

**FREQUENTLY ASKED QUESTIONS (FAQ)
UNIFI TV FREE VIEWING CAMPAIGN**

GENERAL INFORMATION		
NO.	QUESTION	ANSWER
1.	What is this campaign about?	In conjunction with Hari Kebangsaan and Hari Malaysia, Unifi TV is offering a Free Viewing period for everyone in Malaysia from 31 August 2026 to 30 September 2026. During this period, everyone in Malaysia can enjoy complimentary access to all available Unifi TV channels including Live TV, Catch Up and SVOD, at no additional subscription charge. Let's come together to celebrate our nation and enjoy more of the content you love with Unifi TV.
2.	Who can enjoy the Free Viewing campaign?	The Free Viewing campaign is open to everyone in Malaysia. Simply download the Unifi TV 2.0 app, sign in or sign up for an account, and enjoy the free viewing during the campaign period.
3.	What channels can I enjoy during the free viewing period?	You can enjoy all 70+ premium channels such as HBO, Cinemax, beIN SPORTS, tvN Movies and more, including their on-demand Catch Up content, along with 16 free channels during this period. You can view the full list of channels here: https://unifi.com.my/tv/channels *TM reserves the right to remove, replace, reduce or add Unifi TV channels participating in this campaign.
4.	How do I watch the Unifi TV channels offered during this campaign?	You can enjoy the channels through the Unifi TV 2.0 app, Smart TV, Android TV, web browser or Unifi TV Box. Mobile Phone 1. Install the Unifi TV 2.0 app on your mobile device and open the app. 2. Tap "Sign In" if you are an existing Unifi TV subscriber or tap "Sign Up" and follow the steps to create an account if you are new. 3. Log in with your Unifi TV ID and password, or your email and OTP. 4. Start streaming! Smart TV or Android TV 1. Install the Unifi TV 2.0 app and open the app. 2. Tap "Personal". 3. On your TV screen, choose one of the two sign-in methods below: Via Mobile App: i. Open the Unifi TV 2.0 app on your mobile phone. ii. Tap the Menu icon at the top right. iii. Tap "Pair Your TV". iv. Scan the QR code displayed on your TV screen. Via Web Browser: i. Go to https://unifitv.com.my/activate ii. Enter the code displayed on your TV screen.

		4. Select your Profile. 5. Start streaming! Web Browser 1. Go to https://unifitv.com.my 2. Click “Sign In” if you are an existing Unifi TV subscriber or click “Sign Up” and follow the steps to create an account if you are new. 3. Log in with your Unifi TV ID and password, or your email and OTP. 4. Start streaming! Unifi TV Box 1. Turn on your Unifi TV Box. 2. Select “QR Code”. 3. On your TV screen, choose one of the two sign-in methods below: Via Mobile App: i. Open the Unifi TV 2.0 app on your mobile phone. ii. Tap the Menu icon at the top right. iii. Tap “Pair Your TV”. iv. Scan the QR code displayed on your TV screen. Via Web Browser: i. Go to https://unifitv.com.my/activate ii. Enter the code displayed on your TV screen. 4. Select your Profile. 5. Start streaming!				
5.	Are on-demand movies and TV shows available during the Free Viewing campaign?	Yes. Channels with on-demand content are also available during the Free Viewing campaign. You can access and stream them by selecting “Catch Up” in the menu bar.				
6.	Why can't I view some premium channels on the Unifi TV 2.0 app during the Free Viewing campaign?	Some channels may not be available on the Unifi TV 2.0 app during this campaign due to the terms and conditions of the respective participating channels.				
7.	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 from as low as RM12/month (RRP starts from RM16/month). There is no contract, so you can cancel anytime. For more details on Unifi TV Packs, visit: https://unifi.com.my/consumer.				
8.	What will happen after the Free Viewing campaign ends?	After the Free Viewing campaign ends, Unifi TV will continue offering free access to 22 channels from 1 October 2026 onwards. This includes the existing 16 free-to-air channels, plus six additional premium channels: DEGUP HD, Dunia Sinema HD, Sensasi HD, Inspirasi HD, Pesona HD and Al Jazeera. You will continue to enjoy the following based on your subscription type: <table><tr><th>Category</th><th>After Campaign Period</th></tr><tr><td>Unifi TV Pack subscribers</td><td> • Access to your existing Unifi TV Pack entitlements • Access to 16 free-to-air channels. </td></tr></table>	Category	After Campaign Period	Unifi TV Pack subscribers	• Access to your existing Unifi TV Pack entitlements • Access to 16 free-to-air channels.
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		Non-Unifi TV Pack subscribers / Non-Unifi subscribers	• Access to 16 free-to-air channels • Access to six additional premium channels: DEGUP HD, Dunia Sinema HD, Sensasi HD, Inspirasi HD, Pesona HD and Al Jazeera from 1 October 2026 onwards.
		<i>*TM reserves the right to remove, replace, reduce or add Unifi TV channels participating in this campaign.</i>	
9.	I am currently a Unifi TV Pack customer. Will I get any rebate or billing adjustment during or after the free viewing period?	Please note that rebates or billing adjustments will not be given for the free viewing period from 31 August 2026 to 30 September 2026 , or for the six additional complimentary premium channels available from 1 October 2026 onwards .	
CONTACT US			
10.	Who should I contact if I need more information about this campaign or Unifi TV?	You can reach 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	