) MangoTV g) Disney+ Hotstar h) TVBAnywhere+ i) iQIYI j) Viu k) Simply South l) ZEE5 m) YuppTV n) WeTV
27.	I am an existing Unifi TV Pack subscriber with Streamyx network (TVOS). Why am I unable to enjoy	We're sorry. Unfortunately, this campaign is only applicable for Unifi fibre customers with Unifi TV Packs.

	the special Unifi TV Pack add-on for selected streaming apps during the campaign period?	
28.	I have subscribed to a streaming app as an add-on / a la carte. Why am I being billed twice with full amount in my Unifi bill, with no proration?	Upon successful subscription, you are billed with the current month and one (1) month advance charges. There is no proration for the streaming app subscription as the service rendered to you will be in full term of 60 days as per what you have been charged and paid for.
29.	I want to activate the bundled access to the streaming apps that comes with my Unifi TV Pack, at no extra cost. Is there a separate contract terms applied to this?	<p>No, there are no separate contract terms applied to the streaming app activation. The access to the streaming apps will be as per the Unifi TV Pack terms and conditions that you have subscribed to because the bundled streaming app is included as part of the pack offerings as below:</p> <ul style="list-style-type: none"> a) Ultimate Max Pack – Unifi TV app, Netflix (Standard Plan), Disney+ Hotstar (Basic Plan), HBO GO (until 18 Nov 2024), and from 19 Nov 2024, Max (Standard Plan), BBC Player, beIN SPORTS CONNECT, SPOTV NOW, Viu, iQIYI & SIAR b) Ultimate Plus Pack – Unifi TV app, Netflix (Basic Plan), Disney+ Hotstar (Basic Plan), HBO GO (until 18 Nov 2024), and from 19 Nov 2024, Max (Standard Plan), BBC Player, beIN SPORTS CONNECT, SPOTV NOW & SIAR c) Ultimate Pack – Unifi TV app, Disney+ Hotstar (Basic Plan), beIN SPORTS CONNECT, SPOTV NOW, BBC Player & SIAR Ultimate Pack Promo campaign – with additional Viu & iQIYI d) Family Pack – Unifi TV app, HBO GO (until 18 Nov 2024), and from 19 Nov 2024, Max (Standard Plan), beIN SPORTS CONNECT, SPOTV NOW, BBC Player & SIAR e) Movies Pack – Unifi TV app, HBO GO (until 18 Nov 2024), and from 19 Nov 2024, Max (Standard Plan) & Disney+ Hotstar (Basic Plan) f) Kids Pack – Unifi TV app & Disney+ Hotstar (Basic Plan) g) Sports Pack – Unifi TV app, beIN SPORTS CONNECT & SPOTV NOW h) Varnam Plus Pack – Unifi TV app & Simply South i) Aneka Plus Pack – Unifi TV app, Vidio & SIAR j) Ruby Plus Pack – Unifi TV app & TVBAnywhere+ (VOD Zone) <p>You will also be bound by the terms and conditions of the individual streaming apps.</p>
30.	Why do I see an expiry date when I activate the certain streaming app with bundled access?	Do not worry, you are entitled to the streaming app access with your Unifi TV Pack subscription. Please disregard the expiry date on the app and continue to have fun binge-watching!
31.	What are the payment options available for the streaming apps?	<p>For the convenience of our customers, we highly encourage payment via Unifi billing (direct carrier billing).</p> <p>There are several payment channels to pay your Unifi bill:</p> <ul style="list-style-type: none"> a) MyUnifi app b) Unifi portal via https://selfcare.unifi.com.my/ c) Selected preferred online banking portals d) Nearest TMpoint/Unifi Store or TMpoint Authorised Dealer (TAD) e) POS Malaysia

		For more payment channels, visit http://i.unifi.my/paymentchannel						
32.	Why does my Unifi TV Box only display an empty/black screen?	We apologise for the inconvenience caused. Please follow the below steps to clear the cache on your Unifi TV Box: <ul style="list-style-type: none"> a) Go to “Settings” b) Select “Apps” c) Select “Unifi TV” d) Click on “Clear cache” 						
ADDITIONAL QUESTIONS FOR MAX								
33.	What is the new Max streaming app announcement all about?	On 15 th October 2024, Warner Bros. Discovery announced that the Max streaming app will launch in Malaysia on 19 th November 2024. This launch will affect existing Unifi TV subscribers who currently have access to the HBO GO streaming app through bundled Unifi TV Pack offerings and on an a la carte basis, as HBO GO will be replaced with Max.						
34.	Who is entitled to the free 3-month Max Ultimate Plan upgrade?	The free Max Ultimate Plan upgrade for three (3) months is available to customers who subscribed to Unifi TV Packs or a la carte before 19 th November 2024. T&Cs apply.						
35.	I am a subscriber of the Unifi TV Pack with HBO GO (before 19th November 2024). Will I be affected by the Max launch?	Yes, all existing Unifi TV subscribers who have access to the HBO GO streaming app through bundled Unifi TV Pack offerings will be affected, as HBO GO will be replaced with Max. Activate your access to the HBO GO streaming app by 31 st December 2024 to enjoy an upgrade to the Max Ultimate Plan for three (3) months at no extra cost. T&Cs apply.						
36.	I am a subscriber of the Unifi TV Pack with HBO GO (before 19th November 2024), but I only want to activate my HBO GO entitlement on 1st January 2025. Will I be affected by the Max launch?	When you activate your entitlement from 1 st January 2025 onwards, you will be entitled to activate the Max Standard Plan, which is the default entitlement included with your Unifi TV Pack. You can upgrade to the Max Ultimate Plan for an additional RM10/month (special discounted price) via the MyUnifi app.						
37.	I am a subscriber of the Unifi TV Pack with HBO GO (after 19th November 2024). Will I be affected by the Max launch?	Starting 19 th November 2024, when you subscribe to a Unifi TV Pack with the bundled Max streaming app, you will be able to activate access to the Max Standard Plan. You can upgrade to the Max Ultimate Plan for an additional RM10/month (special discounted price) via the MyUnifi app.						
38.	I am a subscriber of HBO GO via a la carte with Unifi TV. Will I be affected by the Max launch?	Yes, all existing Unifi TV subscribers who have access to the HBO GO streaming app via a la carte will be affected, as HBO GO will be replaced with Max from 19 th November 2024. Activate your access to the HBO GO streaming app before 19 th November 2024 to enjoy an upgrade to the Max Ultimate Plan for three (3) months until 18 th February 2025, at no extra cost. T&Cs apply.						
39.	What are the new Max offerings with Unifi TV compared to HBO GO?	Here are the updates to the Max streaming app offerings available with Unifi TV: <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="background-color: black; color: white;">Plan</th> <th style="background-color: #cccccc;">Previous</th> <th style="background-color: #cccccc;">New</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Plan	Previous	New			
Plan	Previous	New						

