



**FREQUENTLY ASKED QUESTIONS (FAQ)  
ON  
THE NEW UNIFI TV 2.0 APP**

NO.	QUESTION	ANSWER
1.	<b>Can you tell me more about the new Unifi TV experience?</b>	<ul style="list-style-type: none"> <li>▪ Starting 3 July 2025, all new and existing Unifi TV customers will enjoy an upgraded entertainment experience through the latest Unifi TV platform, accessed via the brand-new Unifi TV app, “<b>Unifi TV 2.0</b>”.</li> <li>▪ With this upgrade, you’ll enjoy the following exciting benefits:               <ul style="list-style-type: none"> <li>▪ <b>All-in-one access:</b> Explore and access everything, from 70+ premium Unifi TV channels and over 20+ streaming apps—no need to switch between apps.</li> <li>▪ <b>Easy search:</b> Find content across all other streaming apps using universal search by your favourite actor, title or genre.</li> <li>▪ <b>Personalised profiles:</b> Get tailored recommendations for every viewer profile under your account.</li> <li>▪ <b>Watch anytime, anywhere:</b> On Android TV boxes, mobile phones, tablets or smart TVs—your shows sync instantly across all devices.</li> </ul> </li> </ul>
2.	<b>When will the new Unifi TV experience be available?</b>	<ul style="list-style-type: none"> <li>▪ New Unifi TV customers can start enjoying the new Unifi TV experience from 3 July 2025.</li> <li>▪ For existing Unifi TV customers, it will be rolled out in phases starting 29 July 2025, so keep an eye out for it!</li> </ul>
3.	<b>Who will be affected?</b>	<ul style="list-style-type: none"> <li>▪ This update applies to new Unifi TV customers—that is, those who do not have an existing Unifi TV ID before 3 July 2025, as follows:               <ul style="list-style-type: none"> <li>▪ New Unifi Home customers who subscribe to Unifi TV offerings.</li> <li>▪ Existing Unifi Home customers who add on Unifi TV for the first time (excluding Unifi TV Pack upgrades or downgrades).</li> <li>▪ Existing Unifi Home customers upgrading or downgrading their broadband plan and opting in to Unifi TV.</li> </ul> </li> <li>▪ Starting 29 July 2025, existing Unifi TV customers will be upgraded to the new <b>Unifi TV 2.0</b> app, as follows:               <ul style="list-style-type: none"> <li>▪ Unifi TV Pack customers with Unifi TV Box (Android TV box, black colour)</li> <li>▪ Unifi TV Pack customers with Unifi TV Box (white or silver colour)</li> <li>▪ Unifi TV Pack customers without Unifi TV Box (only on Unifi TV app)</li> <li>▪ Unifi TV app customers with active subscription after 29 July 2025</li> </ul> </li> </ul>
4.	<b>What is the difference between the Unifi TV app and the</b>	<ul style="list-style-type: none"> <li>▪ From 3 July 2025 onwards, you’ll see two (2) Unifi TV apps on the app stores:               <ul style="list-style-type: none"> <li>▪ <b>Unifi TV app:</b> For <b>existing Unifi TV subscribers</b> (before 3 July 2025). Continue using this version until further notice.</li> </ul> </li> </ul>

	<b>new Unifi TV 2.0 app?</b>	<ul style="list-style-type: none"> <li>▪ <b>Unifi TV 2.0 app:</b> For <b>new Unifi TV subscribers</b> (after 3 July 2025). If you're an existing subscriber, you'll receive a notification from Unifi TV in phases <b>starting 22 July 2025</b> once your account is ready to upgrade and start streaming on the <b>Unifi TV 2.0</b> app.</li> </ul>
5.	<b>Will there be any service interruption?</b>	<ul style="list-style-type: none"> <li>▪ No, none at all. If you're on the new platform, you simply need to: <ol style="list-style-type: none"> <li>1. Download the <b>Unifi TV 2.0</b> app</li> <li>2. Log in using your Unifi TV ID (e.g. example@iptv).</li> </ol> <p>That's it—you're good to go!</p> </li> </ul>
