

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI TV CONTENT UPDATE 2021**

NO	QUESTION	ANSWER																																				
GENERAL INFORMATION (TERMINATION AND LAUNCH OF CHANNELS)																																						
1	What is unifi TV Content Update 2021?	<p>Effective 1st October 2021, a suite of 17 channels provided by Walt Disney Company on unifi TV will be discontinued. This is due to the content provider's business decision on its content offering and streaming services.</p> <p>At the same time, as unifi TV aims to provide the best at home and mobile entertainment solutions for our customers, we are excited to introduce 12 new channels and 7 streaming apps which will be available on unifi TV platform starting 1st October 2021.</p>																																				
2	Which segments will be affected by this Content Update?	<p>The affected segments are:</p> <ul style="list-style-type: none"> a) Subscribers of unifi TV Packs (via media boxes and unifi PlayTV app) b) Subscribers of the respective 17 Walt Disney Company's channels via ala carte (Residential) c) SME customers d) Hotel customers 																																				
3	What are the channels that will be discontinued?	<p>The channels that will be terminated starting 1st October 2021 are:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">No</th> <th style="text-align: center;">Channels</th> </tr> </thead> <tbody> <tr><td style="text-align: center;">1</td><td>FOX</td></tr> <tr><td style="text-align: center;">2</td><td>FOX Life</td></tr> <tr><td style="text-align: center;">3</td><td>FX</td></tr> <tr><td style="text-align: center;">4</td><td>SCM Legend</td></tr> <tr><td style="text-align: center;">5</td><td>FOX Action Movies</td></tr> <tr><td style="text-align: center;">6</td><td>FOX Family Movies</td></tr> <tr><td style="text-align: center;">7</td><td>FOX Movies</td></tr> <tr><td style="text-align: center;">8</td><td>FOX Sports</td></tr> <tr><td style="text-align: center;">9</td><td>FOX Sports 2</td></tr> <tr><td style="text-align: center;">10</td><td>FOX Sports 3</td></tr> <tr><td style="text-align: center;">11</td><td>Nat Geo People</td></tr> <tr><td style="text-align: center;">12</td><td>Baby TV</td></tr> <tr><td style="text-align: center;">13</td><td>National Geographic Channel</td></tr> <tr><td style="text-align: center;">14</td><td>Nat Geo Wild</td></tr> <tr><td style="text-align: center;">15</td><td>Sky News</td></tr> <tr><td style="text-align: center;">16</td><td>Star Chinese Channel</td></tr> <tr><td style="text-align: center;">17</td><td>SCM</td></tr> </tbody> </table>	No	Channels	1	FOX	2	FOX Life	3	FX	4	SCM Legend	5	FOX Action Movies	6	FOX Family Movies	7	FOX Movies	8	FOX Sports	9	FOX Sports 2	10	FOX Sports 3	11	Nat Geo People	12	Baby TV	13	National Geographic Channel	14	Nat Geo Wild	15	Sky News	16	Star Chinese Channel	17	SCM
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4	<p>What are the 12 new channels and 7 streaming apps that will be made available starting 1st October 2021?</p>	<p>The new channels are:</p> <table border="1" data-bbox="667 129 1358 692"> <thead> <tr> <th>No</th> <th>Channels</th> </tr> </thead> <tbody> <tr><td>1</td><td>HITS (Ch. 454)</td></tr> <tr><td>2</td><td>HITS MOVIES (Ch. 407)</td></tr> <tr><td>3</td><td>Celestial Movies (Ch. 288)</td></tr> <tr><td>4</td><td>CCM (Ch. 289)</td></tr> <tr><td>5</td><td>K-Plus (Ch. 462)</td></tr> <tr><td>6</td><td>AXN (Ch. 453)</td></tr> <tr><td>7</td><td>Animax (Ch. 472)</td></tr> <tr><td>8</td><td>GEM (Ch. 471)</td></tr> <tr><td>9</td><td>TechStorm (Ch. 505)</td></tr> <tr><td>10</td><td>Arirang TV (Ch. 463)</td></tr> <tr><td>11</td><td>SPOTV (Ch. 706) – on 14th October 2021</td></tr> <tr><td>12</td><td>SPOTV2 (Ch. 707) – on 14th October 2021</td></tr> </tbody> </table> <p>We will also introduce new streaming apps on unifi Plus Box as below:</p> <ol style="list-style-type: none"> 1. Amazon Prime Video 2. TVBAnywhere+ 3. Lionsgate Play 4. iQiyi 5. Viu 6. ZEE5 7. Simply South 	No	Channels	1	HITS (Ch. 454)	2	HITS MOVIES (Ch. 407)	3	Celestial Movies (Ch. 288)	4	CCM (Ch. 289)	5	K-Plus (Ch. 462)	6	AXN (Ch. 453)	7	Animax (Ch. 472)	8	GEM (Ch. 471)	9	TechStorm (Ch. 505)	10	Arirang TV (Ch. 463)	11	SPOTV (Ch. 706) – on 14 th October 2021	12	SPOTV2 (Ch. 707) – on 14 th October 2021
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5	<p>I am an existing Residential unifi TV pack subscriber. What are the changes to my existing subscription?</p>	<p>We are very excited to inform that all Ultimate, Varnam Plus, Aneka Plus and Ruby Plus Packs subscribers will get to enjoy complimentary viewing of the 12 newly launched channels from the launch date until 31st December 2021.</p> <p>Starting 1st January 2022, we will introduce this list of new channels for unifi TV pack subscribers as below:</p> <table border="1" data-bbox="667 1335 1452 2078"> <thead> <tr> <th>unifi TV Pack</th> <th>Channels</th> </tr> </thead> <tbody> <tr> <td>Ultimate Pack</td> <td>HITS, HITS MOVIES, Celestial Movies, CCM, K-Plus, AXN, Animax, GEM, TechStorm, Arirang TV, *SPOTV, *SPOTV2 (12 channels) and two (2) streaming apps at no additional costs</td> </tr> <tr> <td>Aneka Plus Pack</td> <td>HITS, HITS MOVIES, K-Plus, AXN, TechStorm, Arirang TV (6 channels)</td> </tr> <tr> <td>Ruby Plus Pack</td> <td>HITS, HITS MOVIES, Celestial Movies, CCM, K-Plus, AXN, TechStorm, Arirang TV (8 channels)</td> </tr> <tr> <td>Varnam Plus Pack</td> <td>HITS, HITS MOVIES, K-Plus, AXN, TechStorm, Arirang TV (6 channels)</td> </tr> </tbody> </table> <p>*only starts on 14th October 2021</p>	unifi TV Pack	Channels	Ultimate Pack	HITS, HITS MOVIES, Celestial Movies, CCM, K-Plus, AXN, Animax, GEM, TechStorm, Arirang TV, *SPOTV, *SPOTV2 (12 channels) and two (2) streaming apps at no additional costs	Aneka Plus Pack	HITS, HITS MOVIES, K-Plus, AXN, TechStorm, Arirang TV (6 channels)	Ruby Plus Pack	HITS, HITS MOVIES, Celestial Movies, CCM, K-Plus, AXN, TechStorm, Arirang TV (8 channels)	Varnam Plus Pack	HITS, HITS MOVIES, K-Plus, AXN, TechStorm, Arirang TV (6 channels)																
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6	<p>I am an existing unifi TV SME customer. What are the changes to my existing subscription?</p>	<p>The list of new channels for SME pack subscribers is:</p> <ol style="list-style-type: none"> BIZ Fun Pack – BBC Earth BIZ Corporate Pack – Not impacted BIZ Sports Pack – *SPOTV & *SPOTV2 <p>The list of terminated channels for SME pack subscribers are:</p> <ol style="list-style-type: none"> BIZ Fun Pack – FOX Sports 3 (1 channel) BIZ Corporate Pack – FOX Sports 3 (1 channel) BIZ Sports Pack – FOX Sports, FOX Sports 2 & FOX Sports 3 (3 channels) <p>*only starts on 14th October 2021</p> <p><i>Disclaimer: TM holds the rights to amend, add, or change the channel list in the pack as per the T&C.</i></p>										
7	<p>With these channels removed from my existing unifi TV SME packs and no new channels introduced, what options do I have to improve my unifi TV experience?</p>	<p>We truly apologise for the experience you are facing. We are constantly in discussion with our content providers to provide the best entertainment solution to all our customers.</p> <p>There are two (2) options we can propose to match your entertainment needs:</p> <ol style="list-style-type: none"> Consideration to switch to a different unifi TV SME pack. If none of the offerings matches your entertainment needs, you can proceed to terminate the existing unifi TV SME pack subscription. <p>Do reach out to us via our digital platforms: Live Chat on www.unifi.com.my/chat or myunifi app for more details.</p>										

