

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

| STREAMING APP (OTT) SUBSCRIPTION AND ACTIVATION | | | | | | | | | | | | | | | | | |
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| 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 20 streaming apps as below:</p> <ol style="list-style-type: none"> 1. Max 2. CMGO 3. YOUKU 4. Vidio 5. Durioo+ 6. Netflix 7. SIAR 8. MangoTV 9. Disney+ Hotstar 10. beIN SPORTS CONNECT 11. SPOTV NOW 12. WeTV 13. Amazon Prime Video 14. TVBAnywhere+ 15. iQIYI 16. Viu 17. ZEE5 18. Simply South 19. YuppTV 20. BBC Player | | | | | | | | | | | | | | | |
| 2. | What content is available on these streaming apps? | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #333333; color: white;"> <th style="width: 10%; padding: 5px;">No.</th> <th style="width: 20%; padding: 5px;">App</th> <th style="width: 70%; padding: 5px;">Offering</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; padding: 5px;">1.</td> <td style="text-align: center; padding: 5px;">Max</td> <td style="padding: 5px;">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; padding: 5px;">2.</td> <td style="text-align: center; padding: 5px;">CMGO</td> <td style="padding: 5px;">Enjoy the latest and greatest Chinese movies from Hong Kong, China, Taiwan and Southeast Asia! Bringing you original movie versions, never-before-seen and exclusive titles, all in original audio with multiple subtitle options.</td> </tr> <tr> <td style="text-align: center; padding: 5px;">3.</td> <td style="text-align: center; padding: 5px;">YOUKU</td> <td style="padding: 5px;">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; padding: 5px;">4.</td> <td style="text-align: center; padding: 5px;">Vidio</td> <td style="padding: 5px;">Watch the best of Indonesian entertainment on Vidio, from the most popular <i>sinetron</i> and drama series to exciting sports</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. | CMGO | Enjoy the latest and greatest Chinese movies from Hong Kong, China, Taiwan and Southeast Asia! Bringing you original movie versions, never-before-seen and exclusive titles, all in original audio with multiple subtitle options. | 3. | YOUKU | YOUKU is China's leading online video platform with various classical content including dramas, variety shows, movies, animation and kids content. | 4. | Vidio | Watch the best of Indonesian entertainment on Vidio, from the most popular <i>sinetron</i> and drama series to exciting sports |
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| | | | matches like BRI Liga 1 and many more! |
| | | 5. | <p>Durioo+</p> <p>A streaming platform born with the mission to raise children with <i>eemaan</i>, <i>akhlaq</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, morals or Islamic teachings – all on one safe streaming platform – ad-free!</p> |
| | | 6. | <p>Netflix</p> <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> |
| | | 7. | <p>SIAR</p> <p>SIAR offers classic local films, spanning a variety of genres throughout the ages. Various movie releases can be enjoyed anytime and anywhere.</p> |
| | | 8. | <p>MangoTV</p> <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> |
| | | 9. | <p>Disney+ Hotstar</p> <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> |
| | | 10. | <p>beIN SPORTS CONNECT</p> <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> |
| | | 11. | <p>SPOTV NOW</p> <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</p> |

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| | | | | 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. |
| | | 12. | WeTV | Enjoy premium entertainment on WeTV's on demand streaming platform and bump up to VIP for more cool features. Watch the best ad-free local and Asian dramas, shows and anime. |
| | | 13. | 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. |
| | | 14. | TVBAnywhere+ | The most comprehensive Chinese entertainment platform published by TVB and delivers the latest & greatest content from TVB anytime, anywhere. |
| | | 15. | iQIYI | Home to Asia's hottest entertainment. Bringing you the best of local, Korean and Chinese dramas, movies, variety shows and anime. |
| | | 16. | 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. |
| | | 17. | 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. |
| | | 18. | 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. |
| | | 19. | 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. |
| | | 20. | BBC Player | BBC Player is a multi-genre streaming platform that features world-class documentaries, premium British dramas, |

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| | | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"></td> <td style="width: 50%; text-align: right;"> aspirational lifestyle programmes, comedies as well as trusted and engaging children's shows. </td> </tr> </table> | | aspirational lifestyle programmes, comedies as well as trusted and engaging children's shows. |
| | aspirational lifestyle programmes, comedies as well as trusted and engaging children's shows. | | | |
| <p>3. 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> <p>a) Ultimate Max Pack at RM134.90</p> <ul style="list-style-type: none"> i) Unifi TV app ii) Netflix (Standard Plan) iii) Disney+ Hotstar (Basic Plan) iv) Max (Standard Plan) v) BBC Player vi) beIN SPORTS CONNECT vii) SPOTV NOW viii) Viu ix) iQIYI x) SIAR xi) CMGO <p>b) Ultimate Plus Pack at RM99.90</p> <ul style="list-style-type: none"> i) Unifi TV app ii) Netflix (Basic Plan) iii) Disney+ Hotstar (Basic Plan) iv) Max (Standard Plan) v) BBC Player vi) beIN SPORTS CONNECT vii) SPOTV NOW viii) SIAR ix) CMGO <p>Other Ultimate Pack subscribers will get to enjoy access to these streaming apps included at no extra cost:</p> <p>a) Ultimate Pack at RM60</p> <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 vii) CMGO <p>b) Ultimate Pack at RM49.90 (<i>promo ended 30 November 2022</i>)</p> <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 vii) CMGO <p>c) Ultimate Pack at RM59.90 (<i>promo ended 30 November 2022</i>)</p> <ul style="list-style-type: none"> i) Unifi TV app ii) Disney+ Hotstar (Basic Plan) iii) beIN SPORTS CONNECT | | |