6.	<b>Will my login ID remain the same?</b>	<ul style="list-style-type: none"> <li>▪ Yes, your Unifi TV ID (example@iptv) stays the same. You can find it via: <ul style="list-style-type: none"> <li>▪ Your monthly Unifi bill</li> <li>▪ MyUnifi or Unifi UniVerse app</li> <li>▪ A confirmation email from Unifi (<a href="mailto:no-reply@tm.com.my">no-reply@tm.com.my</a>) after successful installation</li> </ul> </li> </ul>
7.	<b>What are the main features of the new Unifi TV app?</b>	<ul style="list-style-type: none"> <li>▪ Here's why the new <b>Unifi TV 2.0</b> app is such a game-changer: <ul style="list-style-type: none"> <li>▪ <b>All-in-one access:</b> Explore and access everything, from 70+ premium Unifi TV channels and over 20+ streaming apps—no need to switch between apps.</li> <li>▪ <b>Easy search:</b> Find content across all other streaming apps using universal search by your favourite actor, title or genre.</li> <li>▪ <b>Personalised profiles:</b> Get tailored recommendations for every viewer profile under your account.</li> <li>▪ <b>Watch anytime, anywhere:</b> On Android TV boxes, mobile phones, tablets or smart TVs—your shows sync instantly across all devices.</li> </ul> </li> </ul>
8.	<b>Will my bill or subscription change?</b>	<ul style="list-style-type: none"> <li>▪ Not at all. Your current Unifi TV subscription fees will remain the same—there will be no changes to your monthly charges or subscription.</li> </ul>
9.	<b>How do I download the new Unifi TV 2.0 app?</b>	<ul style="list-style-type: none"> <li>▪ From 3 July 2025, just follow these simple steps: <ol style="list-style-type: none"> <li>1. Search for “<b>Unifi TV 2.0</b>” in the Google Play Store (Android), App Store (iOS) or Huawei AppGallery, and download the app.</li> <li>2. Select the app with the name and icon labelled “<b>Unifi TV 2.0</b>” shown below: <div data-bbox="630 1635 766 1774" data-label="Image">  </div> </li> <li>3. Sign in with your Unifi TV ID (example@iptv) and password. You can find your Unifi TV ID in your monthly Unifi bill, the MyUnifi or Unifi UniVerse app or in the email notification from Unifi.</li> <li>4. To complete your first-time login, you'll be prompted to update your password.</li> </ol> </li> </ul>

10.	<p><b>I am an existing Unifi TV customer (subscribed before 3 July 2025). Why can't I log in to the new Unifi TV 2.0 app?</b></p>	<ul style="list-style-type: none"> <li>▪ At the moment, the new <b>Unifi TV 2.0</b> app is available to new customers who subscribed from 3 July 2025.</li> <li>▪ If you're an existing Unifi TV customer, you're not recommended to use the new app just yet. You'll receive an official notification from Unifi starting 24 July 2025 once your account is ready to be upgraded to the new platform. Until then, please continue using the current Unifi TV app.</li> <li>▪ If you're an existing Unifi TV standalone customer (non-Unifi broadband), please install the <b>Unifi TV 2.0</b> app and sign up for a new account with your email address.</li> </ul>						
11.	<p><b>I am not a Unifi customer. Can I download and sign up to the new Unifi TV 2.0 app starting 3 July 2025?</b></p>	<ul style="list-style-type: none"> <li>▪ Yes! Starting 3 July 2025, you can download and sign up as a new user to the new <b>Unifi TV 2.0</b> app using your email address and enjoy 16 free channels.</li> <li>▪ Here's how you can get started:             <ol style="list-style-type: none"> <li>1. Search for "<b>Unifi TV 2.0</b>" in the Google Play Store (Android), App Store (iOS) or Huawei AppGallery, and download the app.