

FREQUENTLY ASKED QUESTIONS (FAQ)
UNIFI TV 2.0 LAUNCH CAMPAIGN

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GENERAL INFORMATION																						
NO.	QUESTION	ANSWER																				
1.	What is this campaign about?	To celebrate the launch of the new Unifi TV Packs and offerings, we are giving you 30 days of free viewing of all Unifi TV channels and streaming apps between 8 September – 12 December 2025 , so you can enjoy the best entertainment on the new Unifi TV 2.0 app !																				
2.	Who is entitled to this campaign offering?	All Unifi subscribers and non-Unifi subscribers are eligible to enjoy free viewing access to Unifi TV channels and streaming apps. Below are the details: <table> <tr> <th>Categories</th><th>Offerings</th><th>Campaign Period</th></tr> <tr> <td rowspan="3">Unifi TV Pack subscribers</td><td>30-day free viewing of all channels (<i>except beIN SPORTS 1–4</i>)</td><td>13 September – 12 October 2025</td></tr> <tr> <td>14-day free viewing of beIN SPORTS 1–4 channels</td><td>13 September – 26 September 2025</td></tr> <tr> <td>Free first (1st) month of selected streaming apps when you subscribe a la carte during the campaign period</td><td>13 September – 12 December 2025</td></tr> <tr> <td rowspan="3">Unifi Broadband, Unifi Mobile Postpaid & Unifi Mobile Prepaid subscribers (without Unifi TV Packs)</td><td>30-day free viewing of all channels (<i>except beIN SPORTS 1–4</i>) when you accept the offer on the Unifi TV 2.0 app during the campaign period</td><td>13 September – 12 December 2025</td></tr> <tr> <td>Free viewing of beIN SPORTS 1–4 channels when you accept the offer on the Unifi TV 2.0 app during the campaign period</td><td>13 September – 26 September 2025</td></tr> <tr> <td>Free first (1st) month of selected streaming apps when you subscribe a la carte during the campaign period (<i>not applicable for Unifi Mobile Prepaid customers</i>)</td><td>13 September – 12 December 2025</td></tr> <tr> <td>Non-Unifi subscribers</td><td>Free viewing of three (3) premium channels: DEGUP HD, Inspirasi HD & Sensasi HD</td><td>8 September – 12 October 2025</td></tr> </table>	Categories	Offerings	Campaign Period	Unifi TV Pack subscribers	30-day free viewing of all channels (<i>except beIN SPORTS 1–4</i>)	13 September – 12 October 2025	14-day free viewing of beIN SPORTS 1–4 channels	13 September – 26 September 2025	Free first (1 st) month of selected streaming apps when you subscribe a la carte during the campaign period	13 September – 12 December 2025	Unifi Broadband, Unifi Mobile Postpaid & Unifi Mobile Prepaid subscribers (without Unifi TV Packs)	30-day free viewing of all channels (<i>except beIN SPORTS 1–4</i>) when you accept the offer on the Unifi TV 2.0 app during the campaign period	13 September – 12 December 2025	Free viewing of beIN SPORTS 1–4 channels when you accept the offer on the Unifi TV 2.0 app during the campaign period	13 September – 26 September 2025	Free first (1 st) month of selected streaming apps when you subscribe a la carte during the campaign period (<i>not applicable for Unifi Mobile Prepaid customers</i>)	13 September – 12 December 2025	Non-Unifi subscribers	Free viewing of three (3) premium channels: DEGUP HD, Inspirasi HD & Sensasi HD	8 September – 12 October 2025
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FREE VIEWING OF UNIFI TV CHANNELS