| | | <ul style="list-style-type: none"> iv) SPOTV NOW v) BBC Player vi) Viu vii) iQIYI viii) SIAR ix) CMGO <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 costs:</p> <ul style="list-style-type: none"> a) Family Pack – Unifi TV app, Max (Standard Plan), beIN SPORTS CONNECT, SPOTV NOW, BBC Player, SIAR & CMGO b) Movies Pack – Unifi TV app, Max (Standard Plan), Disney+ Hotstar (Basic Plan) & CMGO c) Kids Pack – Unifi TV app & Disney+ Hotstar (Basic Plan) d) Sports Pack – Unifi TV app, beIN SPORTS CONNECT & SPOTV NOW e) Aneka Plus Pack – Unifi TV app, Vidio & SIAR f) Ruby Plus Pack – Unifi TV app & TVBAnywhere+ (VOD Zone) g) 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 add-on or a la carte subscription? | <p>All Unifi TV Pack and Unifi Home subscribers get to enjoy special add-on subscription of these selected streaming apps as per table below:</p> <table border="1" data-bbox="699 1413 1497 2168"> <thead> <tr> <th>No.</th> <th>App</th> <th>Offering</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Max</td> <td> For all Unifi Home subscribers including Unifi TV Packs special add-on price <ul style="list-style-type: none"> • RM13.60/month (Max Mobile Plan) • RM24.90/month (RRP RM34.90/month, Save RM10/month on Unifi) (Max Standard Plan) • RM34.90/month (RRP RM52.90/month, Save RM18/month on Unifi) (Max Ultimate Plan) • Upgrade from Standard to Ultimate at additional RM10/month </td> </tr> <tr> <td>2.</td> <td>CMGO</td> <td> For all Unifi Home subscribers including Unifi TV Packs <ul style="list-style-type: none"> • Special add-on price at RM9.90/month </td> </tr> <tr> <td>3.</td> <td>YOUKU</td> <td>For Unifi TV Pack subscribers</td> </tr> </tbody> </table> | No. | App | Offering | 1. | Max | For all Unifi Home subscribers including Unifi TV Packs special add-on price <ul style="list-style-type: none"> • RM13.60/month (Max Mobile Plan) • RM24.90/month (RRP RM34.90/month, Save RM10/month on Unifi) (Max Standard Plan) • RM34.90/month (RRP RM52.90/month, Save RM18/month on Unifi) (Max Ultimate Plan) • Upgrade from Standard to Ultimate at additional RM10/month | 2. | CMGO | For all Unifi Home subscribers including Unifi TV Packs <ul style="list-style-type: none"> • Special add-on price at RM9.90/month | 3. | YOUKU | For Unifi TV Pack subscribers |
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| 2. | CMGO | For all Unifi Home subscribers including Unifi TV Packs <ul style="list-style-type: none"> • Special add-on price at RM9.90/month | | | | | | | | | | | | |
| 3. | YOUKU | For Unifi TV Pack subscribers | | | | | | | | | | | | |

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| | | | <ul style="list-style-type: none"> Special add-on price at RM9.90/month <p>For Unifi Home subscribers without Unifi TV Packs</p> <ul style="list-style-type: none"> A la carte at RM11.90/month |
| | | 4. | <p>Vidio</p> <p>For Unifi TV Pack subscribers</p> <ul style="list-style-type: none"> Special add-on price at RM8.40/month <p>For Unifi Home subscribers without Unifi TV Packs</p> <ul style="list-style-type: none"> A la carte at RM11.90/month |
| | | 5. | <p>Durioo+</p> <p>For Unifi TV Kids Pack subscribers</p> <ul style="list-style-type: none"> Special add-on price at RM8.90/month <p>For other Unifi TV Pack subscribers</p> <ul style="list-style-type: none"> Special add-on price at RM9.90/month <p>For Unifi Home subscribers without Unifi TV Packs</p> <ul style="list-style-type: none"> A la carte at RM12.90/month |
| | | 6. | <p>Netflix</p> <p>For all Unifi Home subscribers including Unifi TV Packs</p> <ul style="list-style-type: none"> A la carte RM29.90/month (Basic) A la carte RM49.90/month (Standard) A la carte RM62.90/month (Premium) Upgrade from Basic to Standard at additional RM20/month Upgrade from Standard to Premium at additional RM13/month Upgrade from Basic to Premium at additional RM33/month |
| | | 7. | <p>SIAR</p> <p>For Unifi TV Pack subscribers</p> <ul style="list-style-type: none"> Special add-on price at RM8.00/month <p>For Unifi Home subscribers without Unifi TV Packs</p> <ul style="list-style-type: none"> A la carte at RM10.00/month |
| | | 8. | <p>MangoTV</p> <p>For Unifi TV Pack subscribers</p> <ul style="list-style-type: none"> Special add-on price at RM9.90/month <p>For Unifi Home subscribers without Unifi TV Packs</p> |

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| | | | <ul style="list-style-type: none"> A la carte at RM18.99/month |
| | | 9. | <p>Disney+ Hotstar</p> <p>For Unifi TV Pack subscribers</p> <ul style="list-style-type: none"> Special add-on price at RM16/month (Basic) Special upgrade price at RM9.90/month (<i>promo for Basic to Premium Monthly</i>) <p>For Unifi Home subscribers without Unifi TV Packs</p> <ul style="list-style-type: none"> A la carte at RM24.90/month (Basic) A la carte at RM39.90 (Premium Monthly) A la carte at RM79.90 for 3 months (Premium Quarterly) |
| | | 10. | <p>BBC Player</p> <p>For Unifi TV Pack subscribers</p> <ul style="list-style-type: none"> Special add-on price at RM9.00/month <p>For Unifi Home subscribers without Unifi TV Packs</p> <ul style="list-style-type: none"> A la carte at RM10.00/month |
| | | 11. | <p>Amazon Prime Video</p> <p>For all Unifi Home subscribers including Unifi TV Packs</p> <ul style="list-style-type: none"> A la carte RM25/month (<i>payment via credit card only</i>) |
| | | 12. | <p>TVBAnywhere+</p> <p>For Unifi TV Pack subscribers</p> <ul style="list-style-type: none"> Special add-on price TVB Anywhere Channel Zone at RM9.90/month Special add-on price TVB Anywhere VOD Zone at RM9.90/month Special add-on price TVB Anywhere Premium Zone at RM15.90/month <p>For Unifi Home subscribers without Unifi TV Packs</p> <ul style="list-style-type: none"> A la carte TVB Anywhere Channel Zone – RM19.90/month A la carte TVB Anywhere VOD Zone – RM19.90/month A la carte TVB Anywhere Premium Zone – RM39.90/month |
| | | 13. | <p>iQIYI</p> <p>For Unifi TV Pack subscribers</p> <ul style="list-style-type: none"> Special add-on price at RM9.90/month <p>For Unifi Home subscribers without Unifi TV Packs</p> <ul style="list-style-type: none"> A la carte at |