</li> <li>2. Select the app with the name and icon labelled "<b>Unifi TV 2.0</b>" shown below:                 <div data-bbox="630 974 769 1108" style="text-align: center;">  </div> </li> <li>3. As a new Unifi TV customer, sign up using your email address.</li> <li>4. Enter the One-Time Password (OTP) sent to your email.</li> <li>5. Update your mobile number.</li> <li>6. Start streaming instantly!</li> </ol> </li> <li>▪ To enjoy the full range of Unifi TV channels and streaming apps, explore the Unifi TV Packs and broadband offerings at <a href="https://unifi.com.my/universe">https://unifi.com.my/universe</a>.</li> </ul>						
12.	<p><b>Do I need to be present when the Unifi installer sets up the Unifi TV Box and Unifi TV 2.0 app?</b></p>	<ul style="list-style-type: none"> <li>▪ Yes, as the account owner, you need to be present during installation because the installer will require a One-Time Password (OTP) to complete the setup.</li> <li>▪ The OTP will be sent to your registered mobile number or email address.</li> <li>▪ If you're unable to be there, please ensure your authorised representative can contact you to retrieve and provide the OTP.</li> </ul>						
13.	<p><b>I have tried the new Unifi TV 2.0 app. Can I switch back to the old Unifi TV app?</b></p>	<ul style="list-style-type: none"> <li>▪ Your Unifi TV account is now powered by the latest platform, so going back to the older version is not possible. But rest assured—the new experience is designed to give you everything you love, and more!</li> </ul>						
14.	<p><b>What devices support the new Unifi TV 2.0 app?</b></p>	<ul style="list-style-type: none"> <li>▪ Here's a detailed list of supported devices and platforms:</li> </ul> <table border="1" data-bbox="566 1960 1428 2027"> <thead> <tr> <th style="background-color: #003366; color: white;">CATEGORY</th> <th style="background-color: #003366; color: white;">PLATFORM</th> <th style="background-color: #003366; color: white;">VERSION</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"> </td> <td> </td> <td> </td> </tr> </tbody> </table>	CATEGORY	PLATFORM	VERSION			
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		<table border="1"> <tbody> <tr> <td rowspan="4"><b>Mobile/Tablet</b></td> <td>iOS</td> <td>iOS 14.0+</td> </tr> <tr> <td>iPad</td> <td>iPad OS 14.0+</td> </tr> <tr> <td>Android Mobile/Tablet</td> <td>Android 7.1+</td> </tr> <tr> <td>Huawei</td> <td>GMS (Android Variant)</td> </tr> <tr> <td rowspan="4"><b>Web Browsers (Windows OS &amp; MacOS)</b></td> <td>Web Chrome</td> <td>Latest 3 major versions</td> </tr> <tr> <td>Web Firefox</td> <td>Latest 3 major versions</td> </tr> <tr> <td>Web Edge</td> <td>Latest 3 major versions</td> </tr> <tr> <td>Web Safari</td> <td>12+</td> </tr> <tr> <td rowspan="3"><b>Mobile Browsers</b></td> <td>Android Chrome</td> <td>Latest 3 major versions</td> </tr> <tr> <td>Mobile Safari</td> <td>iOS 14+</td> </tr> <tr> <td>Android Firefox</td> <td>Latest 3 major versions</td> </tr> <tr> <td rowspan="3"><b>Smart TVs</b></td> <td>Android TV (Retail STB &amp; CTV)</td> <td>Android 7.1+</td> </tr> <tr> <td>Samsung Tizen</td> <td>Tizen (2021+)</td> </tr> <tr> <td>LG WebOS</td> <td>LG (2020+)</td> </tr> <tr> <td><b>Android Operator Tier Launcher</b></td> <td>Android OS</td> <td>OS 10+</td> </tr> <tr> <td><b>Casting</b></td> <td>Apple AirPlay</td> <td>iOS 14.0+</td> </tr> <tr> <td><b>Chromecast</b></td> <td>Google Chromecast</td> <td>Cast V3</td> </tr> </tbody> </table>	<b>Mobile/Tablet</b>	iOS	iOS 14.0+	iPad	iPad OS 14.0+	Android Mobile/Tablet	Android 7.1+	Huawei	GMS (Android Variant)	<b>Web Browsers (Windows OS &amp; MacOS)</b>	Web Chrome	Latest 3 major versions	Web Firefox	Latest 3 major versions	Web Edge	Latest 3 major versions	Web Safari	12+	<b>Mobile Browsers</b>	Android Chrome	Latest 3 major versions	Mobile Safari	iOS 14+	Android Firefox	Latest 3 major versions	<b>Smart TVs</b>	Android TV (Retail STB & CTV)	Android 7.1+	Samsung Tizen	Tizen (2021+)	LG WebOS	LG (2020+)	<b>Android Operator Tier Launcher</b>	Android OS	OS 10+	<b>Casting</b>	Apple AirPlay	iOS 14.0+	<b>Chromecast</b>	Google Chromecast	Cast V3