				Standard	Ultimate
		Monthly	RM24.90/ month (for Unifi TV Packs subscribers) RM34.90/ month (for non- Unifi TV Packs subscribers)	RM24.90/ month (for all Unifi subscribers)	Add-on from Standard RM10/ month (for all Unifi subscribers) RM34.90/ month (for all Unifi subscribers)
		The features of Max subscription plans are as follows:			
		Features	Standard	Ultimate	
		Device Login Limit	Multiple devices	Multiple devices	
		Concurrent Streams	2	4	
		Video Quality	Up to 1080p (Full HD)	Up to 4K (UHD), as available	
		Audio + Visual Enhancement	-	Dolby Atmos Dolby Vision, as available	
		Content Download Limit	30	100*	
		*Limits apply			
40.	Who are the eligible subscribers and what are the changes to their HBO GO and Max entitlement?	Starting 19 th November 2024, here is the list of affected subscribers and the changes to their HBO GO and Max plans:			
		Affected Package Subscribers	New Max Changes		
		Ultimate Max Pack	Default bundle with Max Standard Plan. If activated by 31 st December 2024, enjoy an upgrade to the Max Ultimate Plan for three (3) months. T&Cs apply.		
		Ultimate Plus Pack			
		Family Pack			
		Movies Pack			
		A la carte RM24.90/month (for all Unifi subscribers)	Default plan is Max Standard Plan. Existing a la carte subscribers to the HBO GO streaming app before 19 th November 2024 can enjoy an upgrade to the Max Ultimate Plan for three (3) months until 18 th February 2025. T&Cs apply.		
41.	What happens to my Max Ultimate Plan free upgrade promo after three (3) months?	After the three (3)-month promotional period, your access to the Max Ultimate Plan will revert to the Max Standard Plan, which is the default entitlement with your Unifi TV Pack. However, you can upgrade to the Max Ultimate Plan for only an additional RM10/month at a special discounted price via the MyUnifi app.			

42.	I am a subscriber of the Unifi TV Pack bundled with Max/HBO GO. Will there be changes, rebates or refunds to my monthly subscription fee?	<p>There will be no changes, rebates or refunds to your monthly Unifi TV Pack subscription fee, as the bundle covers a variety of channels and streaming apps.</p> <p>Max brings together the highest quality entertainment from beloved brands like HBO, Harry Potter, the DC Universe, Cartoon Network, Max Originals and the best of Hollywood movies, as well as can't-miss programming from Discovery, TLC, AFN, Food Network, ID* and HGTV all in one place.</p>
43.	I am an existing subscriber to HBO GO with Unifi TV. How do I sign in to Max?	Starting 19 th November 2024, you will need to download the Max streaming app on your Unifi TV Box and mobile devices. You can then sign in to Max using the same credentials as your HBO GO account to continue streaming your favourite shows and movies.

ADDITIONAL QUESTIONS FOR YOUKU

44.	What is the Chinese New Year 2024 promotion for YOUKU?	From 1 st February – 29 th February 2024, YOUKU is offering a promotion for existing Unifi TV Packs subscribers to add on YOUKU a la carte. During this promo period, you'll enjoy a free trial of YOUKU for the first (1 st) month, and you can cancel anytime during this period. Starting from the second (2 nd) month onwards, the streaming app will be automatically charged at RM 9.90/month.
45.	Who is eligible for the Chinese New Year promotion for YOUKU?	<p>All Unifi TV Pack subscribers who want to add on YOUKU a la carte:</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
46.	<p>I have subscribed to the Chinese New Year promotion for YOUKU. Why do I still see charges on my first month bill?</p> <p>I have subscribed to the Chinese New Year promotion for YOUKU. Why do I still see charges on my bill after I have cancelled within the first month of free trial?</p>	<p>Your Unifi bill will show two (2) charges of RM 9.90 in the first (1st) month of your YOUKU subscription, under 'Media Apps'. However, we will deduct the first (1st) month's subscription fee amount from your second (2nd) month's bill. The deduction will be reflected on your bill as an adjustment under 'Media Apps'.</p> <p>Please refer to Question 28 for more info on streaming app advanced charges.</p>