8

I am an existing unifi TV Hotel pack subscriber. What are the changes to my existing subscription?

We are very excited to introduce and launch this list of new channels for Hotel pack subscribers as below:

unifi TV Pack	Channels
Olive Pack	HITS, HITS MOVIES, Celestial Movies, CCM, K-Plus, AXN, Animax, GEM, TechStorm, Arirang TV, *SPOTV & *SPOTV2 (12 channels)
Amber Pack	HITS, HITS MOVIES, Celestial Movies, CCM, K-Plus, AXN, Animax, GEM, TechStorm, Arirang TV, *SPOTV & *SPOTV2 (12 channels)
Scarlet Pack	HITS, HITS MOVIES, Celestial Movies, CCM, K-Plus, AXN, Animax, GEM, TechStorm, Arirang TV, *SPOTV & *SPOTV2 (12 channels)

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The list of channels that will be removed for Hotel pack subscribers is:

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Disclaimer: TM holds the rights to amend, add, or change the channel list in the pack as per the T&C.

9	<p>Where can I watch these newly introduced channels and streaming apps?</p>	<p>For the new channels, you can watch them via unifi TV Media Box (in silver colour, white colour or unifi Plus Box) and on unifi PlayTV app.</p> <p>For the new streaming apps, you can watch them via unifi Plus Box or their respective apps.</p> <p>To know more about unifi Plus Box, you can visit www.unifi.com.my/plusbox</p>												
10	<p>I am interested to subscribe to the new channels and streaming apps that are not included in my current subscription. How do I subscribe?</p>	<p>You have several options to subscribe to the channels that are not included in your current subscription, as below:</p> <ul style="list-style-type: none"> a) Residential <ul style="list-style-type: none"> i) You can upgrade to Ultimate Pack, which consists of all the latest channel line-up and exclusive access to selected streaming apps. ii) You can subscribe to the new channels individually as ala carte subscription starting 1st November 2021. iii) Ultimate Pack and ala carte subscription can be done via unifi TV remote control, Live Chat or at the nearest TMpoint. iv) Streaming app subscription can be done via microsite https://activate.unifi.com.my, Live Chat or at the nearest TMpoint starting 24th September 2021. b) SME <ul style="list-style-type: none"> i) You can subscribe to the new channels individually as ala carte subscription starting 1st November 2021. ii) Ala carte subscription can be done via Live Chat or at the nearest TMpoint. 												
11	<p>How do I get notified about this unifi TV Content Update 2021?</p>	<p>You will receive notifications as below:</p> <table border="1" data-bbox="679 1308 1453 2190"> <thead> <tr> <th colspan="2" style="background-color: black; color: white; text-align: center;">Residential</th> </tr> <tr> <th colspan="2" style="text-align: center;">1. Termination, Teaser, Activate App</th> </tr> </thead> <tbody> <tr> <td style="width: 30%;">SMS on 17th September 2021</td> <td>RM0 unifi: Effective 1 Oct, 17 channels will be discontinued. Fret not, 10 new channels & 7 streaming apps are coming your way. More info bit.ly/3hrJ1VO (152 characters)</td> </tr> <tr> <td>Crawler – starting 17th September 2021 on all 17 terminated channels</td> <td>Please be informed that we will be launching 10 EXCITING NEW channels following the discontinuation of this channel starting 1st Oct 2021. For more info, visit www.unifi.com.my/tv</td> </tr> <tr> <td>EDM – starting 21st September 2021</td> <td>To all unifi TV subscribers.</td> </tr> <tr> <td>SMS on 24th September 2021</td> <td>For Ultimate Pack only: RM0 unifi: EXCLUSIVELY FOR YOU! Access to streaming apps Lionsgate Play & a choice of Viu/iQiyi/ZEE5/Simply South starting 1/10/21! Activate now bit.ly/3ltbewy (160 characters)</td> </tr> </tbody> </table>	Residential		1. Termination, Teaser, Activate App		SMS on 17 th September 2021	RM0 unifi: Effective 1 Oct, 17 channels will be discontinued. Fret not, 10 new channels & 7 streaming apps are coming your way. More info bit.ly/3hrJ1VO (152 characters)	Crawler – starting 17 th September 2021 on all 17 terminated channels	Please be informed that we will be launching 10 EXCITING NEW channels following the discontinuation of this channel starting 1st Oct 2021. For more info, visit www.unifi.com.my/tv	EDM – starting 21 st September 2021	To all unifi TV subscribers.	SMS on 24 th September 2021	For Ultimate Pack only: RM0 unifi: EXCLUSIVELY FOR YOU! Access to streaming apps Lionsgate Play & a choice of Viu/iQiyi/ZEE5/Simply South starting 1/10/21! Activate now bit.ly/3ltbewy (160 characters)
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			<p>For Varnam+, Aneka+, Ruby+ and No unifi TV Packs: RM0 unifi: Get Ultimate Pack with unifi Plus Box to start streaming great apps like Lionsgate Play, TVBAnywhere+, BBC Player & more! Get info: bit.ly/3IGXb75 (158 characters)</p>
		In-app notification on unifi PlayTV app on 21 st September 2021	<p>unifi TV is bringing you 10 NEW channels & 7 exciting streaming apps starting 1st October right into your home. Enjoy these anytime, anywhere with unifi. Exclusive deals available just for Ultimate Pack subscribers. Find out more on www.unifi.com.my/tv</p>
		In-app notification on unifi PlayTV app on 24 th September 2021	<p>EXCLUSIVE to all unifi TV Ultimate Pack subscribers, enjoy entertainment anytime, anywhere with unifi! Activate your access to new streaming apps like Lionsgate Play & a choice of iQiyi/Viu/ZEE5/Simply South starting TODAY at https://activate.unifi.com.my</p>
		2. Launch, Activate App	
		SMS on 1 October 2021	<p>RM0 unifi: BRAND NEW 10 channels & 7 streaming apps now available on unifi TV & unifi Plus Box. Binge-watch all day starting today! More info: bit.ly/3hrJ1VO (157 characters)</p>
		SMS on 7 October 2021	<p>For Ultimate Pack only: RM0 unifi: Remember to activate your exclusive access to streaming apps like Lionsgate Play & a choice of iQiyi/Viu/ZEE5/Simply South here bit.ly/3ltbewy (153 characters)</p> <p>For Varnam+, Aneka+ and Ruby+ Packs: RM0 unifi: Enjoy the 10 new channels until 31/12/21 on us! To stream more TV, upgrade to Ultimate Pack to get exclusive access to streaming apps bit.ly/3IGXb75 (159 characters)</p>
		In-app notification on unifi PlayTV app on 26 th September 2021	<p>The countdown begins for all-new unifi TV channels line-up with additional 10 NEW channels and 7 streaming apps. Enjoy entertainment</p>

			anytime, anywhere with unifi! Find out more on www.unifi.com.my/tv
		In-app notification on unifi PlayTV app on 28 th September 2021	Stream Hollywood movies, Korean drama, Malay series, Bollywood programmes and many more! We have something for everyone. Upgrade to unifi TV Ultimate Pack to enjoy exclusive deals on these new streaming apps starting 1 st October. Enjoy entertainment anytime, anywhere with unifi! Find out more at www.unifi.com.my/tv
		In-app notification on unifi PlayTV app on 30 th September 2021	Enjoy complimentary access to 10 new channels like AXN, Celestial Movies, GEM, K-PLUS and more starting tomorrow. Best entertainment anytime, anywhere with unifi!
		In-app notification on unifi PlayTV app on 1 st October 2021	10 NEW CHANNELS are now available on unifi TV! Watch via unifi Plus Box or unifi PlayTV app. Enjoy entertainment anytime, anywhere with unifi!
		In-app notification on unifi PlayTV app on 3 rd October 2021	A killer and a stage actor accidentally swapped their identities at a bathhouse. Watch how it all unravels on ENDGAME tonight at 9PM, only on Celestial Movies. Enjoy entertainment anytime, anywhere with unifi!
		In-app notification on unifi PlayTV app on 5 th October 2021	Perfect and rich? Is that even possible? This drama is about the fibs and hypocrisies behind those who are in that society. Watch new episodes at 9.15PM every Tuesday & Wednesday. Only on K-Plus. Enjoy entertainment anytime, anywhere with unifi!
		In-app notification on unifi PlayTV app on 10 th October 2021	A virtual car racing champion joins forces with two former top team racing drivers in a real-life race. Catch NEZHA before anyone else, exclusive for you tonight at 9PM on Celestial Movies. Enjoy entertainment anytime, anywhere with unifi!
		In-app notification on unifi PlayTV app on 11 th October 2021	Detective Charlie Hudson, a cunning Major Crimes detective teams up with an unusual partner, Rex – a German Shepherd, whose heightened