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15.	<b>Who should I contact if I need any assistance on this upgrade?</b>	<ul style="list-style-type: none"> <li>▪ You can reach out to us via our digital platforms: <ul style="list-style-type: none"> <li>▪ Live Chat at <a href="https://maya.unifi.com.my">https://maya.unifi.com.my</a> or MyUnifi app/Unifi UniVerse app</li> <li>▪ Email – <a href="mailto:help@tm.com.my">help@tm.com.my</a></li> <li>▪ Facebook – <a href="https://www.facebook.com/weareunifi/">https://www.facebook.com/weareunifi/</a></li> <li>▪ X (Twitter) – <a href="https://x.com/unifi">https://x.com/unifi</a></li> </ul> </li> </ul>																																									

## UPGRADING EXISTING UNIFI TV CUSTOMERS

16.	<b>How do I know if I can upgrade to the Unifi TV 2.0 app, and what should I do?</b>	<ul style="list-style-type: none"> <li>▪ Existing Unifi TV customers will be notified in phases about the upgrade starting from 24 July 2025 onwards, via email and SMS.</li> <li>▪ Upgrade timeline:             <ul style="list-style-type: none"> <li>▪ Customers with Unifi TV Pack + Unifi TV Box (Android box, black colour)—24 July to 27 August 2025</li> <li>▪ Customers with Unifi TV Pack + Unifi TV Box (white or silver colour)—24 July to 11 November 2025</li> <li>▪ Customers with Unifi TV Pack without any Unifi TV Box—24 July to 8 August 2025</li> </ul> </li> </ul> <p><i>*Note: This information is correct at the time of publication and may be subject to change.</i></p> <ul style="list-style-type: none"> <li>▪ Here's what to expect:             <ul style="list-style-type: none"> <li>▪ You'll receive an email from Unifi one (1) week before your upgrade date, informing you of the scheduled upgrade and a reminder that new Unifi TV purchases will be disabled four (4) days before the upgrade.</li> <li>▪ You'll also receive an SMS one (1) day before the upgrade. If you have the black Android Unifi TV Box, please ensure the box is plugged in and powered on (standby mode) to allow the firmware upgrade.</li> </ul> </li> <li>▪ After the upgrade:             <ul style="list-style-type: none"> <li>▪ You'll get an SMS confirming the upgrade is complete.</li> <li>▪ To start enjoying <b>Unifi TV 2.0</b> app, follow these steps:                 <ol style="list-style-type: none"> <li>1. Download or update the Unifi TV app to the <b>Unifi TV 2.0</b> version on your Unifi TV Box, mobile device or smart TV via <a href="https://onelink.to/sr7j6p">https://onelink.to/sr7j6p</a>. You can also access it via the web at <a href="https://unifitv.com.my">https://unifitv.com.my</a></li> <li>2. Sign in using your Unifi TV ID (e.g. example@iptv)</li> <li>3. Set a new password</li> <li>4. Reset your 6-digit PIN</li> </ol> </li> </ul> </li> </ul>
17.	<b>The contact details shown for my One-Time Password (OTP) are outdated. How can I update them?</b>	<ul style="list-style-type: none"> <li>▪ The <b>Unifi TV 2.0</b> app uses your billing contact details. To update your phone number and email address, follow these simple steps:             <ol style="list-style-type: none"> <li>1. Open the MyUnifi app and log in using your email</li> <li>2. Tap "<b>Account</b>" on the bottom menu</li> <li>3. Select your relevant Unifi account</li> <li>4. Tap the "<b>More</b>" tab</li> <li>5. Go to "<b>Account Info</b>" and update your billing contact details there</li> </ol> </li> </ul>