ADDITIONAL QUESTIONS FOR VIDIO

47.	What is this new Aneka Plus Pack with Vidio streaming app offering starting 1st February 2024?	<p>From 1st February 2024, all new and existing Aneka Plus Pack will be bundled with Vidio streaming app. The access to the app will be included in your TV pack at no extra cost.</p> <p>You can activate the access to Vidio via MyUnifi app or visit Unifi portal http://selfcare.unifi.com.my</p>
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48.	I have subscribed to Aneka Plus Pack and activated my bundled Viu before 1st February 2024. What will happen to my Viu access?	You can still continue streaming Viu as long as your subscription to Aneka Plus Pack is still active, at no extra cost.
49.	I have subscribed to Aneka Plus Pack and activated my bundled Viu before 1st February 2024. How do I get access to Vidio?	You can subscribe to Vidio streaming app as an add-on at a special discounted price from RM8.40/month. Alternatively, you can also switch your existing active streaming app from Viu to Vidio for free. You can do all these via MyUnifi app or visit Unifi portal http://selfcare.unifi.com.my
50.	Why are some titles/genres available on the Vidio app/website but not on the Vidio app with Unifi TV?	Some titles and genres of content are unavailable to the Malaysian audience due to restrictions on broadcast rights from content providers. Below are some of the content which are not available for broadcast in Malaysia via Vidio: <ul style="list-style-type: none"> a) Premier League (EPL) b) UEFA Champions League c) Korean dramas d) Anime e) Over 40 live channels
51.	I have subscribed to the Vidio Premium plan with Unifi (Aneka Plus Pack or a la carte). Why do I still need to pay additionally for 'Express' episodes?	As a Vidio Premium plan subscriber, you are entitled to the additional benefit of accessing 'Express' episodes one (1) week in advance by paying an additional RM2 per episode. This supplementary subscription for 'Express' episodes is payable via Google Pay and Apple Pay.
ADDITIONAL QUESTIONS FOR TVBANYWHERE+		
52.	What is this new Ruby Plus Pack with TVBAnywhere+ streaming app offering starting 15th January 2024?	From 15 th January 2024, all new and existing Ruby Plus Pack will be bundled with TVBAnywhere+ streaming app. The access to the app's VOD Zone will be included in your TV pack at no extra cost. You can activate the access to TVBAnywhere+ via MyUnifi app or visit Unifi portal http://selfcare.unifi.com.my
53.	I have subscribed to Ruby Plus Pack and activated my bundled MangoTV before 15th January 2024. What will happen to my MangoTV access?	You can still continue streaming MangoTV as long as your subscription to Ruby Plus Pack is still active, at no extra cost.
54.	I have subscribed to Ruby Plus Pack and activated my bundled MangoTV before 15th January 2024. How do I get access to TVBAnywhere+?	You can subscribe to TVBAnywhere+ streaming app as an add-on at a special discounted price from RM9.90/month. Alternatively, you can also switch your existing active streaming app from MangoTV to TVBAnywhere+ (VOD Zone) for free. You can do all these via MyUnifi app or visit Unifi portal http://selfcare.unifi.com.my
55.	What is this promotion to access TVBAnywhere+ Premium Zone from 15th January – 29th February 2024?	Starting 15 th January – 29 th February 2024, Ruby Plus Pack subscribers who activate their bundled TVBAnywhere+ will get to stream full access to Premium Zone (VOD Zone + Channel Zone) until 29 th February 2024. You can activate the access to TVBAnywhere+ via MyUnifi app or visit Unifi portal http://selfcare.unifi.com.my

56.	What will happen to my access to TVBAnywhere+ Premium Zone after the promotion ends on 29th February 2024?	You can continue to enjoy TVBAnywhere+ (VOD Zone) after the promotion ends on 29 th February 2024. To keep streaming Channel Zone, you can simply add on at only RM9.90/month via MyUnifi app or visit Unifi portal http://selfcare.unifi.com.my
57.	I am an existing Unifi TV Pack subscriber with TVBAnywhere+ a la carte subscription at RM16.00 / RM32.00 per month. Will I be affected by the price change of RM9.90 / RM15.90?	Yes, you will get to enjoy this new price and it will be reflected in your next bill.
ADDITIONAL QUESTIONS FOR NETFLIX		
58.	I already have an existing Netflix subscription. How do I link it to the Netflix entitlement with Ultimate Plus Pack or Ultimate Max Pack?	<p>If you already have an existing Netflix subscription with Netflix, your existing Netflix account will need to be linked to your Unifi TV Pack by submitting your Netflix account credentials. Netflix will continue to charge you separately for your existing subscription until your Netflix account is linked to your Unifi TV Pack.</p> <p>If your existing Netflix subscription is billed through Apple, you will need to manually cancel your Apple billing arrangement to avoid being double billed for your Netflix when you activate your Netflix plan.</p>
59.	I have an existing Netflix account. Do I get to retain my previous viewing history on the app once I activated the access via Unifi?	Yes, you will be able to retain the viewing history if your registered email address with Unifi is the same as your existing Netflix account. This is because you still maintain your login credential.
60.	I would like to subscribe to Netflix with Ultimate Plus Pack or Ultimate Max Pack. How do I subscribe?	<p>For existing Unifi subscribers, you can add on or upgrade your Unifi TV Pack via MyUnifi app or visit Unifi portal https://selfcare.unifi.com.my/</p> <p>For new subscribers, you can subscribe to Netflix with the new Unifi TV Packs via:</p> <ol style="list-style-type: none"> a) The nearest TMpoint/Unifi Store b) Call by dialling 100 and press 4 to speak to our Unifi Care Crew c) Online at https://unifi.com.my/ngam <p>Netflix's Terms of Use can be found at https://help.netflix.com/en/legal/termsofuse</p>
61.	I have just subscribed to Ultimate Plus Pack with Netflix Basic Plan included at no extra cost. Can I upgrade/change my Netflix plan to Standard or Premium Plan?	<p>Yes, you can. You may upgrade/change your Netflix plan as per offerings below:</p> <ol style="list-style-type: none"> a) Netflix Standard – Additional RM17/month to upgrade from Basic. b) Netflix Premium – Additional RM10/month to upgrade from Standard. Additional RM27/month to upgrade from Basic. <p>To self-upgrade your Netflix plans, you can do so via MyUnifi app or visit Unifi portal https://selfcare.unifi.com.my or alternatively, visit Netflix.com and enter the "Account" section.</p>