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3.	What channels can I enjoy during the free viewing period?	Below are the channels you can enjoy during the free viewing period:								
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For more details, please visit https://unifi.com.my/free										
*TM reserves the right to remove, replace, reduce or add Unifi TV channels participating in this campaign.										
4.	How do I watch all the Unifi TV channels offered during this campaign period?	All eligible customers can automatically access Unifi TV channels between 13 September – 12 December 2025 on the following platforms: a) Watch on the Unifi TV Box b) Stream anytime, anywhere via the Unifi TV 2.0 app on compatible mobile devices, tablets or smart TVs. Check the full list at https://unifi.com.my/tv/faq/tv-apps c) Watch on the Unifi TV web at https://unifitv.com.my								
5.	I am a Unifi TV subscriber with an older Unifi TV Box (white/silver colour). I was upgraded to Unifi TV 2.0. How do I enjoy free viewing of all channels during this campaign period?	You can enjoy free viewing on the following platforms: a) Stream anytime, anywhere via the Unifi TV 2.0 app on compatible mobile devices, tablets or smart TVs. Check the full list at https://unifi.com.my/tv/faq/tv-apps b) Watch on the Unifi TV web at https://unifitv.com.my c) Watch on the latest Unifi TV Box (black colour) by adding it a la carte through the MyUnifi app, Unifi UniVerse app or Unifi Selfcare Portal https://selfcare.unifi.com.my at RM10/month (for 24 months) or RM240 one-time payment.								
6.	I am a Unifi TV subscriber, not yet upgraded to Unifi TV 2.0. How can I enjoy free viewing of all channels during this campaign period?	If you are an existing Unifi TV subscriber who has not yet upgraded to Unifi TV 2.0, please continue using or reinstall the current Unifi TV app (not the Unifi TV 2.0 app). Log in with your Unifi TV ID (example@iptv) on the Unifi TV app to enjoy free viewing of all channels.								
7.	Are movies and TV shows on demand available during the free viewing campaign?	Yes. Channels with on-demand content are also available for free viewing. You can access and stream them by selecting "Catch Up" in the Menu bar.								
8.	I am a Unifi TV Pack customer. How can I watch these channels with free viewing on my mobile device?	You can follow these simple steps below: 1. Search and download the " Unifi TV 2.0 " app from the Google Play Store (for Android users) or the App Store (for iOS users). 2. Select the app with the following icon:  3. If you are an existing Unifi TV customer, log in with your Unifi TV ID (example@iptv / example@tvos) and password.								

		4. Tap the “TV Guide” or “Channels” icon in the bottom menu, then select “Catch Up” to enjoy all available channels for free during the campaign period. 5. If you have forgotten your password, tap “Forgot password?” on the login page and follow the steps to reset it.
9.	I am a Unifi broadband and Unifi Mobile customer. How can I watch these channels with free viewing on my mobile device?	You can follow these simple steps below: 1. Search and download the “Unifi TV 2.0” app from the Google Play Store (for Android users) or the App Store (for iOS users). 2. Select the app with the following icon:  3. If you are a new customer, sign up for free using your email address. If you are a returning customer, sign in with your registered email address. 4. Choose the channel you want to watch and tap “Subscribe Now”. You will be redirected to accept the 30-day free viewing offer. 5. Register and create a new Unifi TV ID (example@iptv), then follow the steps to complete. Your free viewing starts here. 6. Return to the Unifi TV app and sign out first from your current account (with email address). Tap Menu > My Account > Sign Out. 7. Sign in again with your new Unifi TV ID (example@iptv). This will unlock the channels for your viewing during the campaign period. 8. Tap the “TV Guide” or “Channels” icon in the bottom menu and select “Catch Up” to enjoy all the channels for free during the campaign period. 9. If you have forgotten your password, tap “Forgot password?” on the login page and follow the steps to reset it.
10.	I am not a Unifi customer. How can I watch the channels with free viewing (DEGUP HD, Inspirasi HD & Sensasi HD) on my mobile device?	You can follow these simple steps below: 1. Search and download the “Unifi TV 2.0” app from the Google Play Store (for Android users) or the App Store (for iOS users). 2. Select the app with the following icon:  3. If you are a new customer, sign up for free using your email address. If you are a returning customer, sign in with your registered email address. 4. Tap the “TV Guide” or “Channels” icon in the bottom menu and select “Catch Up” to enjoy all the channels for free during the campaign period. 5. If you have forgotten your password, tap “Forgot password?”

