

**FREQUENTLY ASKED QUESTIONS (FAQ)
UNIFI TV 2.0 FREE TRIAL EXTENSION CAMPAIGN**

UNIFI TV 2.0 LAUNCH CAMPAIGN														
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 across all Unifi TV channels and streaming apps until 30 June 2026 , so you can enjoy the best entertainment on the new Unifi TV 2.0 app!												
2.	Who is entitled to this campaign offering?	<p>All Unifi Home and Unifi Mobile subscribers who want to try Unifi TV for the first time are eligible to enjoy free viewing access to Unifi TV channels and streaming apps.</p> <p>Below are the details:</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Offering</th> <th>Campaign Period</th> </tr> </thead> <tbody> <tr> <td>Unifi TV Pack subscribers</td> <td>Free first (1st) month of selected streaming apps when you subscribe a la carte during the campaign period</td> <td>13 September 2025 – 30 June 2026</td> </tr> <tr> <td>Unifi Home broadband, Unifi Mobile Postpaid & Unifi Mobile Prepaid subscribers (first-time trying Unifi TV & without Unifi TV Packs)</td> <td>30-day free viewing of all channels when you accept the offer on the Unifi TV 2.0 app during the campaign period <i>Note: Channels excluded from this campaign are listed in Question 9</i></td> <td>13 September 2025 – 30 June 2026</td> </tr> <tr> <td>Non-Unifi subscribers</td> <td>Free access to 16 channels</td> <td>Permanent</td> </tr> </tbody> </table>	Category	Offering	Campaign Period	Unifi TV Pack subscribers	Free first (1 st) month of selected streaming apps when you subscribe a la carte during the campaign period	13 September 2025 – 30 June 2026	Unifi Home broadband, Unifi Mobile Postpaid & Unifi Mobile Prepaid subscribers (first-time trying Unifi TV & without Unifi TV Packs)	30-day free viewing of all channels when you accept the offer on the Unifi TV 2.0 app during the campaign period <i>Note: Channels excluded from this campaign are listed in Question 9</i>	13 September 2025 – 30 June 2026	Non-Unifi subscribers	Free access to 16 channels	Permanent
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Non-Unifi subscribers	Free access to 16 channels	Permanent												
3.	Where do I redeem the 30-day free viewing of Unifi TV channels and streaming apps?	You can redeem this offer on the official Unifi TV website at https://unifi.com.my/free .												
FREE VIEWING OF UNIFI TV CHANNELS														
4.	Who is eligible to enjoy the free viewing of all channels offering?	The free viewing is available to Unifi Home broadband and Unifi Mobile customers who are trying Unifi TV for the first time.												

<p>5. What channels can I enjoy during the free viewing period?</p>	<p>Below are the channels you can enjoy during the free viewing period:</p> <table border="1" data-bbox="667 163 1513 645"> <thead> <tr> <th data-bbox="667 163 940 199">Category</th> <th data-bbox="940 163 1513 199">Access During Campaign Period</th> </tr> </thead> <tbody> <tr> <td data-bbox="667 199 940 405">Unifi TV Pack subscribers</td> <td data-bbox="940 199 1513 405"> <ul style="list-style-type: none"> Access to all premium channels and their on-demand "Catch Up" content within your subscribed Unifi TV Pack entitlements. </td> </tr> <tr> <td data-bbox="667 405 940 575">Unifi Home broadband and Unifi Mobile subscribers</td> <td data-bbox="940 405 1513 575"> <ul style="list-style-type: none"> Redeem a 30-day free trial to enjoy all premium channels and their on-demand "Catch Up" content. </td> </tr> <tr> <td data-bbox="667 575 940 645">Non-Unifi subscribers</td> <td data-bbox="940 575 1513 645"> <ul style="list-style-type: none"> Access to 16 channels. </td> </tr> </tbody> </table> <p>For more details, please visit https://unifi.com.my/free</p> <p><i>*TM reserves the right to remove, replace, reduce or add Unifi TV channels participating in this campaign.</i></p>	Category	Access During Campaign Period	Unifi TV Pack subscribers	<ul style="list-style-type: none"> Access to all premium channels and their on-demand "Catch Up" content within your subscribed Unifi TV Pack entitlements. 	Unifi Home broadband and Unifi Mobile subscribers	<ul style="list-style-type: none"> Redeem a 30-day free trial to enjoy all premium channels and their on-demand "Catch Up" content. 	Non-Unifi subscribers	<ul style="list-style-type: none"> Access to 16 channels.
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<p>6. How do I watch all the Unifi TV channels offered during this campaign period?</p>	<p>All eligible customers must redeem their 30-day free trial access between 13 September 2025 and 30 June 2026.</p> <p>Follow these simple steps:</p> <ol style="list-style-type: none"> Go to https://unifi.com.my/free Click the 'Redeem Now' button. Log in with your registered email address (the same email used for the MyUnifi or Unifi UniVerse app) and OTP. Click 'Redeem Now' on the free trial poster to proceed. Create your new Unifi TV ID (e.g. example@iptv). Once you receive the welcome notification, choose one of the following options: <ul style="list-style-type: none"> 'Watch Now' – Install or launch the Unifi TV 2.0 app, then sign in with your new Unifi TV ID (not your email address) to start enjoying your free trial of Unifi TV channels. 'Redeem Streaming App' – Redeem your free trial of up to 14 streaming apps by subscribing a la carte (you can cancel anytime before the second-month billing starts). Check your email and SMS from Unifi for more details after redeeming the free trial. <p>After redeeming the free trial, you can stream on these platforms (using your Unifi TV ID, e.g. example@iptv):</p> <ol style="list-style-type: none"> Unifi TV Box – Watch via the Unifi TV 2.0 app. Mobile, tablet or smart TV – Stream anytime, anywhere via the Unifi TV 2.0 app on compatible mobile devices. Check the full list at https://unifi.com.my/tv/faq/tv-apps Web browser – Watch on the Unifi TV website at https://unifitv.com.my <p>Need a quick visual guide? Check out the following videos:</p> <ol style="list-style-type: none"> Existing Unifi Home customers (before 17 March 2025): https://youtu.be/vgoamqDo53o New Unifi Home customers (from 17 March 2025), UNI5G Mobile Postpaid & Prepaid customers: https://youtu.be/jrjDiN328Fo 								