62.	I have just subscribed to Ultimate Plus Pack/Ultimate Max Pack with Netflix. How do I activate my Netflix account?	<p>After a successful subscription, you will receive an email and/or SMS from Netflix and Unifi. Follow these simple steps to activate:</p> <ol style="list-style-type: none"> Click on the activation link in the SMS and/or email or via MyUnifi app or Unifi portal https://selfcare.unifi.com.my/ On Netflix, select Sign up (new to Netflix) or Sign in (already with Netflix) Create a Netflix account and password on the page and click "Continue". If you already have a Netflix account, enter your existing Netflix credentials (email and password) Click "Start Watching". 												
63.	I have Ultimate Plus Pack with Netflix Basic Plan (previous plan). I have upgraded the Netflix plan to Standard/Premium Plan (new plan). What should I expect to see on my next bill?	<p>Your bill after the change of plan will include prorated charges of the old (Basic plan) and new (Standard/Premium) plans according to your billing date. The prorate calculation is further explained below.</p> <p>Below are the additional monthly charges for Netflix plan upgrade:</p> <table border="1" data-bbox="665 741 1535 943"> <thead> <tr> <th>Unifi TV Pack</th> <th>Netflix Plan included at no extra cost</th> <th>Upgrade to Standard</th> <th>Upgrade to Premium</th> </tr> </thead> <tbody> <tr> <td>Ultimate Plus</td> <td>Basic</td> <td>+ RM17 per month</td> <td>+RM27 per month</td> </tr> <tr> <td>Ultimate Max</td> <td>Standard</td> <td></td> <td>+ RM10 per month</td> </tr> </tbody> </table> <p>Example of prorate calculation:</p> <ul style="list-style-type: none"> Billing cycle starts on 1st of every month i.e 1 July 2023 You upgrade your Netflix Basic Plan to Premium on 16 July 2023 In the next billing cycle on 1 August 2023, you will see prorated charges for your Netflix Basic Plan and additional charges for Netflix Premium Plan (Upgrade) at RM13.94, which is prorated from 16 July – 31 July If you continue to subscribe to Netflix Premium Plan the following month in September onwards, your subsequent bills will reflect Netflix Premium Plan (Upgrade) at RM27, which is the full additional amount. <p>You can visit https://help.netflix.com/en/node/22 for further information about changing Netflix plan.</p>	Unifi TV Pack	Netflix Plan included at no extra cost	Upgrade to Standard	Upgrade to Premium	Ultimate Plus	Basic	+ RM17 per month	+RM27 per month	Ultimate Max	Standard		+ RM10 per month
Unifi TV Pack	Netflix Plan included at no extra cost	Upgrade to Standard	Upgrade to Premium											
Ultimate Plus	Basic	+ RM17 per month	+RM27 per month											
Ultimate Max	Standard		+ RM10 per month											
64.	How do I watch Netflix streaming app on Unifi TV Box?	<p>You might need to do any action below for Netflix availability on Unifi TV Box, depending on your setting:</p> <ul style="list-style-type: none"> Scenario 1: Automatic update of Unifi TV Box firmware Scenario 2: Pop-up notification to update Unifi TV Box firmware Scenario 3: Manually update Unifi TV Box firmware via Settings > Device Preference > About > System Update <p>Once done, you can link your Netflix account to start streaming on Unifi TV Box.</p> <p>You can also stream Netflix on any compatible devices. Please refer to the Netflix help page for more information on compatible devices https://devices.netflix.com/en</p>												
65.	Why is Netflix streaming app not working on my Unifi TV Box?	Netflix certification is only for the Unifi TV Box below:												



Alternatively, you can stream Netflix on any compatible devices. Please refer to the Netflix help page for more information on compatible devices <https://devices.netflix.com/en>

66.	I forgot my Netflix account/password. How can I recover it?	Account recovery is available in MyUnifi app or Unifi portal http://selfcare.unifi.com.my . Follow these simple steps below to recover your account: <ol style="list-style-type: none"> 1. Click on “Recover My Account” 2. Enter username and password 3. If you have entered a wrong password, click “Reset your Netflix password” and reset it via the link sent to your email address.
67.	I have just subscribed to Ultimate Plus/Max Pack with Netflix Basic/Standard Plan, am I entitled to get a 30-day free trial for Netflix?	We are sorry, the 30-day free trial for new subscribers does not include the Netflix offerings.

ADDITIONAL QUESTIONS FOR SIAR

68.	I already have an active subscription with SIAR using the same email address. Can I use the same email address to enjoy SIAR with Unifi?	You can use the same email address. However, you would need to cancel the active subscription with SIAR first at https://siar.my
69.	I have forgotten my password to login to SIAR. What should I do?	You can reset your password at https://siar.my/akaun/ and click on “Forgot your password?” to follow the simple steps.
70.	I would like to update my login email address to a new one. Can I do so?	Unfortunately, you may not change your registered login email address for now.

