

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI TV CONTENT UPDATE OCTOBER 2025**

STREAMING APP (OTT) SUBSCRIPTION AND ACTIVATION		
GENERAL INFORMATION		
NO.	QUESTION	ANSWER
1.	I am a Unifi TV Pack subscriber. How do I redeem the streaming apps bundled in the pack?	<u>Via MyUnifi App (For Unifi Home subscribers before 17 March 2025)</u> Step 1: Download the MyUnifi app on your mobile device and log in using your registered email address. Step 2: Tap the “Menu” button on the home page, then select “TV Pack”. Choose your Unifi Home account, scroll to the Entertainment Pack section, and tap “View Details”. Step 3: Tap the “Free” button to redeem your bundled streaming app(s), then submit. Step 4: Check your inbox (or spam folder) for an activation email from Unifi or the streaming app partner. Click the link in the email to complete any additional steps required. Step 5: Once redemption is successful, you can enjoy your streaming apps on the Unifi TV Box or directly via the streaming apps. <u>Via Unifi UniVerse App (For Unifi Home subscribers from 17 March 2025)</u> Step 1: Download the Unifi UniVerse app on your mobile device and log in using your registered email address. Step 2: Tap the dropdown arrow icon of your selected Unifi Home account. Under “IPTV Service Account”, your Unifi TV ID (e.g., example@iptv) will be displayed. Step 3: Go to “My Services”, tap “View My Streaming Apps”, then tap “Activate” to redeem your bundled streaming app(s) and proceed. Step 4: Check your inbox (or spam folder) for an activation email from Unifi or the streaming app partner. Click the link in the email to complete any additional steps required. Step 5: Once redemption is successful, you can enjoy your streaming apps on the Unifi TV Box or directly via the streaming apps. <u>Via Unifi Selfcare Portal</u> Step 1: Go to https://selfcare.unifi.com.my/ and log in using your registered email address. Step 2: On the homepage, scroll to “My Accounts” and click the arrow to select “View Service” for your relevant account. Step 3: In the menu, click on “My Streaming Apps”, then click the

		“Free” button to redeem your bundled streaming app(s). Step 4: Check your inbox (or spam folder) for an activation email from Unifi or the streaming app partner. Click the link in the email to complete any additional steps required. Step 5: Once redemption is successful, you can enjoy your streaming apps on the Unifi TV Box or directly via the streaming apps. Note: Each streaming app has its own login and activation steps. For detailed user guides, visit: https://unifi.com.my/tv/index.html#/tv-directory/streaming-apps/												
2.	What are the streaming apps available on Unifi TV?	As part of our continuous effort to bring you richer entertainment experience, Unifi TV has partnered with 21 streaming apps as follows: 1. SUN NXT 2. HBO Max 3. CMGO 4. YOUKU 5. Vidio 6. Durioo+ 7. Netflix 8. SIAR 9. MangoTV 10. Disney+ 11. beIN SPORTS CONNECT 12. SPOTV NOW 13. WeTV 14. Amazon Prime Video 15. TVBAnywhere+ 16. iQIYI 17. Viu 18. ZEE5 19. Simply South 20. YuppTV 21. BBC Player												
3.	What content is available on these streaming apps?	<table border="1"> <thead> <tr> <th>No.</th><th>App</th><th>Offering</th></tr> </thead> <tbody> <tr> <td>1.</td><td>SUN NXT</td><td>Sun NXT offers movies, TV shows and live TV in Tamil & five other Indian languages—your all-in-one destination for Indian entertainment, anytime, anywhere.</td></tr> <tr> <td>2.</td><td>HBO Max</td><td>Stream the most talked about series and blockbuster movies featuring the worlds of HBO, the DC Universe, Harry Potter, Discovery and more on HBO Max.</td></tr> <tr> <td>3.</td><td>CMGO</td><td>Enjoy the latest and greatest Chinese movies from Hong Kong, China, Taiwan and Southeast Asia! Bringing you original movie versions, never-before-seen and exclusive titles, all in original audio with multiple subtitle options.</td></tr> </tbody> </table>	No.	App	Offering	1.	SUN NXT	Sun NXT offers movies, TV shows and live TV in Tamil & five other Indian languages—your all-in-one destination for Indian entertainment, anytime, anywhere.	2.	HBO Max	Stream the most talked about series and blockbuster movies featuring the worlds of HBO, the DC Universe, Harry Potter, Discovery and more on HBO Max.	3.	CMGO	Enjoy the latest and greatest Chinese movies from Hong Kong, China, Taiwan and Southeast Asia! Bringing you original movie versions, never-before-seen and exclusive titles, all in original audio with multiple subtitle options.
No.	App	Offering												
1.	SUN NXT	Sun NXT offers movies, TV shows and live TV in Tamil & five other Indian languages—your all-in-one destination for Indian entertainment, anytime, anywhere.												
2.	HBO Max	Stream the most talked about series and blockbuster movies featuring the worlds of HBO, the DC Universe, Harry Potter, Discovery and more on HBO Max.												
3.	CMGO	Enjoy the latest and greatest Chinese movies from Hong Kong, China, Taiwan and Southeast Asia! Bringing you original movie versions, never-before-seen and exclusive titles, all in original audio with multiple subtitle options.												