		For more details on this free-trial campaign, visit https://unifi.com.my/free								
7.	I am a currently a Unifi TV Pack subscriber or previously subscribed to a Unifi TV Pack. Can I enjoy free viewing of all channels during this campaign period?	No, you will not be eligible for the free viewing offer. This campaign is exclusively for Unifi Home and Unifi Mobile customers who are trying Unifi TV for the first time with a new Unifi TV ID.								
8.	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.								
9.	Why can't I view some of the premium channels on the Unifi TV app during this free viewing?	<p>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.</p> <p>Below are the channels not included in the free viewing offer:</p> <ol style="list-style-type: none"> 1. beIN SPORTS 1–4 – available for free viewing only from 26 January to 8 February 2026 2. SPOTV & SPOTV 2 – available for free viewing only until 11 January 2026 3. Cartoon Network – available for free viewing only until 31 January 2026 4. HGTV – available for free viewing only until 31 January 2026 5. Asian Food Network – available for free viewing only until 31 January 2026 6. Warner TV – available for free viewing only until 31 January 2026 7. HBO – available for free viewing only until 31 January 2026 8. HBO Hits – available for free viewing only until 31 January 2026 9. HBO Family – available for free viewing only until 31 January 2026 10. Cinemax – available for free viewing only until 31 January 2026 								
10.	How can I subscribe to my favourite channels after the free viewing period?	<p>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.</p> <p>For more details on Unifi TV Packs, visit https://unifi.com.my/consumer.</p>								
11.	What will happen after the free viewing campaign period ends?	<p>Once the free viewing campaign ends, you will continue to enjoy the following based on your subscription type:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #333; color: white;">Categories</th> <th style="background-color: #333; color: white;">After Campaign Period</th> </tr> </thead> <tbody> <tr> <td>Unifi TV Pack subscribers</td> <td> <ul style="list-style-type: none"> • Access to your existing Unifi TV Pack entitlements </td> </tr> <tr> <td>Unifi Home broadband and Unifi Mobile subscribers</td> <td> <ul style="list-style-type: none"> • 16 free channels </td> </tr> <tr> <td>Non-Unifi subscribers</td> <td> <ul style="list-style-type: none"> • 16 free channels </td> </tr> </tbody> </table>	Categories	After Campaign Period	Unifi TV Pack subscribers	<ul style="list-style-type: none"> • Access to your existing Unifi TV Pack entitlements 	Unifi Home broadband and Unifi Mobile subscribers	<ul style="list-style-type: none"> • 16 free channels 	Non-Unifi subscribers	<ul style="list-style-type: none"> • 16 free channels
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FREE TRIAL OF STREAMING APPS		
12. Who is eligible to enjoy the free trial of streaming apps?		<p>The free trial offering is only applicable to eligible customers who subscribe to a selected streaming app for the first time with Unifi.</p> <p>The following customers are eligible:</p> <ol style="list-style-type: none"> a) All Unifi TV customers b) All Unifi Home broadband and Unifi Mobile customers
13. What are the streaming apps included in this campaign?		<p>The streaming apps included in this campaign are as follows:</p> <ol style="list-style-type: none"> 1. Disney+ (Basic, Premium Monthly & Premium Quarterly Plans) 2. BBC Player 3. Viu 4. Vidio 5. YOUKU 6. WeTV 7. iQIYI (Premium & Basic Plans) 8. MangoTV – starting 29 January 2026 9. SIAR 10. CMGO 11. TVBAnywhere+ (Channel, VOD & Premium Zones) 12. YuppTV
14. How do I redeem the first-month free trial?		<p>You can redeem any of the participating streaming apps via Unifi TV website at https://unifi.com.my/free. Just follow the easy steps below:</p> <p>For existing Unifi Home broadband customers (before 17 March 2025):</p> <ol style="list-style-type: none"> 1. Go to https://unifi.com.my/free 2. Click the 'Redeem Now' button. 3. Log in with your registered email address (the same email used for the MyUnifi app) and OTP. 4. Click 'Redeem Now' on the free trial poster to proceed. 5. Under 'Choose Unifi TV Plan' dropdown selection, select 'A la carte' and choose the streaming app you would like to try for the first time with Unifi. 6. Verify your ID, complete a quick face scan and confirm your personal details. 7. Create your new Unifi TV ID (e.g. example@iptv) and confirm your subscription details. 8. Once you receive the welcome notification, choose one of the following options: <ul style="list-style-type: none"> • 'Watch Now' – Install or launch the Unifi TV 2.0 app, then sign in with your new Unifi TV ID (not your email address) to start enjoying your free trial of streaming apps. • 'Redeem Streaming App' – Redeem your free trial of up to 14 streaming apps by subscribing a la carte (you can cancel anytime before the second-month billing starts). 8. Check your email and SMS from Unifi for more details after redeeming the free trial. <p><i>Notes:</i> <i>*Due to ongoing system migration, please note that a new Unifi account and bill will reflect your streaming app subscriptions and free trial</i></p>