ADDITIONAL QUESTIONS FOR MANGOTV

71.	Can I update my email address for my app profile?	If you wish to edit your personal information or manage your account (e.g. change password, add security information etc.), you can log in and perform the actions through “Account Management”.
72.	How can I manage (add/edit/remove) my registered devices?	You may click on Me→Settings→Account and Security→Login to device management.

ADDITIONAL QUESTIONS FOR IQIYI

73.	I have selected and activated iQIYI as the streaming app of my choice. Why do I get to enjoy VIP access when my subscription info stated that it is Standard plan?	This is a special treat for you! Because you are subscribing to iQIYI with Unifi, you get to enjoy iQIYI VIP access to stream more content at your convenience.
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74.	Which login options should I choose when I have activated the exclusive access to iQIYI streaming app?	<p>If you are using the mobile app, please select “Log in via SMS” option to enjoy full access to the iQIYI app.</p> <p>If you are using Unifi TV Box, please select “Log in with iQIYI account” and follow the simple steps to continue.</p>
75.	I am an existing iQIYI a la carte subscriber at RM8.90/month. Will I be affected by the price change to RM11.90?	Don't worry, you will not be affected. You can continue to subscribe to iQIYI a la carte at RM8.90/month.
76.	I am an existing iQIYI subscriber at RM5.90/month because I have subscribed during the special Unifi TV Pack add-on campaign period. Will I be affected by the price change to RM11.90 for a la carte subscription?	Don't worry, you will not be affected. You can continue to subscribe to iQIYI as an add-on at RM5.90/month.
ADDITIONAL QUESTIONS FOR VIU		
77.	Why can't I log in to Viu using the credentials received via confirmation email and SMS?	For first-time activation, it is compulsory that you have your device connected to Unifi Home Wi-Fi network. Once connected, you can register and log in using your Viu account. You can now enjoy the exclusive access to Viu included in your Unifi TV Pack subscription!
78.	How do I login to Viu using the credentials received via confirmation email and SMS?	<p>Below are the steps for you to login and start streaming Viu app:</p> <p>Step 1: Once you installed Viu app on your mobile device, it is compulsory to turn off the mobile data so it only connects to Unifi Home Wi-Fi network.</p> <p>Step 2: To start logging in, go to the Viu app or viu.com on mobile browser (<i>do not use desktop/laptop browser</i>). Select “Continue with Email or Mobile”.</p> <p>Step 3: Key in your registered mobile number but without the first digit, “0”. Example: If your mobile number is 0123456789, you only need to key in 123456789.</p> <p>Step 4: Verify and key in the OTP number that you received and you can start streaming.</p>
ADDITIONAL QUESTIONS FOR DISNEY+ HOTSTAR		
79.	What is the new Disney+ Hotstar subscription rate announcement all about?	<p>On 24th March 2024, Disney+ Hotstar made an announcement to have subscription plans changed with new rates starting 24th April 2024.</p> <p>This change affects existing Unifi TV subscribers who have access to Disney+ Hotstar streaming app via bundled Unifi TV Pack offerings or a la carte.</p>

80.	I am a subscriber of Unifi TV Pack with Disney+ Hotstar. Will I be affected with the new price change?	Yes, all existing Unifi TV subscribers who have access to Disney+ Hotstar streaming app via bundled Unifi TV Pack offerings or a la carte will be affected with the new subscription rate change.																																										
81.	Do I have to pay more from my current subscription, after 24th April 2024?	<p>Don't worry, for existing Unifi TV Pack subscribers, your current monthly subscription will remain, and your plan will be upgraded to Premium Plan at no extra cost, starting from 24 April 2024 until your Unifi Home contract ends.</p> <p>Then, your plan will be switched to Basic Plan with the same monthly subscription fee. If you would like to continue enjoying the Premium Plan, you can upgrade your subscription by logging in to MyUnifi app or Unifi Selfcare portal at https://selfcare.unifi.com.my</p> <p>For more details on Basic and Premium Plan, please refer to Question 72.</p>																																										
82.	When will I be charged with the new subscription rate?	<p>The new subscription rate only affects the Disney+ Hotstar a la carte quarterly subscribers at RM54.90 for 3 months. This will be effective starting 24th April 2024.</p> <p>For existing Unifi TV Pack subscribers, your current monthly subscription will remain, and your plan will be upgraded to Premium Plan at no extra cost, starting from 24 April 2024 until your Unifi Home contract ends.</p>																																										
83.	What are the new Disney+ Hotstar subscription rates available with Unifi TV?	<p>Below are the changes to Disney+ Hotstar subscription plans available with Unifi TV:</p> <table border="1" data-bbox="663 1111 1533 1709"> <thead> <tr> <th rowspan="2">Plans</th> <th>Previous</th> <th colspan="2">New</th> </tr> <tr> <th>Premium</th> <th>Basic</th> <th>Premium</th> </tr> </thead> <tbody> <tr> <td>Monthly</td> <td>RM16/month (for Unifi TV Packs subscribers)</td> <td>RM16/month (for Unifi TV Packs subscribers)</td> <td>Add-on from Basic RM9.90/month (for Unifi TV Packs subscribers)</td> </tr> <tr> <td></td> <td></td> <td>RM24.90/month (for non-Unifi TV Pack subscribers)</td> <td>RM39.90/month (for non-Unifi TV Pack subscribers)</td> </tr> <tr> <td>Quarterly</td> <td>RM54.90 for 3 months (Disney's retail price)</td> <td>N/A</td> <td>RM79.90 for 3 months (Disney's retail price)</td> </tr> </tbody> </table> <p>Below are the features for the new Disney+ Hotstar subscription plans:</p> <table border="1" data-bbox="663 1843 1533 2184"> <thead> <tr> <th>Features</th> <th>Basic</th> <th>Premium</th> </tr> </thead> <tbody> <tr> <td>Device Login Limit</td> <td>Up to 3 devices</td> <td>Up to 10 devices</td> </tr> <tr> <td>Profile Creation</td> <td>7</td> <td>7</td> </tr> <tr> <td>Concurrent Streams</td> <td>1</td> <td>3</td> </tr> <tr> <td>Video Quality</td> <td>Up to 1080p (FHD)</td> <td>Up to 4K (UHD)</td> </tr> <tr> <td>Audio + Visual Enhancement</td> <td>Dolby Atmos Dolby Vision</td> <td>Dolby Atmos Dolby Vision</td> </tr> <tr> <td>Content Download</td> <td>Unlimited</td> <td>Unlimited</td> </tr> </tbody> </table>			Plans	Previous	New		Premium	Basic	Premium	Monthly	RM16/month (for Unifi TV Packs subscribers)	RM16/month (for Unifi TV Packs subscribers)	Add-on from Basic RM9.90/month (for Unifi TV Packs subscribers)			RM24.90/month (for non-Unifi TV Pack subscribers)	RM39.90/month (for non-Unifi TV Pack subscribers)	Quarterly	RM54.90 for 3 months (Disney's retail price)	N/A	RM79.90 for 3 months (Disney's retail price)	Features	Basic	Premium	Device Login Limit	Up to 3 devices	Up to 10 devices	Profile Creation	7	7	Concurrent Streams	1	3	Video Quality	Up to 1080p (FHD)	Up to 4K (UHD)	Audio + Visual Enhancement	Dolby Atmos Dolby Vision	Dolby Atmos Dolby Vision	Content Download	Unlimited	Unlimited
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Content Download	Unlimited	Unlimited																																										