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11.	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 2.0 app during this campaign is subject to the terms and conditions of the respective participating channels.								
12.	I am currently a Unifi TV Pack customer. Will I get any rebate or billing adjustment during the free viewing?	Please note that rebates or billing adjustments will not be applicable during the free viewing period.								
13.	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, simply restart your Unifi TV Box.								
14.	How do I restart my Unifi TV Box?	You can restart your Unifi TV Box by pressing the power button located at the back of the box.								
15.	How can I subscribe to my favourite channels after the free viewing period?	To continue enjoying your favourite Unifi TV channels, you can subscribe to Unifi TV Packs starting from as low as RM8/month (RRP from RM16/month). With no contract, you can cancel anytime. For more details on Unifi TV Packs, visit https://unifi.com.my/consumer.								
16.	What will happen after the free viewing campaign period ends?	Once the free viewing campaign ends, you will continue to enjoy the following based on your subscription type: <table><thead><tr><th>Categories</th><th>After Campaign Period</th></tr></thead><tbody><tr><td>Unifi TV Pack subscribers</td><td> - Access will return to your existing Unifi TV Pack entitlements </td></tr><tr><td>Unifi Broadband and Unifi Mobile subscribers</td><td> 16 free channels </td></tr><tr><td>Non-Unifi subscribers</td><td> 16 free channels </td></tr></tbody></table>	Categories	After Campaign Period	Unifi TV Pack subscribers	Access will return to your existing Unifi TV Pack entitlements	Unifi Broadband and Unifi Mobile subscribers	16 free channels	Non-Unifi subscribers	16 free channels
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FREE TRIAL OF STREAMING APPS										
17.	What are the streaming apps included in this campaign?	The streaming apps included in this campaign are as follows: 1. HBO Max (Mobile, Standard & Ultimate Plans) 2. Disney+ Hotstar (Basic, Premium Monthly & Premium Quarterly Plans) 3. BBC Player 4. Viu 5. Vidio 6. YOUKU 7. WeTV 8. iQIYI (Premium & Basic Plans) 9. SIAR 10. Durioo+ 11. CMGO 12. TVBAnywhere+ (Channel, VOD & Premium Zones) 13. ZEE5 14. YuppTV 15. SUN NXT								

18.	How do I redeem the first-month free trial?	You can subscribe to any of the participating streaming apps via the MyUnifi app, Unifi UniVerse app or Unifi Selfcare portal. Just follow the easy steps below: <u>MyUnifi App (Unifi Home & Unifi Mobile subscribers before 17 March 2025)</u> 1) Search and download the “MyUnifi” app from the Google Play Store (for Android users) or App Store (for iOS users). 2) Select the app with the following icon:  3) Select “Personal” and log in with your registered email address. Enter the OTP (One-Time Password) and tap “Accept” to agree to the listed terms. 4) Tap “Add-Ons” on the main page. 5) Select the relevant Unifi Home account. 6) Scroll the top menu bar and tap “Streaming Apps”. 7) Add your preferred streaming app to your cart. 8) Complete the subscription process and tap “Submit”. 9) Check your inbox (or spam folder) for an activation email from us or our streaming app partner. Click the link inside—additional steps may be required to complete your subscription. 10) Log in and link that streaming app account on your Unifi TV Box, smart devices and smart TVs. 11) Once activated, you can start enjoying your free first-month trial. <u>Unifi UniVerse App (Unifi Home & Unifi Mobile subscribers from 17 March 2025)</u> 1) Search and download the “Unifi UniVerse” app from the Google Play Store (for Android users) or App Store (for iOS users). 2) Select the app with the following icon:  3) Select “Sign In”, then choose “Personal”. Log in with your email address or mobile number. Enter the OTP (One-Time Password) and tap “Accept” to agree to the listed terms. 4) Use the dropdown arrow icon of your selected Unifi account. Go to “IPTV Service Account” to view your Unifi TV ID (example@iptv). 5) Select “Buy Add-Ons”, tap “Streaming Apps”, then tap “Buy” next to your preferred streaming app. 6) Complete the subscription process and tap “Proceed”. 7) Check your inbox (or spam folder) for an activation email from us or our streaming app partner. Click the link inside—additional steps may be required to complete your subscription. 8) Log in and link that streaming app account on your Unifi TV Box, smart devices and smart TVs. 9) Once activated, you can start enjoying your free first-month trial. <u>Unifi Selfcare Portal (Unifi Home & Unifi Mobile subscribers before 17 March 2025)</u>