18.	<b>I am a Unifi TV Pack customer with the black Android Unifi TV Box. What should I do after I am</b>	<ul style="list-style-type: none"> <li>▪ Once you receive an SMS from Unifi 61000 or seen the on-screen notification, please ensure that your Unifi TV Box is plugged in powered on (standby mode) so it can receive the firmware upgrade.</li> </ul>

	<b>upgraded to Unifi TV 2.0?</b>	<ul style="list-style-type: none"> <li>▪ If the firmware is not automatically upgraded, you can manually do so – go to Unifi TV Box Settings &gt; Device Preferences &gt; About &gt; System Update</li> <li>▪ Once the upgrade is complete, reboot your Unifi TV Box to finalise the <b>Unifi TV 2.0</b> app update and sign in with your Unifi TV ID (example@iptv) to ensure you can continue to enjoy your Unifi TV Pack entitled channels &amp; streaming apps.</li> <li>▪ You can download <b>Unifi TV 2.0</b> app on your mobile device or smart TV and sign in with your Unifi TV ID (example@iptv) to stream anytime, anywhere.</li> <li>▪ You are also required to reset a new password on Unifi TV 2.0 app to complete your sign in.</li> </ul>
19.	<b>I am a Unifi TV Pack customer with the older TV Box (white/silver colour). What should I do after I am upgraded to Unifi TV 2.0?</b>	<ul style="list-style-type: none"> <li>▪ Once you receive an SMS from Unifi 61000 or seen the on-screen notification, you will not be able to use the white/silver Unifi TV Box as it is already obsolete.</li> <li>▪ You may refer to Question 21 on how to get the latest Unifi TV Box (black, Android TV Box).</li> <li>▪ You can download <b>Unifi TV 2.0</b> app on your mobile device or smart TV and sign in with your Unifi TV ID (example@iptv) to stream anytime, anywhere.</li> <li>▪ You are also required to reset a new password on Unifi TV 2.0 app to complete your sign in.</li> </ul>
20.	<b>I am a Unifi TV Pack customer without a Unifi TV Box. What should I do after I am upgraded to Unifi TV 2.0?</b>	<ul style="list-style-type: none"> <li>▪ Once you receive an SMS from Unifi 61000 or seen the on-screen notification, you can download <b>Unifi TV 2.0</b> app on your mobile device or smart TV and sign in with your Unifi TV ID (example@iptv) to stream anytime, anywhere.</li> <li>▪ You are also required to reset a new password on Unifi TV 2.0 app to complete your sign in.</li> </ul>
21.	<b>I am a Unifi TV Pack customer without a Unifi TV Box. How can I get the latest Unifi TV Box?</b>	<ul style="list-style-type: none"> <li>▪ You can upgrade your Unifi TV Pack such as the Family Pack, Ultimate Plus Pack or Ultimate Max Pack, which includes the latest Unifi TV Box. For more information, explore here <a href="https://unifi.com.my/tv/index.html#tv-packs/consumer-packs">https://unifi.com.my/tv/index.html#tv-packs/consumer-packs</a></li> <li>▪ Alternatively, you can add on the Unifi TV Box from as low as RM20/month (for 24 months) via the MyUnifi app or Unifi UniVerse app.</li> </ul>
22.	<b>Why can't I make new Unifi TV purchases?</b>	<ul style="list-style-type: none"> <li>▪ There is a purchase freeze for existing Unifi TV customers four (4) days before your scheduled upgrade date.</li> <li>▪ You'll be informed about this and your upgrade schedule via email from Unifi.</li> </ul>