			senses keep Charlie hot on the trail of his suspects. Watch Hudson & Rex, first and exclusive on AXN tonight at 8.50PM. Enjoy entertainment anytime, anywhere with unifi.
		Web banner starting 17 th September 2021	On unifi TV website www.unifi.com.my/tv
		Website update starting 17 th September 2021	On unifi TV website https://unifi.com.my/tv/packages/index.html
		More communication channels via TVC, Social Media – starting 17 th September 2021	
		SME	
		Crawler – starting 17 th September 2021 on all 17 terminated channels	Please be informed that we will be launching 10 EXCITING NEW channels following the discontinuation of this channel starting 1st Oct 2021. For more info, visit www.unifi.com.my/tv
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12	What will be the impact on the existing monthly charges of my subscription?	You will now get to enjoy more exciting and fresh content line-up with these 12 new channels and 7 streaming apps on unifi TV with no additional monthly charges to your existing subscription.	
13	When I subscribe to unifi TV previously, it was mentioned in the flyer that I should get XX number of channels. Why do you not adhere to provide the same number of channels (after unifi TV Content Update 2021) as stated now?	<p>We are continuously improving our content offering to meet our growing customers demand. With these recent partnerships, we bring you the best 12 channels and 7 streaming apps with great TV entertainment, live and on demand. There will be more great news to be announced in due time as we strive to provide only the best entertainment solution for you at home and on the move.</p> <p>If you are an Ultimate Pack subscriber, you will get to enjoy 70+ channels and 3 great streaming apps included in your subscription at no additional costs.</p> <p>You may reach out to us via our digital platforms: Live Chat on www.unifi.com.my/chat or myunifi app for more info on your subscription T&C.</p> <p>We also would like to kindly remind that all information stated in our marketing collaterals is correct at the time of printing.</p>	

14	Can I get a rebate on unifi TV monthly subscription fee since TM did not adhere to my earlier subscription?	<p>With the launch of the 12 new channels and 7 streaming apps, we will be including them accordingly to the existing unifi TV packs at no additional costs. Hence, there will be no rebate on the subscription fee.</p> <p><i>Disclaimer: TM holds the rights to amend, add, or change the channel list in the pack as per the T&C.</i></p>
15	I want to terminate my unifi TV subscription since I can no longer enjoy these terminated channels. Are there any penalty charges for early unifi TV service termination?	<p>We truly apologise for the experience you are facing at the moment. If there are no suitable unifi TV packs or channels that can suit your demand right now, you may choose to terminate your existing subscription via Live Chat at www.unifi.com.my/chat or myunifi app.</p> <p>However, we would also like to remind you that your unifi TV subscription is bound to the T&C upon registration. Early penalty charges may apply in accordance to the subscription T&C.</p>
16	Who should I contact if I need any assistance or service inquiry?	<p>Feel free to reach out to us via our digital platforms: Live Chat on www.unifi.com.my/chat or myunifi app. <i>(applicable for both Residential and SME customers)</i></p>
17	Is there any clause that specifies TM's right to remove any channels from unifi TV packs?	<p>Each unifi TV Pack is governed by unifi TV Packs Subscription T&C.</p> <p>You may refer to Clause 9 (Cancellation, Suspension or Delay) which indicates such term of modifying package.</p> <p>CANCELLATION, TERMINATION, MODIFICATION, SUSPENSION OR DELAY</p> <p><i>TM reserves the rights at all time to cancel, terminate, modify, suspend or delay the subscription of unifi TV Packs or any channels available in the unifi TV Packs. For the avoidance of doubt, any cancellation, termination, modification, suspension or delay by TM shall not entitle the Subscriber to any replacement of unifi TV Packs or channels, claim or compensation against TM for any and all loss or damage suffered or incurred by the Subscriber as a direct or indirect result of such action by TM.</i></p>