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| | | | | | RM11.90/month |
| | | 14. | Viu | <p>For Unifi TV Pack subscribers</p> <ul style="list-style-type: none"> • Special add-on price at RM8.40/month <p>For Unifi Home subscribers without Unifi TV Packs</p> <ul style="list-style-type: none"> • A la carte at RM14.90/month | |
| | | 15. | ZEE5 | <p>For Unifi TV Pack subscribers</p> <ul style="list-style-type: none"> • Special add-on price at RM9.90/month <p>For Unifi Home subscribers without Unifi TV Packs</p> <ul style="list-style-type: none"> • A la carte at RM14.90/month | |
| | | 16. | Simply South | <p>For Unifi TV Pack subscribers</p> <ul style="list-style-type: none"> • Special add-on price at RM8.50/month <p>For Unifi Home subscribers without Unifi TV Packs</p> <ul style="list-style-type: none"> • A la carte at RM10/month | |
| | | 17. | YuppTV | <p>For all Unifi Home subscribers including Unifi TV Packs</p> <ul style="list-style-type: none"> • A la carte YuppTV Tamil + YuppFlix: RM20/month • A la carte YuppTV Hindi + YuppFlix: RM20/month • A la carte YuppTV Bangla + Yuppflix: RM20/month • A la carte YuppTV Malayalam + YuppFlix: RM20/month • A la carte YuppTV Telugu + YuppFlix: RM20/month • A la carte YuppFlix: RM10/month | |
| | | 18. | WeTV | <p>For Unifi TV Pack subscribers</p> <ul style="list-style-type: none"> • Special add-on price at RM9.90/month <p>For Unifi Home subscribers without Unifi TV Packs</p> <ul style="list-style-type: none"> • A la carte at RM11.90/month | |

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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. 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 add-on pricing, you will get to enjoy the special price for as long as your Unifi TV Pack or Unifi Home subscription remain active.</p> <p>The streaming apps available with special add-on subscription are as follows:</p> <ol style="list-style-type: none"> Max CMGO YOUKU Vidio Durioo+ |
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- f) SIAR
- g) MangoTV
- h) Disney+ Hotstar
- i) TVBAnywhere+
- j) iQIYI
- k) Viu
- l) Simply South
- m) ZEE5
- n) YuppTV
- o) WeTV

8. **How many devices can I access the streaming apps on?**

The streaming apps can be accessed across the following number of devices. This includes access via Unifi TV Box.

| No | App | Offering |
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| 1. | Max | <ul style="list-style-type: none"> • Mobile – Only 1 device at once on mobile or tablet. • Standard – watch in Full HD and on up to 2 devices at once. • Ultimate – watch in 4K Ultra HD and Dolby Atmos (as available) and on up to 4 devices at once. |
| 2. | CMGO | <ul style="list-style-type: none"> • Up to 3 devices concurrently |
| 3. | YOUKU | <ul style="list-style-type: none"> • Up to 2 devices concurrently |
| 4. | Vidio | <ul style="list-style-type: none"> • Only 1 device concurrently |
| 5. | Durioo+ | <ul style="list-style-type: none"> • Up to 3 devices concurrently |
| 6. | 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 |
| 7. | SIAR | <ul style="list-style-type: none"> • Up to 5 devices concurrently |
| 8. | MangoTV | <ul style="list-style-type: none"> • Up to 2 devices concurrently |
| 9. | TVBAnywhere+ | <ul style="list-style-type: none"> • Up to 2 devices concurrently |
| 10. | iQIYI | <ul style="list-style-type: none"> • Up to 2 devices concurrently |

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| | | 11. | Viu | <ul style="list-style-type: none"> Up to 5 devices concurrently |
| | | 12. | ZEE5 | <ul style="list-style-type: none"> Up to 5 devices concurrently |
| | | 13. | Simply South | <ul style="list-style-type: none"> Up to 3 devices concurrently |
| | | 14. | Amazon Prime Video | <ul style="list-style-type: none"> Up to 3 devices concurrently |
| | | 15. | BBC Player | <ul style="list-style-type: none"> Unlimited |
| | | 16. | YuppTV | <ul style="list-style-type: none"> Up to 4 devices concurrently |
| | | 17. | WeTV | <ul style="list-style-type: none"> Up to 2 devices concurrently |
| | | 18. | Disney+ Hotstar | <ul style="list-style-type: none"> Basic – Only 1 device concurrently Premium (Monthly & Quarterly) - Up to 3 devices concurrently |
| | | 19. | beIN SPORTS CONNECT | <ul style="list-style-type: none"> Only 1 device concurrently |
| | | 20. | SPOTV NOW | <ul style="list-style-type: none"> Only 1 device concurrently |