		Limit		
		Cross Device Download Limit	10	10
		Profile PIN	Yes	Yes
84.	Who are the affected subscribers and what are the changes in Disney+ Hotstar subscription?	Starting 24 April 2024, below are the list of affected customers and changes to the Disney+ Hotstar plans:		
		Affected subscribers	New Disney+ Hotstar changes	
		Ultimate Max Pack	Bundled with Premium Plan until their Unifi Home contract ends	
		Ultimate Plus Pack	Bundled with Premium Plan until their Unifi Home contract ends	
		Ultimate Pack (including promo RM49.90 & RM59.90)	Bundled with Premium Plan until their Unifi Home contract ends	
		Movies Pack	Bundled with Premium Plan until their Unifi Home contract ends	
		Kids Pack	Bundled with Premium Plan until their Unifi Home contract ends	
		A la carte RM16/month (for Unifi TV Packs subscribers)	Existing subscribers can enjoy the Premium Plan until the end of their Disney+ Hotstar billing cycle (Refer to Question 76).	
		A la carte RM54.90 for 3 months (for non-Unifi TV Pack subscribers)	Existing subscribers can enjoy the Premium Plan until the end of their Disney+ Hotstar billing cycle. Afterwards, subscribers are required to resubscribe with the new subscription rate (Refer to Question 77).	
85.	I am a subscriber of Unifi TV Pack bundled with Disney+ Hotstar. Will there be changes, rebates or refunds in my monthly subscription fee?	There will be no changes, rebates or refunds to your monthly Unifi TV Pack subscription fee, as the bundle includes the overall bundle of channels and streaming apps.		
86.	I am a subscriber of Unifi TV bundled with Disney+ Hotstar. What happens to my Premium Plan after my Unifi Home contract ends?	Your Disney+ Hotstar app access will be switched to Basic Plan when your Unifi Home contract ends. You can continue to enjoy the Premium Plan by upgrading at only additional RM9.90/month to have up to 3 concurrent streams and up to 4K video quality. Upgrade can be done via MyUnifi app or Unifi Selfcare portal at https://selfcare.unifi.com.my		
87.	I am a Unifi TV Pack subscriber with Disney+ Hotstar a la carte at RM16/month. What happens to my Premium Plan until the end of my Disney+ Hotstar billing cycle?	Starting from 24 April 2024, you will continue to enjoy special price of RM16/month (RRP RM24.90/month) until the end of your Disney+ Hotstar billing cycle ends. Then, your access will be switched to Basic Plan.		
88.	I am a Unifi subscriber with Disney+ Hotstar a la carte at RM54.90 for 3 months. What will happen to my subscription?	Starting from 24 April 2024, your Disney+ Hotstar app access will be upgraded to Premium Plan at no extra cost, until the end of your latest subscription's billing cycle. Your access will then be automatically terminated by Disney+ Hotstar and you will not be charged in the following month's bill.		