ADDITIONAL QUESTIONS FOR TM ONE (HOTEL CUSTOMERS)																												
1	<p>What are the 12 new channels that will be launched starting 1st October 2021 on unifi TV?</p>	<p>The 12 new channels are:</p> <table border="1"> <thead> <tr> <th>No</th> <th>Channels</th> </tr> </thead> <tbody> <tr><td>1</td><td>HITS (Ch. 454)</td></tr> <tr><td>2</td><td>HITS MOVIES (Ch. 407)</td></tr> <tr><td>3</td><td>Celestial Movies (Ch. 288)</td></tr> <tr><td>4</td><td>CCM (Ch. 289)</td></tr> <tr><td>5</td><td>K-Plus (Ch. 462)</td></tr> <tr><td>6</td><td>AXN (Ch. 453)</td></tr> <tr><td>7</td><td>Animax (Ch. 472)</td></tr> <tr><td>8</td><td>GEM (Ch. 471)</td></tr> <tr><td>9</td><td>TechStorm (Ch. 505)</td></tr> <tr><td>10</td><td>Arirang TV (Ch. 463)</td></tr> <tr><td>11</td><td>SPOTV (Ch. 706) – on 14th October 2021</td></tr> <tr><td>12</td><td>SPOTV2 (Ch. 707) – on 14th October 2021</td></tr> </tbody> </table>	No	Channels	1	HITS (Ch. 454)	2	HITS MOVIES (Ch. 407)	3	Celestial Movies (Ch. 288)	4	CCM (Ch. 289)	5	K-Plus (Ch. 462)	6	AXN (Ch. 453)	7	Animax (Ch. 472)	8	GEM (Ch. 471)	9	TechStorm (Ch. 505)	10	Arirang TV (Ch. 463)	11	SPOTV (Ch. 706) – on 14 th October 2021	12	SPOTV2 (Ch. 707) – on 14 th October 2021
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2	<p>I am currently subscribing to unifi TV Hotel offerings because of the FOX Sports channels. What are the new offerings that can match my demand?</p>	<p>unifi TV is constantly striving to ensure the best content is made available to our customers. Stay tuned as we will bring you more Sports content updates on unifi TV soon.</p>																										
3	<p>I am an existing unifi TV Hotel pack subscriber. What are the changes to my existing subscription?</p>	<p>We are very excited to introduce and launch this list of new channels for Hotel pack subscribers as below:</p> <table border="1"> <thead> <tr> <th>unifi TV Pack</th> <th>Channels</th> </tr> </thead> <tbody> <tr> <td>Olive Pack</td> <td>HITS, HITS MOVIES, Celestial Movies, CCM, K-Plus, AXN, Animax, GEM, TechStorm, Arirang TV, *SPOTV & *SPOTV2 (12 channels)</td> </tr> <tr> <td>Amber Pack</td> <td>HITS, HITS MOVIES, Celestial Movies, CCM, K-Plus, AXN, Animax, GEM, TechStorm, Arirang TV, *SPOTV & *SPOTV2 (12 channels)</td> </tr> <tr> <td>Scarlet Pack</td> <td>HITS, HITS MOVIES, Celestial Movies, CCM, K-Plus, AXN, Animax, GEM, TechStorm, Arirang TV, *SPOTV & *SPOTV2 (12 channels)</td> </tr> </tbody> </table> <p>*only starts on 14th October 2021</p> <p>The list of channels that will be removed for Hotel pack subscribers are:</p> <table border="1"> <thead> <tr> <th>unifi TV Pack</th> <th>Channels</th> </tr> </thead> <tbody> </tbody> </table>	unifi TV Pack	Channels	Olive Pack	HITS, HITS MOVIES, Celestial Movies, CCM, K-Plus, AXN, Animax, GEM, TechStorm, Arirang TV, *SPOTV & *SPOTV2 (12 channels)	Amber Pack	HITS, HITS MOVIES, Celestial Movies, CCM, K-Plus, AXN, Animax, GEM, TechStorm, Arirang TV, *SPOTV & *SPOTV2 (12 channels)	Scarlet Pack	HITS, HITS MOVIES, Celestial Movies, CCM, K-Plus, AXN, Animax, GEM, TechStorm, Arirang TV, *SPOTV & *SPOTV2 (12 channels)	unifi TV Pack	Channels																
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		<p>Olive Pack FOX, FOX Life, FX, SCM Legend, FOX Action Movies, FOX Family Movies, FOX Movies, FOX Sports, FOX Sports 2, FOX Sports 3, Nat Geo People, Baby TV, National Geographic Channel, Nat Geo Wild, Sky News, Star Chinese Channel & SCM (17 channels)</p> <p>Amber Pack FOX, FOX Life, FX, SCM Legend, FOX Action Movies, FOX Family Movies, FOX Movies, FOX Sports, FOX Sports 2, FOX Sports 3, Nat Geo People, Baby TV, National Geographic Channel, Nat Geo Wild, Sky News, Star Chinese Channel & SCM (17 channels)</p> <p>Scarlet Pack FOX, FOX Life, FX, SCM Legend, FOX Action Movies, FOX Family Movies, FOX Movies, FOX Sports, FOX Sports 2, FOX Sports 3, Nat Geo People, Baby TV, National Geographic Channel, Nat Geo Wild, Sky News, Star Chinese Channel & SCM (17 channels)</p> <p><i>Disclaimer: TM holds the rights to amend, add, or change the channel list in the pack as per the T&C.</i></p>
4	I am interested to subscribe to the new channels and streaming apps that are not included in my current subscription. How do I subscribe?	You can contact your Account Executive (AE) for further details.
5	How do I get notified about this unifi TV Content Update 2021?	<p>You will receive notifications as below:</p> <ul style="list-style-type: none"> a) Official letter via Account Executive (AE) – starting 1st September 2021 b) Crawler – starting 17th September 2021 on all 17 terminated channels Messaging: In view of this channel that will be discontinued starting 1st Oct 2021, we will be launching 10 EXCITING NEW channels. For more info, visit www.unifi.com.my/tv c) Web banner with FAQ on www.unifi.com.my/tv – starting 17th September 2021 d) Website update – starting 1st October 2021 e) More communication channels via TVC & Social Media – starting 17th September 2021
6	What will be the impact on the existing monthly charges of my subscription?	<p>unifi TV's Hotel customers will have three (3) options below which may affect their monthly subscription. Please refer to your AE for more info:</p> <p>Option 1 – To terminate impacted channels with no replacement.</p> <p>Option 2 – To terminate impacted channels with proposed channel replacement (new channels)</p>

		Option 3 – To terminate impacted channels with replacement of other channels/preferred channels at the same price (channels in unifi TV's existing list)
7	Who should I contact if I need any assistance or service inquiry?	You can contact your AE for further assistance.