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| 9. | <p>I am a Unifi TV Pack subscriber. How do I activate the streaming apps bundled in the pack?</p> | <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> |
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| 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>The bundled streaming app for 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> <ul style="list-style-type: none"> a) CMGO b) MangoTV c) Viu d) iQIYI e) Simply South f) ZEE5 g) WeTV h) TVBAnywhere+ (VOD Zone) i) YOUKU j) 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 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 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) CMGO b) MangoTV c) Viu d) iQIYI e) Simply South f) ZEE5 g) WeTV h) TVBAnywhere+ (VOD Zone) i) YOUKU j) 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 |

| | | <ul style="list-style-type: none"> b) CMGO c) YOUKU d) Vidio e) Durioo+ f) Netflix (via Unifi TV Box only) g) SIAR h) MangoTV i) Disney+ Hotstar j) TVBAnywhere+ k) Amazon Prime Video (via Unifi TV Box only) l) BBC Player m) YuppTV n) Viu o) Simply South p) ZEE5 q) WeTV r) iQIYI | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----|--|---|----|-----|------------------|----|-----|-----------------|----|------|-----------------|----|-------|-----------------|----|-------|-----------------|----|---------|-----------------|----|---------|-----------------|----|--------------|------------|----|-------|-----------------|----|-----|-----------------|-----|------|-----------------|-----|--------------|-----------------|-----|--------------------|-----------------|-----|------------|------------|-----|--------|-----------------|-----|------|-----------------|-----|-----------------|-----------------|-----|---------------------|------------|-----|-----------|------------|-----|---------|-----------------|-----|------|-----------------|
| 15. | Why can't I subscribe to beIN SPORTS CONNECT and SPOTV NOW on a la carte basis? | 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. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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"> <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>CMGO</td><td>• Email address</td></tr> <tr><td>3.</td><td>YOUKU</td><td>• Mobile number</td></tr> <tr><td>4.</td><td>Vidio</td><td>• Email address</td></tr> <tr><td>5.</td><td>Durioo+</td><td>• Email address</td></tr> <tr><td>6.</td><td>Netflix</td><td>• Email address</td></tr> <tr><td>7.</td><td>TVBAnywhere+</td><td>• Unifi ID</td></tr> <tr><td>8.</td><td>iQIYI</td><td>• Mobile number</td></tr> <tr><td>9.</td><td>Viu</td><td>• Mobile number</td></tr> <tr><td>10.</td><td>ZEE5</td><td>• Email address</td></tr> <tr><td>11.</td><td>Simply South</td><td>• Email address</td></tr> <tr><td>12.</td><td>Amazon Prime Video</td><td>• Email address</td></tr> <tr><td>13.</td><td>BBC Player</td><td>• Unifi ID</td></tr> <tr><td>14.</td><td>YuppTV</td><td>• Email address</td></tr> <tr><td>15.</td><td>WeTV</td><td>• Mobile number</td></tr> <tr><td>16.</td><td>Disney+ Hotstar</td><td>• Mobile number</td></tr> <tr><td>17.</td><td>beIN SPORTS CONNECT</td><td>• Unifi ID</td></tr> <tr><td>18.</td><td>SPOTV NOW</td><td>• Unifi ID</td></tr> <tr><td>19.</td><td>MangoTV</td><td>• Mobile number</td></tr> <tr><td>20.</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. | CMGO | • Email address | 3. | YOUKU | • Mobile number | 4. | Vidio | • Email address | 5. | Durioo+ | • Email address | 6. | Netflix | • Email address | 7. | TVBAnywhere+ | • Unifi ID | 8. | iQIYI | • Mobile number | 9. | Viu | • Mobile number | 10. | ZEE5 | • Email address | 11. | Simply South | • Email address | 12. | Amazon Prime Video | • Email address | 13. | BBC Player | • Unifi ID | 14. | YuppTV | • Email address | 15. | WeTV | • Mobile number | 16. | Disney+ Hotstar | • Mobile number | 17. | beIN SPORTS CONNECT | • Unifi ID | 18. | SPOTV NOW | • Unifi ID | 19. | MangoTV | • Mobile number | 20. | SIAR | • Email address |
| No | App | Login Credential | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1. | Max | • Email address | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2. | CMGO | • Email address | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3. | YOUKU | • Mobile number | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4. | Vidio | • Email address | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5. | Durioo+ | • Email address | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6. | Netflix | • Email address | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7. | TVBAnywhere+ | • Unifi ID | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8. | iQIYI | • Mobile number | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9. | Viu | • Mobile number | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10. | ZEE5 | • Email address | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 11. | Simply South | • Email address | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 12. | Amazon Prime Video | • Email address | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 13. | BBC Player | • Unifi ID | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 14. | YuppTV | • Email address | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 15. | WeTV | • Mobile number | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 16. | Disney+ Hotstar | • Mobile number | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 17. | beIN SPORTS CONNECT | • Unifi ID | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 18. | SPOTV NOW | • Unifi ID | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 19. | MangoTV | • Mobile number | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 20. | SIAR | • Email address | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 17. | What if I forget my Unifi ID to activate these streaming apps? | 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/ | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| | | for further assistance. |
| 19. | What if I forget my password to the streaming app? | You can refer to the email and SMS received when you activated the streaming app. |
| 20. | Can I change my password on the streaming app? | You may change your password on the streaming app depending on the required login feature of the streaming app itself. |
| 21. | Can I watch content from the streaming apps using Unifi TV Box (white colour)? | Sorry, the streaming apps are available on Unifi TV Box (Android TV box) only. There are several options that you can explore: a) Upgrade to Unifi TV Box (Android TV box) at RM20/month b) Subscribe or upgrade to any of the Unifi TV Packs, which includes the latest Unifi TV Box c) 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 app offering? | You would need to subscribe to Unifi Home with any of Unifi TV Packs to enjoy the added benefits with streaming apps. Please visit www.unifi.com.my/universe or the nearest TMpoint/Unifi Store to subscribe. |
| 23. | Am I able to use the streaming apps when I am connected to TM/Unifi network only? | For first-time activation, it is best for you to be connected to Unifi Wi-Fi network to enjoy special deals. 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. |
| 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 add-on price? | Yes, if you are a Unifi Home or Unifi TV Pack subscriber, you are eligible to subscribe to the streaming apps special add-ons below: a) Max b) CMGO c) YOUKU d) Vidio e) Durioo+ f) SIAR g) MangoTV h) Disney+ Hotstar i) TVBAnywhere+ j) iQIYI k) Viu l) Simply South m) ZEE5 n) YuppTV o) WeTV If you want to enjoy the special price, we advise you to terminate the current subscription and resubscribe. To add on the streaming apps, you can do so via MyUnifi app or |