23.	<b>I have signed in Unifi TV 2.0 app with my email address. Why</b>	<ul style="list-style-type: none"> <li>▪ If you have a Unifi TV Pack/Unifi TV account, your entitlement is linked to your Unifi TV ID, and not your email address.</li> </ul>

	<p><b>can't I see my Unifi TV Pack entitlement anymore?</b></p>	<ul style="list-style-type: none"> <li>▪ You can find your Unifi TV ID in your monthly Unifi bill, the MyUnifi or Unifi UniVerse app or in the email notification from Unifi.</li> <li>▪ When you sign in with your email address, you will be registered as a new customer without Unifi TV Pack and not able to enjoy your entitlement.</li> </ul>
<p><b>DELIVERY OF NEW UNIFI TV BOX TO ELIGIBLE CUSTOMERS ONLY</b></p>		
24.	<p><b>Who is eligible to receive the new Unifi TV Box?</b></p>	<ul style="list-style-type: none"> <li>▪ We've identified a group of eligible customers who will receive the new Unifi TV Box (Android box, black colour) as part of the <b>Unifi TV 2.0</b> upgrade.</li> <li>▪ If you're one of them, you'll receive a WhatsApp message from Unifi about your Unifi TV Box delivery starting 24 July 2025 onwards.</li> </ul>
25.	<p><b>Will I be charged or have my contract renewed for the new Unifi TV Box?</b></p>	<ul style="list-style-type: none"> <li>▪ If you're eligible for the new Unifi TV Box as part of this <b>Unifi TV 2.0</b> upgrade, you won't be charged anything extra and your existing Unifi TV subscription contract will not be renewed.</li> </ul>
26.	<p><b>When will I receive my new Unifi TV Box?</b></p>	<ul style="list-style-type: none"> <li>▪ If you're eligible, your new Unifi TV Box will be delivered within seven (7) working days from the day you receive the SMS with your delivery tracking number.</li> </ul>
27.	<p><b>How can I track my order?</b></p>	<ul style="list-style-type: none"> <li>▪ Once your Unifi TV Box is shipped, you'll receive an SMS with your delivery tracking number. You can track it via SKYNET portal at <a href="https://www.skynet.com.my/track">https://www.skynet.com.my/track</a></li> </ul>
28.	<p><b>How will I be informed about the Unifi TV 2.0 upgrade and the box delivery?</b></p>	<ul style="list-style-type: none"> <li>▪ If you're eligible, you'll receive both a WhatsApp message and SMS from Unifi to inform you about the Unifi TV Box delivery and the <b>Unifi TV 2.0</b> upgrade.</li> </ul>
29.	<p><b>What should I do once I have received the new Unifi TV Box?</b></p>	<ul style="list-style-type: none"> <li>▪ After receiving your new Unifi TV Box, please wait for an on-screen notification on your current Unifi TV Box stating that you can no longer use Unifi TV app.</li> <li>▪ Once that appears, you can install and set up your new Unifi TV Box on your TV. You can refer to the guide card included in the box or refer to the video guide here <a href="https://www.youtube.com/watch?v=fMR_IXn9t5Y">https://www.youtube.com/watch?v=fMR_IXn9t5Y</a></li> <li>▪ To complete your setup, follow these steps: <ol style="list-style-type: none"> <li>1. Update the Unifi TV app to <b>Unifi TV 2.0</b> on your new Unifi TV Box from the app store</li> <li>2. Sign in using your Unifi TV ID (e.g. example@iptv)</li> <li>3. Set a new password</li> <li>4. Reset your 6-digit PIN</li> </ol> </li> </ul>
30.	<p><b>I have not received my new</b></p>	<ul style="list-style-type: none"> <li>▪ We're very sorry for the inconvenience. While waiting for your new TV box to arrive, you can still enjoy your favourite shows</li> </ul>