STREAMING APP (OTT) SUBSCRIPTION AND ACTIVATION

GENERAL INFORMATION

1	What are the new streaming apps that will be launched on 1st October 2021?	<p>unifi TV has launched its partnership with seven (7) new streaming apps as below:</p> <ol style="list-style-type: none"> 1. Amazon Prime Video 2. TVBAnywhere+ 3. Lionsgate Play 4. iQiyi 5. Viu 6. ZEE5 7. Simply South 																					
2	What kind of content is available on these new streaming apps?	<p>While some of the streaming apps are very new in this region, we are excited to introduce the apps which feature the content genre as follow:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">No</th> <th style="text-align: center;">App</th> <th style="text-align: center;">Offering</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">Amazon Prime Video</td> <td>Watch movies, TV, and sports, including Amazon Originals like The Boys, The Marvelous Mrs. Maisel, and Tom Clancy's Jack Ryan as well as recommendations just for you.</td> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">TVBAnywhere+</td> <td>The most comprehensive Chinese entertainment platform published by TVB and delivers the latest & greatest content from TVB anytime, anywhere.</td> </tr> <tr> <td style="text-align: center;">4</td> <td style="text-align: center;">Lionsgate Play</td> <td>Home to blockbuster movies, premium Originals and binge-worthy shows.</td> </tr> <tr> <td style="text-align: center;">5</td> <td style="text-align: center;">iQiyi</td> <td>Home to Asia's hottest entertainment. Bringing you the best of local, Korean and Chinese dramas, movies, variety shows and anime.</td> </tr> <tr> <td style="text-align: center;">6</td> <td style="text-align: center;">Viu</td> <td>Gives you instant access to all your favourite dramas, comedies, horror and more! Watch hit TV shows from Korea, Japan, China, Thailand, Indonesia, Malaysia, Myanmar, Turkey, the Middle East and India as well as our own Viu Originals.</td> </tr> <tr> <td style="text-align: center;">7</td> <td style="text-align: center;">ZEE5</td> <td>The only streaming app that offers content in 18 languages. Home to 170,000+ hours of On Demand Content. The platform brings together the best of Originals, Movies</td> </tr> </tbody> </table>	No	App	Offering	2	Amazon Prime Video	Watch movies, TV, and sports, including Amazon Originals like The Boys, The Marvelous Mrs. Maisel, and Tom Clancy's Jack Ryan as well as recommendations just for you.	3	TVBAnywhere+	The most comprehensive Chinese entertainment platform published by TVB and delivers the latest & greatest content from TVB anytime, anywhere.	4	Lionsgate Play	Home to blockbuster movies, premium Originals and binge-worthy shows.	5	iQiyi	Home to Asia's hottest entertainment. Bringing you the best of local, Korean and Chinese dramas, movies, variety shows and anime.	6	Viu	Gives you instant access to all your favourite dramas, comedies, horror and more! Watch hit TV shows from Korea, Japan, China, Thailand, Indonesia, Malaysia, Myanmar, Turkey, the Middle East and India as well as our own Viu Originals.	7	ZEE5	The only streaming app that offers content in 18 languages. Home to 170,000+ hours of On Demand Content. The platform brings together the best of Originals, Movies
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				and TV Shows, Music, Cineplays and Health and Lifestyle content all in one single destination.
		8	Simply South	Your one-stop destination for the best of all things entertainment! Pick from a collection of the newest Tamil, Malayalam and Telugu movies, and evergreen classics.
3	With the new addition, what are the available streaming apps offering on 1st October 2021?	The available streaming apps that you can subscribe with unifi are as below:		
		No	App	Offering
		1	BBC Player	<ul style="list-style-type: none"> • Exclusive access for all Ultimate Pack subscribers • Ala carte RM10/month
		2	Amazon Prime Video	<ul style="list-style-type: none"> • Ala carte RM25/month (payment via credit card only)
		3	TVBAnywhere+	<ul style="list-style-type: none"> • 30 days free trial & 50% discount for next 3 months when you subscribe to unifi Home between 1st October – 30th November 2021 • Ala carte TVB Anywhere Channel Zone – RM19.90/month • Ala carte TVB Anywhere VOD Zone – RM19.90/month • Ala carte TVB Anywhere Premium Zone – RM39.90/month
		4	Lionsgate Play	<ul style="list-style-type: none"> • Exclusive access to Ultimate Pack subscribers • *Ala carte RM14.90/month
		5	iQiyi	<ul style="list-style-type: none"> • Option for exclusive access to Ultimate Pack subscribers • *Ala carte RM8.90/month
		6	Viu	<ul style="list-style-type: none"> • Option for exclusive access to Ultimate Pack subscribers • *Ala carte RM12.90/month
		7	ZEE5	<ul style="list-style-type: none"> • Option for exclusive access to Ultimate Pack subscribers • *Ala carte

				RM14.90/month												
