

**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.	<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>
		6.	<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>
		7.	<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>
		8.	<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>
		9.	<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>
		10.	<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 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.	<p>WeTV</p> <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 a multi-genre streaming platform that features world-class documentaries, premium British dramas, aspirational lifestyle programmes, comedies as well as trusted and engaging children's shows.
3.	What are the streaming app offerings bundled with Unifi TV Packs at no extra cost?	All Unifi Home broadband customers are eligible to subscribe to any of Unifi TV Packs with bundled streaming apps. Ultimate Max Pack and Ultimate Plus Pack subscribers will get to		

Who is eligible to enjoy the bundled streaming apps at no extra cost?

enjoy access to these streaming apps included at no extra cost:

- a) Ultimate Max Pack at RM134.90
 - 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
 - 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

Other Ultimate Pack subscribers will get to enjoy access to these streaming apps included at no extra cost:

- a) Ultimate Pack at RM60
 - 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 (*promo ended 30 November 2022*)
 - 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 (*promo ended 30 November 2022*)
 - 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

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:

- a) 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

- b) Movies Pack – Unifi TV app, HBO GO (until 18 Nov 2024), and from 19 Nov 2024, Max (Standard Plan) & Disney+ Hotstar (Basic Plan)
- 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. **What are the streaming app offerings available for Unifi TV add-on or a la carte subscription?**

All Unifi TV Pack and Unifi Home subscribers get to enjoy special add-on subscription of these selected streaming apps as per table below:

No.	App	Offering
1.	Max (from 19 November 2024 onwards)	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.	YOUKU	For Unifi TV Pack subscribers <ul style="list-style-type: none"> • Special add-on price at RM9.90/month For Unifi Home subscribers without Unifi TV Packs <ul style="list-style-type: none"> • A la carte at RM11.90/month
3.	Vidio	For Unifi TV Pack subscribers <ul style="list-style-type: none"> • Special add-on price at RM8.40/month For Unifi Home subscribers without Unifi TV Packs <ul style="list-style-type: none"> • A la carte at RM11.90/month
4.	Durioo+	For Unifi TV Kids Pack subscribers <ul style="list-style-type: none"> • Special add-on price at RM8.90/month For other Unifi TV Pack subscribers <ul style="list-style-type: none"> • Special add-on price at RM9.90/month For Unifi Home subscribers without Unifi TV Packs <ul style="list-style-type: none"> • A la carte at RM12.90/month

			5.	Netflix	<p>For all Unifi Home subscribers including Unifi TV Packs</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.	SIAR	<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
			7.	MangoTV	<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 RM18.99/month
			8.	Disney+ Hotstar	<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)
			9.	BBC Player	<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
			10.	Amazon Prime Video	<p>For all Unifi Home subscribers including Unifi TV Packs</p>

			<ul style="list-style-type: none"> • A la carte RM25/month (payment via credit card only)
11.	TVBAnywhere+	<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 	
12.	iQIYI	<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 	
13.	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 	
14.	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 	
15.	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 	
16.	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 	

				<ul style="list-style-type: none"> • 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 						
		17.	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 						
5.	<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 (from 19 November 2024 onwards) YOUKU Vidio Durioo+ SIAR MangoTV Disney+ Hotstar TVBAnywhere+ iQIYI Viu Simply South ZEE5 YuppTV WeTV 								
6.	<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" data-bbox="699 1630 1497 2177"> <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"> • 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. </td> </tr> </tbody> </table>			No	App	Offering	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.
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		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	<ul style="list-style-type: none"> Only 1 device concurrently
		19.	SPOTV NOW	<ul style="list-style-type: none"> Only 1 device concurrently
7.	I am a Unifi TV Pack subscriber. How do I activate the streaming apps bundled in the pack?	<p>Via MyUnifi App</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</p>		

		<p>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>																								
8.	<p>I am not a Unifi TV Pack subscriber. Can I subscribe to the streaming apps?</p>	<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 																								
9.	<p>How do I login to these new streaming apps after I have successfully registered?</p>	<p>There are different login credentials for each streaming app, as below:</p> <table border="1" data-bbox="663 1877 1474 2177"> <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> </tbody> </table>	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
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10.	I have an existing a la carte subscription to a streaming app with Unifi. Am I eligible to enjoy the special add-on price?	<p>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:</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 <p>If you want to enjoy the special price, 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>																																				
11.	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> <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 																																				
12.	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	<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>																																				

	<p>applied to this?</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>
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ADDITIONAL QUESTIONS FOR MAX

<p>13.</p>	<p>What is the new Max streaming app announcement all about?</p>	<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>
<p>14.</p>	<p>Who is entitled to the free 3-month Max Ultimate Plan upgrade?</p>	<p>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 19th November 2024. T&Cs apply.</p>
<p>15.</p>	<p>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>	<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>
<p>16.</p>	<p>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?</p>	<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>

17.	I am a subscriber of the Unifi TV Pack with HBO GO (after 19th 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>																																							
18.	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>																																							
19.	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" data-bbox="667 703 1517 1115"> <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" data-bbox="667 1216 1517 1682"> <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*
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Content Download Limit	15	30	100*																																						
20.	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" data-bbox="667 1850 1490 2020"> <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																																	
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Family Pack																																									

		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.
21.	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.	
22.	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.	
23.	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.	
24.	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).	
SERVICE TERMINATION			
25.	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.	
26.	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.	
27.	Will I get a refund if I terminate my special 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.	

*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.

CONTACT US

28. **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:

- 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>

29. **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:

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/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/