	<p><b>Unifi TV Box yet, but my Unifi TV app is already upgraded. How can I continue watching my favourite shows?</b></p>	<p>using the new <b>Unifi TV 2.0</b> app on your mobile device or smart TV. Here's how:</p> <ol style="list-style-type: none"> <li>1. Search for "<b>Unifi TV 2.0</b>" in the Google Play Store (Android), App Store (iOS) or Huawei AppGallery, and download the app.</li> <li>2. Look for the app named and labelled "<b>Unifi TV 2.0</b>" with the matching icon:           <div data-bbox="671 454 810 591" data-label="Image">  </div> </li> <li>3. Sign in using your Unifi TV ID (e.g. example@iptv) and password. You can find your Unifi TV ID in your monthly Unifi bill, MyUnifi app, Unifi UniVerse app or in the email notification from Unifi.</li> <li>4. To complete your first-time login, you'll be prompted to update your password.</li> </ol> <ul style="list-style-type: none"> <li>▪ You can also stream via the new <b>Unifi TV 2.0</b> web at <a href="https://unifitv.com.my">https://unifitv.com.my</a></li> </ul>
<p>31.</p>	<p><b>Who can I contact if I need help with the new Unifi TV Box?</b></p>	<ul style="list-style-type: none"> <li>▪ We're here to help! Call us at 1-800-88-5059, available Monday to Friday, from 8.30am to 5.00pm.</li> </ul>
<p><b>3-MONTH ACCESS TO DISNEY+ HOTSTAR (FOR ELIGIBLE CUSTOMERS ONLY)</b></p>		
<p>32.</p>	<p><b>Who is eligible to receive this offer?</b></p>	<ul style="list-style-type: none"> <li>▪ We've identified a group of eligible customers who will receive three (3) months of access to the Disney+ Hotstar streaming app.</li> <li>▪ If you're one of them, you'll receive an SMS from Unifi on the day your <b>Unifi TV 2.0</b> upgrade is completed between 29 July and 8 August 2025.</li> </ul>
<p>33.</p>	<p><b>Will I be notified if I am eligible?</b></p>	<ul style="list-style-type: none"> <li>▪ Yes, you'll receive two (2) SMS notifications from Unifi:           <ul style="list-style-type: none"> <li>▪ On the day of your <b>Unifi TV 2.0</b> upgrade: <b>RM0 Unifi: Your Unifi TV is now upgraded to Unifi TV 2.0! To celebrate, you'll enjoy 3 months of FREE Disney+ Hotstar. We'll send your access details via SMS within 7 days. Happy streaming!</b></li> <li>▪ Upon successful provisioning of Disney+ Hotstar (between 29 July – 8 August 2025): <b>RM0 Unifi: Yay! You've got 3 months of FREE Disney+ Hotstar! Download the app from your app store and log in with this mobile number to start streaming.</b></li> </ul> </li> </ul>
<p>34.</p>	<p><b>How do I start streaming Disney+ Hotstar?</b></p>	<ul style="list-style-type: none"> <li>▪ Once you receive the confirmation SMS from Unifi:           <ol style="list-style-type: none"> <li>1. Download the Disney+ Hotstar streaming app on your phone, tablet or smart TV</li> </ol> </li> </ul>

		<ol style="list-style-type: none"> <li>2. Log in using the mobile number that received the SMS</li> <li>3. Follow the on-screen instructions</li> <li>4. Once complete, you can start streaming the best titles from Disney, Pixar, Marvel, Star Wars, National Geographic and more!</li> </ol>
35.	<b>When does the 3-month access begin?</b>	<ul style="list-style-type: none"> <li>▪ Your 3-month access to the Disney+ Hotstar streaming app starts on the same day you receive the confirmation SMS from Unifi.</li> </ul>
36.	<b>What happens after my 3-month access ends?</b>	<ul style="list-style-type: none"> <li>▪ Your access to the Disney+ Hotstar streaming app will automatically end three (3) months after you receive the confirmation SMS from Unifi.</li> <li>▪ You can continue streaming the Disney+ Hotstar app by subscribing to it as an a la carte subscription from RM16.00/month, with no contract or commitment. Subscribe via the MyUnifi app or the Selfcare portal at <a href="https://selfcare.unifi.com.my/service/tvapps/ala-carte">https://selfcare.unifi.com.my/service/tvapps/ala-carte</a></li> </ul>