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| | | visit Unifi portal https://selfcare.unifi.com.my/ |
| 26. | Can I subscribe to more than one streaming app as add-on or a la carte? | <p>Yes, you can and you will get to enjoy the special add-on price for each of the streaming app available:</p> <ul style="list-style-type: none"> a) Max b) CMGO c) YOUKU d) Vidio e) Durioo+ f) SIAR g) MangoTV h) Disney+ Hotstar i) TVBAnywhere+ j) iQIYI k) Viu l) Simply South m) ZEE5 n) YuppTV o) WeTV |
| 27. | I am an existing Unifi TV Pack subscriber with Streamyx network (TVOS). Why am I unable to enjoy the special add-on for selected streaming apps? | We're sorry. Unfortunately, this is only applicable for Unifi fibre customers with Unifi TV Packs. |
| 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), Max (Standard Plan), BBC Player, beIN SPORTS CONNECT, SPOTV NOW, Viu, iQIYI, SIAR & CMGO b) Ultimate Plus Pack – Unifi TV app, Netflix (Basic Plan), Disney+ Hotstar (Basic Plan), Max (Standard Plan), BBC Player, beIN SPORTS CONNECT, SPOTV NOW, SIAR & CMGO c) Ultimate Pack – Unifi TV app, Disney+ Hotstar (Basic Plan), beIN SPORTS CONNECT, SPOTV NOW, BBC Player, SIAR & CMGO Ultimate Pack Promo campaign – with additional Viu & iQIYI d) Family Pack – Unifi TV app, Max (Standard Plan), beIN SPORTS CONNECT, SPOTV NOW, BBC Player, SIAR & CMGO e) Movies Pack – Unifi TV app, Max (Standard Plan), Disney+ Hotstar (Basic Plan) & CMGO 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 |

| | | |
|-------------------------------------|---|--|
| | | <ul style="list-style-type: none"> 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 <p>For more payment channels, visit http://i.unifi.my/paymentchannel</p> |
| 32. | Why does my Unifi TV Box only display an empty/black screen? | <p>We apologise for the inconvenience caused. Please follow the below steps to clear the cache on your Unifi TV Box:</p> <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? | <p>On 15th October 2024, Warner Bros. Discovery announced that the Max streaming service will launch in Malaysia on 19th November 2024.</p> <p>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.</p> |
| 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? | <p>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 Standard Plan.</p> <p>Activate your access to the HBO GO streaming app by 31st December 2024 to enjoy an upgrade to the Max Ultimate Plan for three (3) months at no extra cost. T&Cs apply.</p> |
| 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 | <p>When you activate your entitlement from 1st January 2025 onwards, you will be entitled to activate the Max Standard Plan, which is the default entitlement included with your Unifi TV Pack.</p> <p>You can upgrade to the Max Ultimate Plan for an additional RM10/month (special discounted price) via the MyUnifi app.</p> |

| | the Max launch? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|--|---|-----------------|-------------------|--|--------------------|-------------|----------|---|--|--|---|---|--|--|--|----------|--------|----------|----------|--------------------|------------------|------------------|------------------|--------------------|---|---|---|---------------|--|-----------------------|------------------------------|----------------------------|--|---|---|------------------------|----|----|------|
| 37. | I am a subscriber of the Unifi TV Pack with HBO GO (after 19 th November 2024). Will I be affected by the Max launch? | <p>Starting 19th 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.</p> <p>You can upgrade to the Max Ultimate Plan for an additional RM10/month (special discounted price) via the MyUnifi app.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 38. | I am a subscriber of HBO GO via a la carte with Unifi TV. Will I be affected by the Max launch? | <p>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 Standard Plan from 19th November 2024.</p> <p>Activate your access to the HBO GO streaming app before 19th November 2024 to enjoy an upgrade to the Max Ultimate Plan for three (3) months until 18th February 2025, at no extra cost. T&Cs apply.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 39. | What are the new Max offerings with Unifi TV compared to HBO GO? | <p>Here are the updates to the Max streaming app offerings available with Unifi TV:</p> <table border="1"> <thead> <tr> <th rowspan="2">HBO GO</th> <th colspan="3">Max</th> </tr> <tr> <th>Mobile</th> <th>Standard</th> <th>Ultimate</th> </tr> </thead> <tbody> <tr> <td>RM24.90/month (for Unifi TV Packs subscribers)</td> <td>RM13.60/month (for all Unifi subscribers)</td> <td>RM24.90/month (for all Unifi subscribers, save RM10/month on Unifi)</td> <td>RM34.90/month (add-on RM10/month from Standard) (for all Unifi subscribers, save RM18/month on Unifi)</td> </tr> <tr> <td>RM34.90/month (for non-Unifi TV Packs subscribers)</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>The features of Max subscription plans are as follows:</p> <table border="1"> <thead> <tr> <th>Features</th> <th>Mobile</th> <th>Standard</th> <th>Ultimate</th> </tr> </thead> <tbody> <tr> <td>Device Login Limit</td> <td>Multiple devices</td> <td>Multiple devices</td> <td>Multiple devices</td> </tr> <tr> <td>Concurrent Streams</td> <td>1</td> <td>2</td> <td>4</td> </tr> <tr> <td>Video Quality</td> <td></td> <td>Up to 1080p (Full HD)</td> <td>Up to 4K (UHD), as available</td> </tr> <tr> <td>Audio + Visual Enhancement</td> <td></td> <td>-</td> <td>Dolby Atmos Dolby Vision, as available</td> </tr> <tr> <td>Content Download Limit</td> <td>15</td> <td>30</td> <td>100*</td> </tr> </tbody> </table> <p>*Limits apply</p> | HBO GO | Max | | | Mobile | Standard | Ultimate | RM24.90/month (for Unifi TV Packs subscribers) | RM13.60/month (for all Unifi subscribers) | RM24.90/month (for all Unifi subscribers, save RM10/month on Unifi) | RM34.90/month (add-on RM10/month from Standard) (for all Unifi subscribers, save RM18/month on Unifi) | RM34.90/month (for non-Unifi TV Packs subscribers) | | | | Features | Mobile | Standard | Ultimate | Device Login Limit | Multiple devices | Multiple devices | Multiple devices | Concurrent Streams | 1 | 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 | 15 | 30 | 100* |
| HBO GO | Max | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Mobile | Standard | Ultimate | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| RM24.90/month (for Unifi TV Packs subscribers) | RM13.60/month (for all Unifi subscribers) | RM24.90/month (for all Unifi subscribers, save RM10/month on Unifi) | RM34.90/month (add-on RM10/month from Standard) (for all Unifi subscribers, save RM18/month on Unifi) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| RM34.90/month (for non-Unifi TV Packs subscribers) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Features | Mobile | Standard | Ultimate | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Device Login Limit | Multiple devices | Multiple devices | Multiple devices | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Concurrent Streams | 1 | 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 | 15 | 30 | 100* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 40. | Who are the eligible subscribers and what are the changes to their HBO GO and Max entitlement? | <p>Starting 19th November 2024, here is the list of eligibel subscribers and the changes to their HBO GO and Max plans:</p> <table border="1"> <thead> <tr> <th>Eligible Subscribers</th> <th>New Max Changes</th> </tr> </thead> <tbody> <tr> <td>Ultimate Max Pack</td> <td rowspan="3">Default bundle with Max Standard Plan.</td> </tr> <tr> <td>Ultimate Plus Pack</td> </tr> <tr> <td>Family Pack</td> </tr> </tbody> </table> | Eligible Subscribers | New Max Changes | Ultimate Max Pack | Default bundle with Max Standard Plan. | Ultimate Plus Pack | Family Pack | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Eligible Subscribers | New Max Changes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ultimate Max Pack | Default bundle with Max Standard Plan. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ultimate Plus Pack | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Family Pack | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| | | Movies Pack | If activated by 31 st December 2024, enjoy an upgrade to the Max Ultimate Plan for three (3) months. T&Cs apply. |
| | | 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? | 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. 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. | |
| 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. | |
| 44. | I am an existing subscriber to HBO GO with Unifi TV. I want to stream Max, but I cannot access the app with my email & password. What should I do? | If you are experiencing any issues accessing the Max streaming app, please email to help.my@max.com with your HBO GO Account ID (registered email address). | |
| ADDITIONAL QUESTIONS FOR CMGO | | | |
| 45. | How do I watch CMGO streaming app? | You can download CMGO streaming app, login and stream on devices below: a) Unifi TV Box – enter Unifi TV app, press arrow button to open Menu, select “Apps” and scroll to CMGO. Login following the steps shown b) Your personal devices like smartphones, tablets, casting device or smart TVs. Please refer to the CMGO page for more information on compatible devices https://cmgo.com/footer/information/fag | |
| ADDITIONAL QUESTIONS FOR VIDIO | | | |
| 46. | What is this new Aneka Plus Pack with Vidio streaming app offering starting 1st February 2024? | From 1 st 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. You can activate the access to Vidio via MyUnifi app or visit Unifi portal http://selfcare.unifi.com.my | |