		<p>To continue enjoying Disney+ Hotstar access, you can subscribe to any of Unifi TV Packs below, bundled with Disney+ Hotstar access at no additional cost via https://home.unifi.com.my/UYWcampaignCLM?slofCode=CLMP14 :</p> <ul style="list-style-type: none"> a) Ultimate Max Pack b) Ultimate Plus Pack c) Movies Pack d) Kids Pack <p>More information of Unifi TV Packs can be found at https://unifi.com.my/tv/offerings/tv-packs</p>
89.	I would like to subscribe to Disney+ Hotstar as an a la carte only. Why can't I subscribe anymore?	<p>The a la carte subscription of Disney+ Hotstar with new rates is not yet available. We are working to have this offer available as soon as possible. Stay tuned for updates via https://unifi.com.my/tv/offerings/tv-packs</p>
90.	With this new change, will I get a refund if I terminate my Disney+ Hotstar a la carte subscription today?	<p>Unfortunately, if you cancel the subscription midway through the billing cycle, you will not receive a refund for the remaining period.</p> <p>This means you can continue to enjoy the service until the end of the billing cycle for that month or quarter*. However, your access to the service will be discontinued starting from the next billing cycle, and you will not incur any further charges on your bill.</p> <p><i>*Note: For Disney+ Hotstar a la carte option (RM54.90 for 3 months), this is based on Disney's current retail price, and will be billed on a three (3)-month basis.</i></p>
91.	How will I be notified of the new Disney+ Hotstar subscription rate?	<p>We will announce the new subscription rates to affected subscribers through the following channels, starting from 8th April 2024 onwards:</p> <ul style="list-style-type: none"> a) SMS b) Unifi TV Website at www.unifi.com.my/tv
92.	What if I want to use a different mobile number, which is not registered to my Unifi account for my Disney+ Hotstar access?	<p>You can update your registered mobile number by contacting us at https://maya.unifi.com.my. We will process your request accordingly within 3 business days.</p> <p>You can also update your registered mobile number here https://activate.unifi.com.my/ott/profile.aspx at "Manage My Streaming Apps". However, you can only change the registered mobile number after 30 days of activation.</p>
93.	I have an existing Disney+ Hotstar account. Do I get to retain my previous viewing history on the app once I activated the access via Unifi?	<p>Yes, you will be able to retain the viewing history if your registered mobile number with Unifi is the same as your existing Disney+ Hotstar account. This is because you still maintain your login credential.</p>
94.	I am entitled to Disney+ Hotstar with my Unifi subscription. Why have I not received notification to access the app?	<p>Firstly, you would need to go to MyUnifi app: Account→Select Unifi Home account→My Entertainment to check if your bundled streaming app entitlement is activated.</p> <p>If it is not indicated, you can activate your bundled streaming app via MyUnifi app or visit Unifi Selfcare portal at http://selfcare.unifi.com.my</p> <p>If you require further assistance, please reach out to us via our digital platforms: Live Chat on https://maya.unifi.com.my or MyUnifi app.</p>

95.	I have an existing Disney+ Hotstar account and I also have Unifi TV Ultimate Pack registered to the same mobile number. How do I update my subscription so I can enjoy the bundled access entertainment?	You may provide another mobile number to enjoy the bundled access with Unifi TV Ultimate Pack. If you prefer to maintain the same mobile number, you may reach out to Disney+ Hotstar customer service for service cancellation before activating your bundled access entitlement with Unifi.
96.	Can non-Unifi TV Packs subscribers access Disney+ Hotstar?	Yes, you may enjoy Disney+ Hotstar on a la carte basis at the current retail price of RM54.90 for three (3) months by signing up via MyUnifi app or visit Unifi Selfcare portal at http://selfcare.unifi.com.my You will be billed on a quarterly basis in your Unifi bill on behalf of Disney.
97.	What are the terms of my access to Disney+ Hotstar?	Your subscription will commence on the date you first opt-in or are entitled to the access of Disney+ Hotstar with TM, in each case irrespective of whether you log in or complete the registration process for Disney+ Hotstar. By subscribing to Disney+ Hotstar brought to you by TM, you will be required to confirm that you have read, understood, accepted and agreed to be bound by the following terms and conditions: a) General Terms and Conditions (for Unifi Over-The-Top (OTT) App Subscription https://activate.unifi.com.my/ott/lib/tnc/tnc.pdf ; b) Terms and Conditions for Unifi TV Packs Subscriptions (if applicable) https://activate.unifi.com.my/ott/lib/tnc/packtnc.pdf ; c) Disney+ Hotstar Terms Of Use https://www.hotstar.com/my/terms-of-use ; and d) Disney+ Hotstar Global Privacy Policy https://privacy.thewaltdisneycompany.com/en/current-privacy-policy/ e) Disney+ Hotstar Supplemental Privacy Policy https://privacy.thewaltdisneycompany.com/en/current-privacy-policy/supplemental-privacy-policy-for-malaysia/
ADDITIONAL QUESTION FOR YUPPTV		
98.	I am an existing YuppTV a la carte subscriber at RM12.50/month (subscribed before 31 December 2022) OR RM15/month (subscribed before 24 October 2023). Will I be affected by the price change to RM20/month?	Don't worry, you will not be affected. You can continue to subscribe to YuppTV a la carte at RM12.50/month or RM15/month.
SERVICE TERMINATION		

99.	If I terminate my Unifi Home account, can I continue to enjoy the exclusive deals with the streaming apps?	Unfortunately no, because the streaming apps subscription and exclusive deals are exclusive to your Unifi Home account.
100.	How do I cancel my streaming app subscriptions?	Feel free to reach out to us via our digital platform: Live Chat at https://maya.unifi.com.my or MyUnifi app.
101.	Will I get a refund if I terminate my special Unifi TV Pack add-on or a la carte streaming app subscription?	Unfortunately, if you cancel the subscription midway of the billing cycle, you will not be refunded for the remaining period. This means, you can still enjoy the service until the end of the billing cycle for that month or quarter*. Your access to the service will be discontinued starting from the next billing cycle and no further charges will be reflected in your bill. <i>*Note: For Disney+ Hotstar a la carte option (RM54.90 for 3 months), this is based on Disney's current retail price, and will be billed on a three (3)-month basis.</i>