		8	Simply South	<ul style="list-style-type: none"> Option for exclusive access to Ultimate Pack subscribers *Ala carte RM10/month 												
		9	ShemarooMe	<ul style="list-style-type: none"> Ala carte RM8/month 												
		10	YuppTV	<ul style="list-style-type: none"> Ala carte YuppTV Tamil + YuppFlix: RM15/month Ala carte YuppTV Hindi + YuppFlix: RM15/month Ala carte YuppTV Bangla + Yuppflix: RM15/month Ala carte YuppTV Malayalam + YuppFlix: RM15/month Ala carte YuppTV Telugu + YuppFlix: RM15/month Ala carte YuppFlix: RM10/month 												
		*ala carte subscription will be made available soon														
4	Who is eligible to subscribe to these streaming apps?	<p>All new and existing Ultimate Pack subscribers get to enjoy exclusive access to three (3) streaming apps as below:</p> <ol style="list-style-type: none"> BBC Player Lionsgate Play Choice of iQiyi / Viu / Simply South / ZEE5 <p>All new and existing unifi subscribers can subscribe the streaming apps on ala carte as below:</p> <ol style="list-style-type: none"> TVBAnywhere+ Amazon Prime Video (via unifi Plus Box only) BBC Player YuppTV ShemarooMe *Lionsgate Play *iQiyi *Viu *Simply South *ZEE5 <p>*ala carte subscription will be made available soon</p>														
SUBSCRIPTION & ACTIVATION																
5	How can I watch the streaming apps?	<p>The streaming apps are best viewed on unifi Plus Box.</p> <p>You may also download the respective apps on your mobile phone/tablet to watch it.</p>														
6	How many devices can I access the streaming apps on?	<p>The streaming apps are accessible across unifi Plus Box and your mobile devices up to:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">No</th> <th style="width: 40%;">App</th> <th style="width: 50%;">Offering</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>TVBAnywhere+</td> <td> <ul style="list-style-type: none"> Up to 2 devices at the same time </td> </tr> <tr> <td>2</td> <td>Lionsgate Play</td> <td> <ul style="list-style-type: none"> Up to 2 devices at the same time </td> </tr> <tr> <td>3</td> <td>iQiyi</td> <td> <ul style="list-style-type: none"> Up to 2 devices at the </td> </tr> </tbody> </table>			No	App	Offering	1	TVBAnywhere+	<ul style="list-style-type: none"> Up to 2 devices at the same time 	2	Lionsgate Play	<ul style="list-style-type: none"> Up to 2 devices at the same time 	3	iQiyi	<ul style="list-style-type: none"> Up to 2 devices at the
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			same time
		4	Viu • Up to 5 devices at the same time
		5	ZEE5 • Up to 5 devices at the same time
		6	Simply South • Up to 3 devices at the same time
		7	Amazon Prime Video • Up to 3 devices at the same time
		8	BBC Player • Unlimited
		9	YuppTV • Up to 4 devices at the same time
		10	ShemarooMe • Up to 4 devices at the same time
7	I am an Ultimate Pack subscriber. How do I activate the new streaming apps with exclusive access?	<p>Step 1: Visit microsite https://activate.unifi.com.my to activate Lionsgate Play and another one (1) streaming app of your choice (iQiyi / Viu / Simply South / ZEE5) starting 24th September 2021.</p> <p>Step 2: Verify/Key-in your unifi ID and verify your contact number. Select the streaming app of your choice.</p> <p>Step 3: You will receive an SMS containing a One-time Password (OTP). Key-in the OTP and select "Confirm".</p> <p>Step 4: After activation is successful on the microsite, you can enjoy the streaming apps on unifi Plus Box or the app.</p> <p>Steps to connect and enjoy the streaming apps are unique to its own. You may refer to the user guides for each streaming app at www.unifi.com.my/plusbox.</p>	
8	Can I swap or change the selected 1 streaming app of my choice?	Sorry you will not be able to swap or change the selected app.	
9	Why should I subscribe to the streaming apps via unifi instead of subscribing directly on the app?	<p>You would get to enjoy exclusive bundle and pricing deals, which is only available just for unifi Home customers. It is also more convenient for you to subscribe and pay in a single unifi bill each month.</p> <p>If you prefer to enjoy TV entertainment in a lean-back mode, unifi Plus Box houses all these streaming apps in a single media box for the ultimate binge-watching experience on the big screen.</p>	
10	I am not an Ultimate Pack subscriber. Can I subscribe to the new streaming app offering on 1st October 2021?	<p>There are three (3) ways to enjoy the streaming app offerings as below:</p> <ol style="list-style-type: none"> If you are a Varnam Plus/Aneka Plus/Ruby Plus Pack subscriber, you may upgrade to Ultimate Pack starting 1st October 2021 via our digital platforms: Live Chat on www.unifi.com.my/chat or myunifi app If you have not subscribed to any unifi TV pack, you may subscribe to Ultimate Pack via our digital platforms: Live Chat on www.unifi.com.my/chat or myunifi app You may subscribe to the ala carte streaming app starting 1st November 2021 via https://activate.unifi.com.my. Please refer to Q3. 	