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| 47. | 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. |
| 48. | 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 |
| 49. | 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 |
| 50. | 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+ | | |
| 51. | 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 |
| 52. | 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. |
| 53. | 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 |
| 54. | 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 |



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| 55. | 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 |
| 56. | 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

| 57. | What is the new Netflix plans update all about? | <p>On 14th November 2024, Netflix made an announcement on their new subscription plan rates, effective immediately.</p> <p>Starting 21st November 2024, this change affects existing Unifi TV subscribers who have access to Netflix streaming app via a la carte or upgrade plans with Unifi TV Pack offerings.</p> | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|----------------------|---------------------|--|--|---|---|----------|---------------|---------------|---------|---------------|---------------|--------------------------------|--------------------------|--------------------------|----------------------------------|--------------------------|--------------------------|-------------------------------|--------------------------|--------------------------|
| 58. | What are the new prices for Netflix plans? | <p>Below are the changes to Netflix plans with Unifi TV:</p> <table border="1"> <thead> <tr> <th>Plans</th> <th>Current price</th> <th>New price</th> </tr> </thead> <tbody> <tr> <td>Basic</td> <td>RM28.00/month</td> <td>RM29.90/month</td> </tr> <tr> <td>Standard</td> <td>RM45.00/month</td> <td>RM49.90/month</td> </tr> <tr> <td>Premium</td> <td>RM55.00/month</td> <td>RM62.90/month</td> </tr> <tr> <td>Upgrade from Basic to Standard</td> <td>Additional RM17.00/month</td> <td>Additional RM20.00/month</td> </tr> <tr> <td>Upgrade from Standard to Premium</td> <td>Additional RM10.00/month</td> <td>Additional RM13.00/month</td> </tr> <tr> <td>Upgrade from Basic to Premium</td> <td>Additional RM27.00/month</td> <td>Additional RM33.00/month</td> </tr> </tbody> </table> | Plans | Current price | New price | Basic | RM28.00/month | RM29.90/month | Standard | RM45.00/month | RM49.90/month | Premium | RM55.00/month | RM62.90/month | Upgrade from Basic to Standard | Additional RM17.00/month | Additional RM20.00/month | Upgrade from Standard to Premium | Additional RM10.00/month | Additional RM13.00/month | Upgrade from Basic to Premium | Additional RM27.00/month | Additional RM33.00/month |
| Plans | Current price | New price | | | | | | | | | | | | | | | | | | | | | |
| Basic | RM28.00/month | RM29.90/month | | | | | | | | | | | | | | | | | | | | | |
| Standard | RM45.00/month | RM49.90/month | | | | | | | | | | | | | | | | | | | | | |
| Premium | RM55.00/month | RM62.90/month | | | | | | | | | | | | | | | | | | | | | |
| Upgrade from Basic to Standard | Additional RM17.00/month | Additional RM20.00/month | | | | | | | | | | | | | | | | | | | | | |
| Upgrade from Standard to Premium | Additional RM10.00/month | Additional RM13.00/month | | | | | | | | | | | | | | | | | | | | | |
| Upgrade from Basic to Premium | Additional RM27.00/month | Additional RM33.00/month | | | | | | | | | | | | | | | | | | | | | |
| 59. | Who are the affected subscribers and what are the changes to their Netflix entitlement? | <p>Starting 14th November 2024, below are the list of affected customers and changes to Netflix plans:</p> <table border="1"> <thead> <tr> <th>Affected subscribers</th> <th>New Netflix changes</th> </tr> </thead> <tbody> <tr> <td>Ultimate Max Pack who upgraded Netflix Standard Plan to Premium Plan</td> <td>Standard to Premium Plan - upgrade at additional RM13.00/month</td> </tr> <tr> <td>Ultimate Plus Pack who upgraded Netflix Basic Plan to Standard/Premium Plan</td> <td> Basic to Standard Plan – upgrade at additional RM20.00/month Basic to Premium Plan – upgrade at additional RM33.00/month </td> </tr> </tbody> </table> | Affected subscribers | New Netflix changes | Ultimate Max Pack who upgraded Netflix Standard Plan to Premium Plan | Standard to Premium Plan - upgrade at additional RM13.00/month | Ultimate Plus Pack who upgraded Netflix Basic Plan to Standard/Premium Plan | Basic to Standard Plan – upgrade at additional RM20.00/month Basic to Premium Plan – upgrade at additional RM33.00/month | | | | | | | | | | | | | | | |
| Affected subscribers | New Netflix changes | | | | | | | | | | | | | | | | | | | | | | |
| Ultimate Max Pack who upgraded Netflix Standard Plan to Premium Plan | Standard to Premium Plan - upgrade at additional RM13.00/month | | | | | | | | | | | | | | | | | | | | | | |
| Ultimate Plus Pack who upgraded Netflix Basic Plan to Standard/Premium Plan | Basic to Standard Plan – upgrade at additional RM20.00/month Basic to Premium Plan – upgrade at additional RM33.00/month | | | | | | | | | | | | | | | | | | | | | | |

