


**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI TV CHINESE NEW YEAR 2025 CAMPAIGN**

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GENERAL INFORMATION		
NO.	QUESTION	ANSWER
1.	What is this campaign about?	To celebrate this festive season, we are offering free viewing of all Unifi TV channels from 27 th January 2025 to 2 nd February 2025, so you can stay entertained throughout the holidays!
2.	Who is entitled to this campaign offering?	All Unifi TV subscribers are eligible to enjoy this reward.
FREE VIEWING OF UNIFI TV CHANNELS		
3.	How do I watch all the Unifi TV channels offered?	All eligible Unifi TV customers can automatically access all Unifi TV channels from 27 th January 2025 to 2 nd February 2025 on the following platforms: a) Watch on Unifi TV Box b) Stream anytime, anywhere on the Unifi TV app c) Watch on Unifi TV web at https://playtv.unifi.com.my
4.	What channels are available during this free viewing campaign?	There are more than 70 channels you can watch for free! For the complete list, please visit https://unifi.com.my/tv/plans/ultimate-max-pack and refer to 'All Channels' and 'Catch Up'. <i>*TM reserves the right to remove, replace, reduce or add the number of Unifi TV channels participating in this campaign.</i>
5.	How can I watch these channels with free viewing on my mobile device?	You can follow these simple steps below: 1. Search and download "Unifi TV" app from the Google Play Store (for Android users) or the App Store (for iOS users). 2. Select the app with the icon below:  3. If you are an existing Unifi TV customer, enter your Unifi TV login ID (example@iptv / example@tvos) and password. 4. Tap the "Channels" icon at the bottom menu and enjoy all the channels for free during the campaign period. 5. If you've forgotten your password, click the "Forgot password?" link on the login page and follow the steps to reset it.
6.	Why can't I view some of the premium channels on Unifi TV app during this free viewing?	The availability of channels on the Unifi TV app during this campaign is subject to the terms and conditions of the respective participating channels.
7.	I am currently a Unifi TV Pack customer. Will I get any rebate or billing adjustment during the free	Please note that rebates or billing adjustments will not be applicable during the free viewing period.

	viewing?	
8.	I am a Unifi TV customer with Unifi TV Box. Why can't I enjoy the free viewing?	To access the free viewing of these channels, please restart your Unifi TV Box.
CONTACT US		
9.	Who should I contact if I need further info on this campaign or Unifi TV?	<p>Feel free to reach out to us through any of our digital platforms:</p> <ul style="list-style-type: none"> • Live Chat: https://maya.unifi.com.my or via the MyUnifi app • Email: help@tm.com.my • Facebook: https://www.facebook.com/weareunifi/ • X (Twitter): https://x.com/unifi