11	How do I login to these new streaming apps after I have successfully registered?	<p>There are different login credentials for each streaming app, as below:</p> <table border="1" data-bbox="667 163 1396 568"> <thead> <tr> <th>No</th> <th>App</th> <th>Login Credential</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>TVBAnywhere+</td> <td>• unifi ID</td> </tr> <tr> <td>2</td> <td>Lionsgate Play</td> <td>• Mobile number</td> </tr> <tr> <td>3</td> <td>iQiyi</td> <td>• Mobile number</td> </tr> <tr> <td>4</td> <td>Viu</td> <td>• unifi ID</td> </tr> <tr> <td>5</td> <td>ZEE5</td> <td>• E-mail address</td> </tr> <tr> <td>6</td> <td>Simply South</td> <td>• E-mail address</td> </tr> <tr> <td>7</td> <td>Amazon Prime Video</td> <td>• E-mail address</td> </tr> <tr> <td>8</td> <td>BBC Player</td> <td>• unifi ID</td> </tr> <tr> <td>9</td> <td>YuppTV</td> <td>• E-mail address</td> </tr> <tr> <td>10</td> <td>ShemarooMe</td> <td>• Mobile number</td> </tr> </tbody> </table> <p>If you need further assistance, you may also check the confirmation e-mail you have received upon successful registration.</p>	No	App	Login Credential	1	TVBAnywhere+	• unifi ID	2	Lionsgate Play	• Mobile number	3	iQiyi	• Mobile number	4	Viu	• unifi ID	5	ZEE5	• E-mail address	6	Simply South	• E-mail address	7	Amazon Prime Video	• E-mail address	8	BBC Player	• unifi ID	9	YuppTV	• E-mail address	10	ShemarooMe	• Mobile number
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12	What if I forget my unifi ID to activate these streaming apps?	<p>You can check your unifi ID (i.e. yourname@unifi) in your monthly bill.</p> <p>Alternatively, you can also reach out to us via our digital platforms: Live Chat on www.unifi.com.my/chat or myunifi app.</p>																																	
13	Why am I not receiving the OTP to activate the streaming apps?	<p>Please verify your mobile number again.</p> <p>If it is not the correct mobile number, you can update your latest account contact details by reaching out to us via our digital platforms: Live Chat on www.unifi.com.my/chat or myunifi app.</p>																																	
14	My mobile number registered is correct. Why am I still not receiving the OTP to activate the streaming apps?	<p>Please check if you may have set up an SMS blocked list on your phone. You would have to remove the number 62100 / 66555 from the blocked list.</p> <p>There might also be a network delay by your mobile network provider. Please wait for a while before you retry.</p> <p>The OTP is valid within five (5) minutes upon generation. If your OTP becomes invalid, you can request for the OTP to be sent again to your verified mobile number.</p>																																	
15	I have not received the e-mail confirmation after activating the streaming apps with complimentary access. What should I do?	<p>Please wait for a moment and try to reload your inbox.</p> <p>Alternatively, you may try to check the spam/junk mail folder.</p> <p>If these methods fail, please reach out to us via our digital platforms: Live Chat on www.unifi.com.my/chat or myunifi app for further assistance.</p>																																	
16	What if I forget my password to the streaming app?	<p>You can refer to the e-mail and SMS received when you activated the streaming app.</p>																																	
17	Can I change my password on the streaming app?	<p>Sorry, you are unable to change your streaming app password after activation.</p>																																	

