

FREQUENTLY ASKED QUESTIONS (FAQ) ON CHANNEL RENUMBERING OF UNIFI TV

NO	QUESTION	ANSWER
QUESTIONS ON UNIFI TV CHANNEL RENUMBERING		
1	Why is unifi TV changing its channel numbers?	<ul style="list-style-type: none"> ▪ unifi TV is continuously updating its content offering to suit the changing customer viewing behaviour and preferences. As part of our recent rebranding exercise and content update, a new channel renumbering is introduced to provide a better experience for our viewers.
2	When will your channel renumbering take effect?	<ul style="list-style-type: none"> ▪ The new channel numbering will start from 1st March 2018.
3	Do I need to do anything with my Set-Top-Box to activate the new channel number?	<ul style="list-style-type: none"> ▪ On 1st March 2018, you would need to reboot the Set-Top-Box to enjoy the latest channel numbering.
4	What are the channels involved in this renumbering?	<ul style="list-style-type: none"> ▪ There are 69 number of channels including eight (8) new FOX Channels, Sky News channel and Baby TV channel are being rearranged in order to provide a much better viewing experience. The rest of the channel numbers remain the same.
5	Is there any channels being removed as part of this renumbering exercise?	<ul style="list-style-type: none"> ▪ We are pleased to inform that all our existing channels are still with us as of 1st March 2018. In fact, we will be bringing you more exciting new channels and contents in the upcoming months. Stay tuned!
6	Who will be impacted on this channel renumbering?	<ul style="list-style-type: none"> ▪ The new channel numbering will only affect all our existing unifi TV residential customers.
7	I heard about the new FOX Channels are now available on unifi TV. What are the channels and its channel numbers?	<ul style="list-style-type: none"> ▪ The new FOX Channels are available on unifi TV since 1st February 2018 and the channels are: <ul style="list-style-type: none"> • FOX Life • FOX • FX • FOX Movies • FOX Action Movies • FOX Family Movies • National Geographic • Nat Geo Wild • BabyTV • Sky News ▪ The channels are currently can be watched on channel numbers ranging from 960 until 969. However, starting 1st March 2018, these FOX Channels will receive new channel numbers accordingly to provide a seamless viewing experience.

8	I have set my favourite channels in my Favourite list. Do I have to reset my Favourite list?	<ul style="list-style-type: none"> Don't worry, you don't need to reset your Favourite List. Just continue to enjoy your favourite channels!
9	Do I have to reset my Parental Lock list?	<ul style="list-style-type: none"> Your Parental Lock channel will remain the same and there's no need to reset your list.
10	Do I have to replace my Set-Top-Box for the renumbering exercise?	<ul style="list-style-type: none"> Your current Set-Top-Box will still work well hence you are not required to replace your Set-Top-Box.
11	Where can I find the list of the new channel numbers for my reference?	<ul style="list-style-type: none"> For an updated channel list and its channel number, please visit our website at unifi.com.my/tv/channelrenumbering or simply press the i-button on your remote control and choose info.
OTHER MATTERS		
12	Who do I contact if I need further info or should I face any service issue?	<ul style="list-style-type: none"> Feel free to contact us via live chat, online support form or walk into any TMpoint outlets, our team will be happy to assist you further.