


FREQUENTLY ASKED QUESTIONS (FAQ)
RAYA CAMPAIGN VIDIO A LA CARTE CAMPAIGN 2025

GENERAL INFORMATION		
NO.	QUESTION	ANSWER
1.	What is this campaign about?	<p>Don't miss the latest Raya campaign with the Vidio streaming app! As a Unifi TV and Unifi Home customer, you can enjoy a one-month free trial when you add on Vidio a la carte via the MyUnifi app or the Unifi Selfcare portal (https://selfcare.unifi.com.my/service/tvapps/ala-carte).</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 24 March 2025 to 23 April 2025.</p>
2.	Who is entitled to this campaign's offerings?	<p>All Unifi TV and Unifi Home customers are eligible to add on Vidio a la carte via the MyUnifi app or Unifi Selfcare portal to enjoy this campaign's offering.</p> <p>However, if you are already subscribed to Vidio a la carte, you will not be eligible for this offer.</p>
3.	What content is available on the Vidio streaming app?	<p>Here are the highlights on Vidio streaming app during this festive season:</p> <ol style="list-style-type: none"> 1. Santri Pilihan Bunda 2 2. Azzamine 3. Scandal Season 3 4. Magic 5 5. BRI League 1
4.	How do I subscribe and enjoy the first-month free trial?	<p>You can subscribe to Vidio 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 data-bbox="750 1388 901 1534" data-label="Image">  </div> <ol style="list-style-type: none"> 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) Select the relevant Unifi Home account. 6) Scroll the top menu bar and tap on "Streaming Apps". 7) Add Vidio to your cart. 8) Complete the subscription process and tap "Submit". 9) Log in and link your account to Vidio streaming app on your Unifi TV Box, smart devices and smart TVs. <p>Unifi Selfcare Portal https://selfcare.unifi.com.my/service/tvapps/ala-carte</p> <ol style="list-style-type: none"> 1) Click on the link above and select "Existing Home Broadband". 2) Log in with your registered email address. 3) Select the relevant Unifi Home account. 4) Click "My Streaming Apps". 5) Click on the "Add On Streaming Apps" button.

		6) Add Vidio to your cart. 7) Complete the subscription process and click "Submit". 8) Log in and link your account to Vidio 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 Vidio, 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 Vidio.
8.	I am currently a Vidio 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 Vidio a la carte customer. Can I subscribe to enjoy the first-month free trial?	As an existing Vidio subscriber, you are already enjoying the best values this content has to offer. The first-month free trial is designed for customers exploring Vidio for the first time.
10.	If I am a Unifi Home customer but not a Unifi TV customer (no Unifi TV ID), can I still subscribe to Vidio and enjoy the first-month free trial?	Yes, you can still subscribe to Vidio and enjoy the first-month free trial. Refer to Question 4 for steps to subscribe.
11.	How do I cancel my Vidio 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.