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| | | Unifi Home broadband customers who upgraded Netflix Basic/Standard Plan to Standard/Premium Plan | <p>Basic to Standard Plan – upgrade at additional RM20.00/month</p> <p>Basic to Premium Plan – upgrade at additional RM33.00/month</p> <p>Standard to Premium Plan – upgrade at additional RM13.00/month</p> |
| | | A la carte | <p>Basic Plan – RM29.90/month</p> <p>Standard Plan – RM49.90/month</p> <p>Premium Plan – RM62.90/month</p> |
| 60. | When will I be charged with the subscription rate? | The new subscription rate will take effect in your next billing cycle starting in November or December 2024. | |
| 61. | I am a subscriber of Uniifi TV bundled with Netflix. Will I be affected with this Netflix price update? | <p>Your current Netflix bundled offering with Unifi TV Packs will not be affected by the recent changes in Netflix's subscription plans.</p> <p>However, if you have previously upgraded your Netflix plan, the additional monthly charges you have incurred for the upgrade will now reflect the new pricing in your next billing cycle in December.</p> | |
| 62. | With this new change, will I get a refund if I terminate my Netflix subscription today? | <p>Please note that if you cancel your subscription halfway through the month or billing cycle, no refunds will be issued for the remaining period of that cycle.</p> <p>This means, you will continue to have access to the service until the end of the current month/billing cycle. Your access will be terminated at the start of the next month/billing cycle and you will not be charged any additional fees.</p> | |
| 63. | How will I be notified of the new Netflix plan update? | <p>We will begin notifying all affected Unifi TV subscribers of these changes starting 21 November 2024, through the following channels:</p> <ul style="list-style-type: none"> a) SMS b) Unifi TV Website at www.unifi.com.my/tv | |
| 64. | 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> | |

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| 65. | 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. |
| 66. | 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"> The nearest TMpoint/Unifi Store Call by dialling 100 and press 4 to speak to our Unifi Care Crew Online at https://unifi.com.my/universe <p>Netflix's Terms of Use can be found at https://help.netflix.com/en/legal/termsfuse</p> |
| 67. | 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"> Netflix Standard – Additional RM20/month to upgrade from Basic. Netflix Premium – Additional RM13/month to upgrade from Standard. Additional RM33/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> |
| 68. | 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”. |
| 69. | 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.</p> <p>You can visit https://help.netflix.com/en/node/22 for further information about changing Netflix plan.</p> |
| 70. | 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 |

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| | | <p>Settings > Device Preference > About > System Update</p> <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> |
| 71. | <p>Why is Netflix streaming app not working on my Unifi TV Box?</p>  | <p>Netflix certification is only for the Unifi TV Box below:</p>  <p>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</p> |
| 72. | <p>I forgot my Netflix account/password. How can I recover it?</p> | <p>Account recovery is available in MyUnifi app or Unifi portal http://selfcare.unifi.com.my. Follow these simple steps below to recover your account:</p> <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. |
| 73. | <p>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?</p> | <p>We are sorry, the 30-day free trial for new subscribers does not include the Netflix offerings.</p> |
| ADDITIONAL QUESTIONS FOR SIAR | | |
| 74. | <p>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?</p> | <p>You can use the same email address. However, you would need to cancel the active subscription with SIAR first at https://siar.my</p> |
| 75. | <p>I have forgotten my password to login to SIAR. What should I do?</p> | <p>You can reset your password at https://siar.my/akaun/ and click on “Forgot your password?” to follow the simple steps.</p> |
| 76. | <p>I would like to update my login email address to a new one. Can I do so?</p> | <p>Unfortunately, you may not change your registered login email address for now.</p> |
| ADDITIONAL QUESTIONS FOR MANGOTV | | |
| 77. | <p>Can I update my email address for my app profile?</p> | <p>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”.</p> |