		<p>redemptions. **Additional steps are required to activate HBO Max and CMGO streaming apps. Please refer to the email you receive from Unifi or from the respective streaming app providers.</p> <p><u>For new Unifi Home broadband customers (from 17 March 2025), UNI5G Mobile Postpaid customers and Unifi TV Pack customers:</u></p> <ol style="list-style-type: none"> 1. Go to https://unifi.com.my/free 2. Click the 'Redeem Now' button. 3. Log in with your registered email address (the same email used for the Unifi UniVerse app) and OTP. 4. Select your relevant Unifi account. 5. Select 'Streaming App' and click 'Add subscription'. 6. Choose the streaming app you would like to try for the first time with Unifi and proceed. 7. Confirm your subscription details. 8. Once you receive the welcome notification, choose one of the following options: <ul style="list-style-type: none"> • 'Watch Now' – Install or launch Unifi TV 2.0 app, then sign in with your new Unifi TV ID (not your email address) to start enjoying your free trial of streaming apps. • 'Return' – Go back to view the summary of your Unifi TV account. 9. Check your email and SMS from Unifi for more details after redeeming the free trial. <p>Notes: *Additional steps are required to activate HBO Max and CMGO streaming apps. Please refer to the email you receive from Unifi or from the respective streaming app providers.</p>
<p>15.</p>	<p>I am an existing Unifi Home customer (before 17 March 2025). Why do I have to create a new account and bill when I redeem the streaming app free trial?</p>	<p>Due to the ongoing system migration, a new Unifi account and bill will be created to reflect your streaming app subscription and free trial redemption.</p>
<p>16.</p>	<p>Can I subscribe to multiple streaming apps and still enjoy the first-month free trial?</p>	<p>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 (13 September 2025 – 30 June 2026) and it is your first time subscribing to the chosen streaming app with Unifi.</p>
<p>17.</p>	<p>I currently have this streaming app subscription a la carte with Unifi. Can I terminate my subscription and re-subscribe to enjoy the first-month free trial?</p>	<p>This campaign is only applicable to first-time subscribers of the chosen streaming app with Unifi.</p> <p>If you choose to terminate your current a la carte subscription with Unifi, you will still have access to the streaming app until your current activation period ends. However, when you re-subscribe to the same streaming app, you will not be eligible for the first-month free trial, as you have previously subscribed to this app.</p>
<p>18.</p>	<p>I currently have this streaming app subscription outside of Unifi. Can I still redeem the first-month free trial?</p>	<p>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.</p> <p>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.</p>

19.	I previously subscribed to one of the streaming apps, but I am no longer subscribed to it. Can I subscribe again to enjoy the first-month free trial?	No, you will not be eligible for the first-month free trial. This campaign is only applicable to first-time subscribers of the selected streaming app with Unifi.
20.	I subscribed to a streaming app during the campaign period. Then I terminated and re-subscribed 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 2025 – 30 June 2026.
21.	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 14 for the steps to subscribe.
22.	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 (2 nd) month onwards, you will continue with the same streaming app plan you subscribed to, and you will be charged the monthly subscription fee.
23.	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.
24.	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		
25.	Who should I contact if I need further information 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@unifi.com.my • Facebook: https://www.facebook.com/weareunifi/ • X (Twitter): https://x.com/unifi