


**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
CNY CAMPAIGN TVBANYWHERE+ A LA CARTE CAMPAIGN 2025**

| GENERAL INFORMATION | | |
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| NO. | QUESTION | ANSWER |
| 1. | What is this campaign about? | <p>Don't miss the latest Chinese New Year (CNY) campaign with the TVBAnywhere+ streaming app! As a Unifi TV and Unifi Home customer, you can enjoy a one-month free trial when you add on TVBAnywhere+ (Channel Zone) a la carte via the MyUnifi app or the Unifi Selfcare portal (https://selfcare.unifi.com.my/service/tvapps/my-entertainment).</p> <p>Sign up today to enjoy the free trial. If you don't wish to continue your subscription, you can simply cancel before the trial ends. This limited-time offer is available from 22 January to 21 February 2025.</p> |
| 2. | Who is entitled to this campaign's offerings? | <p>All Unifi TV and Unifi Home customers are eligible to add on TVBAnywhere+ (Channel Zone) a la carte via the MyUnifi app or Unifi Selfcare portal to enjoy this campaign's offering.</p> <p>However, if you're already subscribed to TVBAnywhere+ (Channel Zone) a la carte, you will not be eligible for this offer.</p> |
| 3. | What content is available on the TVBAnywhere+ streaming app? | <p>Here are the highlights on TVBAnywhere+ streaming app during this festive season:</p> <ol style="list-style-type: none"> 1. The Queen of Castle 巨塔之后 (Coming Soon) 2. Your Highness 2 痞子无间道 (Coming Soon) 3. 50 Delicacies For Guests 在家宴客50道菜 4. 2025 Feng Shui And Fortune 2025 风生水起 5. Super Trio - New Year Special 2025 大師兄新春感謝祭 6. CNY Eve Special 2025 (Live) 喜迎金蛇慶豐年 (直播) 7. International Chinese New Year Night Parade (Live) 2025 新春國際匯演之夜 (直播) 8. Po Leung Kuk 146th Anniversary Special 新春保良迎金蛇 9. Maria's Auspicious Menu 8肥媽新年新煮意8 |
| 4. | How do I subscribe and enjoy the first-month free trial? | <p>You can subscribe to TVBAnywhere+ (Channel Zone) streaming app via MyUnifi app or Unifi Selfcare portal. You can follow these simple steps below:</p> <p>MyUnifi App</p> <ol style="list-style-type: none"> 1) Search and download "MyUnifi" app on Google Play Store (for Android users) or App Store (for iOS users). 2) Select the app with the following icon: <div style="text-align: center;">  </div> 3) Select "Personal" and log in with your registered email address. Enter the OTP (One-Time Password) and tap "Accept" to agree to the terms listed. 4) Tap on "Add-Ons" on the main page. 5) Scroll the top menu bar to the far right and tap on "Streaming Apps". 6) Add TVBAnywhere+ (Channel Zone) to your cart. |

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| | | <p>7) Complete the subscription process and tap “Submit”.</p> <p>8) Log in and link your account to TVBAnywhere+ streaming app on your Unifi TV Box, smart devices and smart TVs.</p> <p>Unifi Selfcare Portal https://selfcare.unifi.com.my/service/tvapps/my-entertainment</p> <ol style="list-style-type: none"> 1) Click on the link above and log in with your registered email address. 2) Select the relevant Unifi Home account. 3) Click on the “Add On Streaming Apps” button. 4) Add TVBAnywhere+ (Channel Zone) to your cart. 5) Complete the subscription process and click “Submit”. 6) Log in and link your account to TVBAnywhere+ streaming app on your Unifi TV Box, smart devices and smart TVs. |
| 5. | How long can I enjoy the first-month free trial? | You can enjoy the first-month free trial in the first month of your subscription within the campaign period. From the second month onwards, you will be charged the monthly subscription fee. |
| 6. | What happens to my subscription fee after my first-month free trial has ended? | From the second month onwards, you will be automatically billed with the monthly subscription fee after the first-month free trial ends. You can choose to cancel anytime within the first month to avoid billing for the second month. |
| 7. | I previously subscribed to TVBAnywhere+ (Channel Zone), but I am no longer subscribed to it. Can I subscribe again to enjoy the first-month free trial? | Yes, you can resubscribe and enjoy the first-month free trial as long as you don't have an active a la carte subscription to TVBAnywhere+ (Channel Zone). |
| 8. | I am currently a TVBAnywhere+ (Channel Zone) a la carte customer. Can I terminate my subscription and resubscribe to enjoy the first-month free trial? | We appreciate your interest, but this campaign offer is only available to new subscriptions. As an existing subscriber, you would not be eligible for the first-month free trial. |
| 9. | I am currently a TVBAnywhere+ (Premium Zone) a la carte customer. Can I subscribe to enjoy the first-month free trial? | <p>As an existing TVBAnywhere+ (Premium Zone) subscriber, you are already enjoying the best value with access to both VOD Zone and Channel Zone. This gives you a wider range of exciting content, including on-demand and live channels, at just RM15.90/month.</p> <p>The first-month free trial is designed for customers exploring TVBAnywhere+ for the first time, but as a Premium Zone subscriber, you already have access to all the amazing content this platform has to offer.</p> |
| 10. | If I am a Unifi Home customer but not a Unifi TV customer (no Unifi TV ID), can I still subscribe to the TVBAnywhere+ (Channel Zone) and enjoy the first-month free trial? | Yes, you can still subscribe to TVBAnywhere+ (Channel Zone) and enjoy the first-month free trial. Refer to Question 4 for steps to subscribe. |
| 11. | I am currently a TVBAnywhere+ (VOD Zone) a la carte customer. Can I subscribe to TVBAnywhere+ (Channel Zone) and enjoy the first-month free trial? | <p>Yes, you can subscribe to TVBAnywhere+ (Channel Zone) a la carte and enjoy the first-month free trial.</p> <p>We recommend upgrading your a la carte TVBAnywhere+ subscription to Premium Zone for only RM15.90/month before the free trial ends. The Premium Zone includes both VOD Zone and Channel Zone, which are valued at RM9.90/month each.</p> |

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| 12. | How do I cancel my TVBAnywhere+ streaming app subscription? | If you wish to cancel your subscription, please contact us via Live Chat at https://maya.unifi.com.my or through the MyUnifi app for assistance. |
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