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| 78. | 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 | | |
| 79. | 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. |
| 80. | Which login options should I choose when I have activated the exclusive access to iQIYI streaming app? | If you are using the mobile app, please select “Log in via SMS” option to enjoy full access to the iQIYI app. If you are using Unifi TV Box, please select “Log in with iQIYI account” and follow the simple steps to continue. |
| 81. | 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. |
| 82. | 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 | | |
| 83. | 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! |
| 84. | How do I login to Viu using the credentials received via confirmation email and SMS? | Below are the steps for you to login and start streaming Viu app: 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. 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”. 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. Step 4: Verify and key in the OTP number that you received and you can start streaming. |
| ADDITIONAL QUESTIONS FOR DISNEY+ HOTSTAR | | |

| 85. | 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> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--------------------|---|---|---|--|-------|----------|-----|--|---------|-------|---------|---------|--|--|---|--|--|--|--|-----------|---|-----|---|----------|-------|---------|--------------------|-----------------|------------------|------------------|---|---|
| 86. | I am a subscriber of Unifi TV Pack with Disney+ Hotstar. Will I be affected with the new price change? | <p>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.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 87. | 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> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 88. | 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> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 89. | 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 1346 1541 1944"> <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 2078 1541 2177"> <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> </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 |
| 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 Limit | Unlimited | Unlimited |
| | | Cross Device Download Limit | 10 | 10 |
| | | Profile PIN | Yes | Yes |
| 90. | 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). | |
| 91. | 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. | | |
| 92. | 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 | | |
| 93. | 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. | | |

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| 94. | I am a Unifi subscriber with Disney+ Hotstar a la carte at RM54.90 for 3 months. What will happen to my subscription? | <p>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> <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> |
| 95. | 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> |
| 96. | 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> |
| 97. | 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 |
| 98. | 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> |
| 99. | 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> |

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| 100. | 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> |
| 101. | 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? | <p>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.</p> |
| 102. | Can non-Unifi TV Packs subscribers access Disney+ Hotstar? | <p>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</p> <p>You will be billed on a quarterly basis in your Unifi bill on behalf of Disney.</p> |
| 103. | What are the terms of my access to Disney+ Hotstar? | <p>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.</p> <p>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:</p> <ul style="list-style-type: none"> 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 | | |
| 104. | I am an existing YuppTV a la carte subscriber at RM12.50/month (subscribed before 31 | <p>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.</p> |

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| | <p>December 2022) OR RM15/month (subscribed before 24 October 2023). Will I be affected by the price change to RM20/month?</p> | |
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SERVICE TERMINATION

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| 105. | <p>If I terminate my Unifi Home account, can I continue to enjoy the exclusive deals with the streaming apps?</p> | <p>Unfortunately no, because the streaming apps subscription and exclusive deals are exclusive to your Unifi Home account.</p> |
| 106. | <p>How do I cancel my streaming app subscriptions?</p> | <p>Feel free to reach out to us via our digital platform: Live Chat at https://maya.unifi.com.my or MyUnifi app.</p> |
| 107. | <p>Will I get a refund if I terminate my special add-on or a la carte streaming app subscription?</p> | <p>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.</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> |

CONTACT US

| 108. | <p>Who should I contact if I need any assistance or have service enquiry on streaming apps with Unifi?</p> | <p>Feel free to reach out to us via our digital platforms:</p> <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 | | | | | | | | | | | | | | | | | | |
|---------|---|---|-----|-----|-----|-----|---|---|------|---|---|-------|---|---|-------|---|---|---------|---|---|
| 109. | <p>Where can I get more info on the streaming apps?</p> | <p>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:</p> <table border="1" data-bbox="683 1473 1508 2101"> <thead> <tr> <th data-bbox="683 1473 901 1507">App</th> <th data-bbox="901 1473 1193 1507">T&C</th> <th data-bbox="1193 1473 1508 1507">FAQ</th> </tr> </thead> <tbody> <tr> <td data-bbox="683 1507 901 1619">Max</td> <td data-bbox="901 1507 1193 1619">https://www.max.com/terms-of-use</td> <td data-bbox="1193 1507 1508 1619">https://help.max.com/</td> </tr> <tr> <td data-bbox="683 1619 901 1731">CMGO</td> <td data-bbox="901 1619 1193 1731">https://cmgo.com/footer/information/terms</td> <td data-bbox="1193 1619 1508 1731">https://cmgo.com/footer/information/faq</td> </tr> <tr> <td data-bbox="683 1731 901 1888">YOUKU</td> <td data-bbox="901 1731 1193 1888">https://terms.alicdn.com/legal-agreement/terms/suit_bu1_unification/suit_bu1_unification20200514_2208_14749.html</td> <td data-bbox="1193 1731 1508 1888">https://t.youku.com/yep/page/pc/youkukefu?spm=a2hja.14919748</td> </tr> <tr> <td data-bbox="683 1888 901 2000">Vidio</td> <td data-bbox="901 1888 1193 2000">https://www.vidio.com/pages/terms-and-conditions</td> <td data-bbox="1193 1888 1508 2000">https://support.vidio.com/support/home</td> </tr> <tr> <td data-bbox="683 2000 901 2101">Durioo+</td> <td data-bbox="901 2000 1193 2101">https://my.duriooplus.com/tos</td> <td data-bbox="1193 2000 1508 2101">https://my.duriooplus.com/help</td> </tr> </tbody> </table> | App | T&C | FAQ | Max | https://www.max.com/terms-of-use | https://help.max.com/ | CMGO | https://cmgo.com/footer/information/terms | https://cmgo.com/footer/information/faq | 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 |
| App | T&C | FAQ | | | | | | | | | | | | | | | | | | |
| Max | https://www.max.com/terms-of-use | https://help.max.com/ | | | | | | | | | | | | | | | | | | |
| CMGO | https://cmgo.com/footer/information/terms | https://cmgo.com/footer/information/faq | | | | | | | | | | | | | | | | | | |
| 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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| | | HBO GO | https://www.hbogoasia.my/terms_of_service | https://www.hbogoasia.my/help/faq |
| | | Netflix | https://help.netflix.com/en/legal/termsofuse | 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 |
| | | 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/ |