CONTACT US

102.	Who should I contact if I need any assistance or have service enquiry on streaming apps with Unifi?	Feel free to reach out to us via our digital platforms: <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://x.com/unifi 																											
103.	Where can I get more info on the streaming apps?	For more information regarding the streaming apps, please check out the respective streaming apps' Terms & Conditions (T&C) and Frequently Asked Questions (FAQ) from the links below: <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="background-color: black; color: white;">App</th> <th style="background-color: black; color: white;">T&C</th> <th style="background-color: black; color: white;">FAQ</th> </tr> </thead> <tbody> <tr> <td>Max</td> <td>https://www.max.com/terms-of-use</td> <td>https://help.max.com/</td> </tr> <tr> <td>YOUKU</td> <td>https://terms.alicdn.com/legal-agreement/terms/suit_bu1_unification/suit_bu1_unification20200514_2208_14749.html</td> <td>https://t.youku.com/yep/page/pc/youkukefu?spm=a2hja.14919748</td> </tr> <tr> <td>Vidio</td> <td>https://www.vidio.com/pages/terms-and-conditions</td> <td>https://support.vidio.com/support/home</td> </tr> <tr> <td>Durioo+</td> <td>https://my.duriooplus.com/tos</td> <td>https://my.duriooplus.com/help</td> </tr> <tr> <td>HBO GO</td> <td>https://www.hbogoasia.my/terms_of_service</td> <td>https://www.hbogoasia.my/help/faq</td> </tr> <tr> <td>Netflix</td> <td>https://help.netflix.com/en/legal/termsfuse</td> <td>https://help.netflix.com/en/node/412</td> </tr> <tr> <td>TVBAnywhere+</td> <td>https://www.tvbanywhere.com/terms-of-services.html</td> <td>https://www.tvbanywhere.com/faq.html</td> </tr> <tr> <td>iQIYI</td> <td>https://www.iq.com/intl-common/international-useragreement.html?lang=en_us</td> <td>https://www.iq.com/intl-common/international-privacyagreement.html?lang=en_us</td> </tr> </tbody> </table>	App	T&C	FAQ	Max	https://www.max.com/terms-of-use	https://help.max.com/	YOUKU	https://terms.alicdn.com/legal-agreement/terms/suit_bu1_unification/suit_bu1_unification20200514_2208_14749.html	https://t.youku.com/yep/page/pc/youkukefu?spm=a2hja.14919748	Vidio	https://www.vidio.com/pages/terms-and-conditions	https://support.vidio.com/support/home	Durioo+	https://my.duriooplus.com/tos	https://my.duriooplus.com/help	HBO GO	https://www.hbogoasia.my/terms_of_service	https://www.hbogoasia.my/help/faq	Netflix	https://help.netflix.com/en/legal/termsfuse	https://help.netflix.com/en/node/412	TVBAnywhere+	https://www.tvbanywhere.com/terms-of-services.html	https://www.tvbanywhere.com/faq.html	iQIYI	https://www.iq.com/intl-common/international-useragreement.html?lang=en_us	https://www.iq.com/intl-common/international-privacyagreement.html?lang=en_us
App	T&C	FAQ																											
Max	https://www.max.com/terms-of-use	https://help.max.com/																											
YOUKU	https://terms.alicdn.com/legal-agreement/terms/suit_bu1_unification/suit_bu1_unification20200514_2208_14749.html	https://t.youku.com/yep/page/pc/youkukefu?spm=a2hja.14919748																											
Vidio	https://www.vidio.com/pages/terms-and-conditions	https://support.vidio.com/support/home																											
Durioo+	https://my.duriooplus.com/tos	https://my.duriooplus.com/help																											
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TVBAnywhere+	https://www.tvbanywhere.com/terms-of-services.html	https://www.tvbanywhere.com/faq.html																											
iQIYI	https://www.iq.com/intl-common/international-useragreement.html?lang=en_us	https://www.iq.com/intl-common/international-privacyagreement.html?lang=en_us																											

		Viu	https://www.viu.com/ott/my/en/all/terms	https://www.viu.com/ott/my/en/all/terms
		ZEE5	https://www.zee5.com/global/termsfuse	https://faq.zee5.com/?country=MY
		Simply South	https://www.simplysouth.tv/terms	https://www.simplysouth.tv/faq
		Amazon Prime Video	https://www.primevideo.com/help/ref=atv_hp_nd_cnt?nodeId=202095490	https://www.primevideo.com/help/ref=atv_nb_hp
		WeTV	https://wetv.vip/static/terms-en.html	https://wetv.vip/static/help.html?language=en&areacode=153576
		Disney+ Hotstar	https://www.hotstar.com/my/terms-of-use	https://help.hotstar.com/my/en/support/home
		beIN SPORTS CONNECT	https://support.connect-my.beinsports.com/hc/en-us/articles/360032504212-Terms-Conditions	https://support.connect-my.beinsports.com/hc/en-us
		SPOTV NOW	www.spotvnow.com	www.spotvnow.com
		MangoTV	https://w.mgtv.com/	https://w.mgtv.com/
		YuppTV	https://www.yupptv.com/help/terms-and-conditions	https://yupptv.freshdesk.com/support/home
		BBC Player	https://player.bbc.com/en/terms-and-conditions	https://player.bbc.com/en/help-and-support
		SIAR	https://siar.my/terma-penggunaan/	https://siar.my/soalan-lazim/