		(https://selfcare.unifi.com.my/service/tvapps/ala-carte) 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 the “Add On Streaming Apps” button. 6) Add your preferred streaming app to your cart. 7) Complete the subscription process and click “Submit”. 8) Check your inbox (or spam folder) for an activation email from us or our streaming app partner. Click the link inside—additional steps may be required to complete your subscription. 9) Log in and link that streaming app account on your Unifi TV Box, smart devices and smart TVs. 10) Once activated, you can start enjoying your free first-month trial. <u>Unifi Selfcare Portal (Unifi Home & Unifi Mobile subscribers from 17 March 2025)</u> (https://myaccount.unifi.com.my/digital/lotus/login) 1) Click on the link above to log in. 2) Log in with your registered email address. 3) Select the relevant Unifi Home account. 4) Click “Manage Service”. 5) Click “Buy Add-Ons”. 6) Click the “Streaming Apps” tab. 7) Select your preferred streaming app. 8) Complete the subscription process and click “Submit”. 9) Check your inbox (or spam folder) for an activation email from us or our streaming app partner. Click the link inside—additional steps may be required to complete your subscription. 10) Log in and link that streaming app account on your Unifi TV Box, smart devices and smart TVs. 11) Once activated, you can start enjoying your free first-month trial.
19.	Can I subscribe to multiple streaming apps and still enjoy the first-month free trial?	Yes, you can subscribe to multiple streaming apps included in this campaign and enjoy a first-month free trial for each app, as long as the subscriptions are made within the campaign period of 13 September – 12 December 2025.
20.	I currently have this streaming app subscription a la carte with Unifi. Can I terminate my subscription and resubscribe to enjoy the first-month free trial?	If you choose to terminate your current a la carte subscription, you will still have access to the streaming app until your current activation period ends. You can only resubscribe after this period. You may still enjoy the first-month free trial if you resubscribe within the campaign period.
21.	I currently have this streaming app subscription outside of Unifi. Can I still redeem the first-month free trial?	We recommend that you terminate your current subscription first, and then subscribe to the streaming app via Unifi. This will help you avoid being double charged for the same service. With Unifi, you can also enjoy attractive special discounted prices on selected streaming apps and the convenience of paying for your subscription in a single Unifi bill.
22.	I previously subscribed to one of the streaming apps, but I am no longer subscribed to it. Can I subscribe again to enjoy the	Yes, you can resubscribe and enjoy the first-month free trial as long as you do not have an active a la carte subscription to that streaming app.

	first-month free trial?	
23.	I subscribed to a streaming app during the campaign period. Then I terminated and resubscribed to the same app within the campaign period. Can I enjoy the first-month free trial again?	No, you can only enjoy the first-month free trial once for each streaming app within the same campaign period of 13 September – 12 December 2025.
24.	If I am a Unifi Home customer but not a Unifi TV customer (no Unifi TV ID), can I still subscribe and enjoy the first-month free trial?	Yes, you can still subscribe and enjoy the first-month free trial. Refer to Question 18 for the steps to subscribe.
25.	How long can I enjoy the first-month free trial?	You can enjoy the first-month free trial during the first month of your subscription within the campaign period. From the second month onwards, you will continue with the same streaming app plan you subscribed to, and you will be charged the monthly subscription fee.
26.	What happens to my subscription fee after my first-month free trial has ended?	From the second (2 nd) month onwards, you will be automatically billed with the monthly subscription fee after your first-month free trial ends. You may choose to cancel anytime within the first month to avoid billing for the second month.
27.	How do I cancel my 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/Unifi UniVerse app for assistance.
CONTACT US		
28.	Who should I contact if I need further information on this campaign or Unifi TV?	Feel free to reach out to us through any of our digital platforms: • Live Chat: https://maya.unifi.com.my or via the MyUnifi app • Email: help@unifi.com.my • Facebook: https://www.facebook.com/weareunifi/ • X (Twitter): https://x.com/unifi