



**FREQUENTLY ASKED QUESTIONS (FAQ)**

**UNIFI TV X BBC PLAYER**

**DEEP DIVE KOREA: SONG JI-HYO HAENYEO ADVENTURE EXCLUSIVE SCREENING**

*(For new and existing BBC Player activations with Unifi TV Max, Plus, Family, Ultimate Pack or à la carte BBC Player subscription)*

| QUESTION |  | ANSWER   |
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| 1.       | <b>What is this contest all about?</b> | <p>This contest is a promotional campaign to reward Unifi customers who activate the <b>BBC Player</b> streaming app through Unifi between 7 and 20 April 2025.</p> <p>By activating the app via their Unifi TV Pack bundled entitlement or à la carte subscription through the MyUnifi app or Unifi Selfcare portal, eligible customers will stand a chance to win two (2) tickets to BBC's Deep Dive Korea: Song Ji-Hyo Adventure Exclusive Screening on 2 May 2025 in Kuala Lumpur.</p> <p><b>How are winners selected?</b></p> <ul style="list-style-type: none"> <li>c) 20 winners will be selected during the contest period.</li> <li>d) Winners will be determined using a systematic allocation method. The total number of eligible entries received during the contest period will be divided by the number of available prizes. The resulting number will determine the winning positions.</li> <li>e) For more details, please refer to Question 6.</li> </ul>  |
| 2.       | <b>How do I join this contest?</b>     | <p>To participate in the contest, just follow these simple steps based on your subscription type:</p> <p><b>For existing Unifi TV Max, Plus or Family Pack subscribers with BBC Player entitlement:</b></p> <p><b>Step 1:</b> Go to the MyUnifi app or Unifi Selfcare portal at <a href="https://selfcare.unifi.com.my">https://selfcare.unifi.com.my</a>.</p> <p><b>Step 2:</b> Log in, select your account and click on 'Entertainment Pack'.</p> <p><b>Step 3:</b> Click the 'Free' icon next to BBC Player and complete the activation.</p> <p><b>Step 4:</b> Open the BBC Player app and log in using your Unifi ID to start streaming.</p> <p><b>For à la carte BBC Player subscriptions:</b></p> <p><b>Step 1:</b> Go to the MyUnifi app or Unifi Selfcare portal at <a href="https://selfcare.unifi.com.my">https://selfcare.unifi.com.my</a>.</p> <p><b>Step 2:</b> Log in, select your account and click on 'Add-On'.</p> <p><b>Step 3:</b> Click 'Streaming App', select BBC Player and click 'Add' to complete the subscription.</p> <p><b>Step 4:</b> Open the BBC Player app and log in using your Unifi ID to start streaming.</p> <p>Once you have completed Steps 1 to 4, you will be automatically entered</p> |

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|    |  | into the contest.  |
| 3. | <b>When is the contest period?</b>                 | The contest runs from 7 April 2025 until 20 April 2025.  |
| 4. | <b>What are the prizes for this contest?</b>       | Participants stand a chance to win two (2) tickets to BBC's Deep Dive Korea: Song Ji-Hyo's Haenyeo Adventure Exclusive Screening on 2 May 2025 in Kuala Lumpur.  |
| 5. | <b>Can I submit more than one entry?</b>           | Yes, you may submit multiple entries, provided each entry is tied to a unique Unifi ID.  |
| 6. | <b>How will the winners be selected?</b>           | <p>Winners will be selected based on the following criteria:</p> <ol style="list-style-type: none"> <li>a) The participant must be a Unifi TV subscriber or an immediate family member of an active subscriber to Unifi TV Max, Plus, Family, Ultimate Pack or à la carte BBC Player.</li> <li>b) The participant must activate the BBC Player streaming app via the MyUnifi app or Unifi Selfcare portal.</li> <li>c) Winners will be chosen using a systematic allocation method. <ul style="list-style-type: none"> <li>• The total number of eligible entries received during the contest period will be divided by the total number of available prizes to determine the winning positions.</li> <li>• Participants whose entry positions align with these calculated positions will be deemed the winners.</li> <li>• For example, if there are 1,000 entries and 20 prizes, every 50th entry (50th, 100th, 150th, etc.) will be selected as a winner.</li> </ul> </li> <li>d) A total of twenty (20) winners will be selected.</li> </ol> |
| 7. | <b>Who is eligible to enter this contest?</b>      | <p>You are eligible if you are:</p> <ul style="list-style-type: none"> <li>• An active Unifi TV Pack subscriber, or</li> <li>• An immediate family member of an active residential Unifi TV Pack subscriber,</li> <li>• Aged 18 years or above, and subscribed to one of the following: <ol style="list-style-type: none"> <li>a) Ultimate Max Pack</li> <li>b) Ultimate Plus Pack</li> <li>c) Ultimate Pack</li> <li>d) Family Pack</li> <li>e) À la carte BBC Player</li> </ol> </li> </ul> <p>For the purpose of this contest, "New and Existing Unifi TV Subscribers" refers to those who:</p> <ol style="list-style-type: none"> <li>a) Are entitled to the BBC Player bundled streaming app through their Unifi TV subscription, and</li> <li>b) Have not activated the app prior to the contest period.</li> </ol>  |
| 8. | <b>How and when will the winners be contacted?</b> | Winners will be notified via SMS sent to the registered mobile number on Unifi.  |

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| <b>9.</b>  | <b>If I am one of the lucky winners, how and when will I receive my prize?</b> | If you are selected as a winner, you will receive an SMS from TM within one (1) week after the contest ends.  |
| <b>10.</b> | <b>Can I exchange the prize I won for cash?</b>                                | No, the prizes are non-refundable, non-transferable and cannot be exchanged or redeemed for cash, credit or any other rebates.  |
| <b>11.</b> | <b>How do I get more information about this contest?</b>                       | For more details, please visit the official campaign website at <a href="http://www.unifi.com.my/bbcccontest">www.unifi.com.my/bbcccontest</a> (available starting 7 April 2025). |
| <b>12.</b> | <b>What are the terms and conditions of this contest?</b>                      | You can refer to the full terms and conditions at <a href="http://www.unifi.com.my/bbcccontest">www.unifi.com.my/bbcccontest</a> .  |

{End of FAQ}