18	Can I watch content from the streaming apps with unifi TV Media Box (white colour)?	<p>Sorry, the streaming apps are available only on unifi Plus Box.</p> <p>There are several options that you can explore:</p> <ol style="list-style-type: none"> Upgrade to unifi Plus Box at RM20/month Subscribe or upgrade to unifi TV Ultimate Pack, which includes unifi Plus Box If you are an Ultimate Pack subscriber, you can also watch the streaming apps on the respective apps starting 1st October 2021
19	I do not have any unifi Home broadband subscription currently. Can I get the streaming app offering?	<p>You would need to subscribe to unifi Home with unifi TV Ultimate Pack to enjoy the added benefits with streaming apps.</p> <p>Please visit www.unifi.com.my or the nearest TMpoint to subscribe.</p>
20	Am I able to use the streaming apps when I am connected to TM/unifi network only?	<p>For first-time activation, it is best if you can connect to TM/unifi Wi-Fi network to enjoy exclusive deals.</p> <p>Once the activation is successful, you are free to use the streaming apps subscribed anytime, anywhere. All you need is a stable internet connection, regardless of the service provider.</p>
21	I have an existing subscription with the streaming apps, can I subscribe to the same app via unifi?	<p>We would recommend that you terminate your current subscription first, and then subscribe to the streaming app via unifi. This is to avoid from you are being double-charged for the same service.</p> <p>We would also recommend that you explore our other amazing streaming app partners which also offer great on demand content.</p>
22	I want to activate the complimentary access to the streaming apps. Is there a separate contract terms applied to this?	<p>No, there will be no contract bound to this offering.</p>
23	Why do I see an expiry date when I activate the streaming app with exclusive access?	<p>Do not worry, you are entitled to the streaming app access with your Ultimate Pack subscription. Please disregard the expiry date on the app and continue to have fun binge-watching!</p>
24	What are the payment options available for the streaming apps?	<p>For the convenience of our customers, we highly encourage payment via unifi billing (direct carrier billing).</p> <p>There are several payment channels to pay your unifi bill:</p> <ol style="list-style-type: none"> myunifi app unifi portal via www.unifi.com.my Selected preferred online banking portals Nearest TMpoint of TMpoint Authorised Dealer (TAD) POS Malaysia
SERVICE TERMINATION		
25	If I terminate my unifi Home account, can I continue to enjoy the exclusive deals with the	<p>Unfortunately no, because the streaming apps subscription and exclusive deals cannot exist without the unifi Home account.</p>

	streaming apps?	
26	How do I terminate my streaming apps subscription?	Feel free to reach out to us via our digital platforms: Live Chat on www.unifi.com.my/chat or myunifi app.
27	Will I get a refund if I terminate my streaming app subscription?	Unfortunately, if you cancel the subscription midway of the billing cycle, you will not be refunded for the remaining period. This means, you can still enjoy the service until the end of the billing cycle for that month. Your access to the service will be discontinued starting from the next billing cycle and no further charges will be reflected in your bill.

CONTACT US

28	Who should I contact if I need any assistance or service inquiry on streaming apps with unifi?	Feel free to reach out to us via our digital platforms: Live Chat on www.unifi.com.my/chat or myunifi app.																								
29	Where can I get more info on the streaming apps?	<p>For more information regarding the streaming apps, please check out the respective streaming apps' T&C and FAQ from the links below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">App</th> <th style="text-align: center;">T&C</th> <th style="text-align: center;">FAQ</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">TVBAnywhere+</td> <td style="text-align: center;">https://www.tvbanywhere.com/terms-of-services.html</td> <td style="text-align: center;">https://www.tvbanywhere.com/faq.html</td> </tr> <tr> <td style="text-align: center;">Lionsgate Play</td> <td style="text-align: center;">TBC</td> <td style="text-align: center;">TBC</td> </tr> <tr> <td style="text-align: center;">iQiyi</td> <td style="text-align: center;">https://www.iq.com/intl-common/international-useragreement.html?lang=en_us</td> <td style="text-align: center;">https://www.iq.com/intl-common/international-privacyagreement.html?lang=en_us</td> </tr> <tr> <td style="text-align: center;">Viu</td> <td style="text-align: center;">https://www.viu.com/ott/my/en/all/terms</td> <td style="text-align: center;">https://www.viu.com/ott/my/en/all/terms</td> </tr> <tr> <td style="text-align: center;">ZEE5</td> <td style="text-align: center;">https://www.viu.com/ott/my/en/all/terms</td> <td style="text-align: center;">https://faq.zee5.com/?country=MY</td> </tr> <tr> <td style="text-align: center;">Simply South</td> <td style="text-align: center;">https://www.simplysouth.tv/terms</td> <td style="text-align: center;">https://www.simplysouth.tv/faq</td> </tr> <tr> <td style="text-align: center;">Amazon Prime Video</td> <td style="text-align: center;">https://www.primevideo.com/help/ref=atv_hp_nd_cnt?no_deld=202095490</td> <td style="text-align: center;">https://www.primevideo.com/help/ref=atv_nb_hp</td> </tr> </tbody> </table>	App	T&C	FAQ	TVBAnywhere+	https://www.tvbanywhere.com/terms-of-services.html	https://www.tvbanywhere.com/faq.html	Lionsgate Play	TBC	TBC	iQiyi	https://www.iq.com/intl-common/international-useragreement.html?lang=en_us	https://www.iq.com/intl-common/international-privacyagreement.html?lang=en_us	Viu	https://www.viu.com/ott/my/en/all/terms	https://www.viu.com/ott/my/en/all/terms	ZEE5	https://www.viu.com/ott/my/en/all/terms	https://faq.zee5.com/?country=MY	Simply South	https://www.simplysouth.tv/terms	https://www.simplysouth.tv/faq	Amazon Prime Video	https://www.primevideo.com/help/ref=atv_hp_nd_cnt?no_deld=202095490	https://www.primevideo.com/help/ref=atv_nb_hp
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