			4.	YOUKU	YOUKU is China's leading online video platform with various classical content including dramas, variety shows, movies, animation and kids content.
			5.	Vidio	Watch the best of Indonesian entertainment on Vidio, from the most popular <i>sinetron</i> and drama series to exciting sports matches like BRI Liga 1 and many more!
			6.	Durioo+	A streaming platform born with the mission to raise children with <i>eemaan</i> , <i>akhlaq</i> and <i>'ilm</i> (belief, ethics and knowledge). At Durioo+ we produce, co-produce and license entertaining and fun content with good values, virtues, morals or Islamic teachings – all on one safe streaming platform – ad-free!
			7.	Netflix	Netflix is a streaming service that offers a wide variety of award-winning TV programmes, films, anime, documentaries, games and more on thousands of internet-connected devices. You can watch as much as you want, whenever you want. There's always something new to discover, and new TV programmes and films are added every week!
			8.	SIAR	SIAR offers classic local films, spanning a variety of genres throughout the ages. Various movie releases can be enjoyed anytime and anywhere.
			9.	MangoTV	MangoTV gives access to the unlimited high-quality videos of exclusive programs, original Chinese variety shows, reality shows, TV series and films. Enjoy all on MangoTV!
			10.	Disney+	Disney+ is the streaming home of global and local hits. With endless entertainment from Disney, Pixar, Marvel, Star Wars, National Geographic and many more, there is something for everyone.
			11.	beIN SPORTS CONNECT	Stream all beIN SPORTS content on beIN SPORTS CONNECT, a multi-device player accessible on the app or web. Catch every minute of every match across the UEFA Champions League, UEFA Europa League, LaLiga, Serie A, Ligue 1 & more LIVE and on demand – anywhere, anytime.

			12.	SPOTV NOW	SPOTV NOW provides you with access to live sports streaming services, video on demand options and curated exclusive contents of premier Asian and International events, including MotoGP, The Open Championship, US Open and Wimbledon, World Table Tennis, and as well as Asian events such as Korean Baseball League (KBO) and V.League Japan competition. Also comes with Bahasa Melayu commentary for MotoGP live.
			13.	WeTV	Enjoy premium entertainment on WeTV's on demand streaming platform and bump up to VIP for more cool features. Watch the best ad-free local and Asian dramas, shows and anime.
			14.	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.
			15.	TVBAnywhere+	The most comprehensive Chinese entertainment platform published by TVB and delivers the latest & greatest content from TVB anytime, anywhere.
			16.	iQIYI	Home to Asia's hottest entertainment. Bringing you the best of local, Korean and Chinese dramas, movies, variety shows and anime.
			17.	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.
			18.	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 & TV Shows, Music, Cineplays and Health & Lifestyle content all in one single destination.
			19.	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.

		<table><tr><td>20.</td><td>YuppTV</td><td>YuppTV is one of the largest online TV platform with over 200+ Live Indian TV Channels, 7 days of catch-up TV, Latest Regional and Bollywood/Hindi Movies.</td></tr><tr><td>21.</td><td>BBC Player</td><td>BBC Player is a multi-genre streaming platform that features world-class documentaries, premium British dramas, aspirational lifestyle programmes, comedies as well as trusted and engaging children's shows.</td></tr></table>	20.	YuppTV	YuppTV is one of the largest online TV platform with over 200+ Live Indian TV Channels, 7 days of catch-up TV, Latest Regional and Bollywood/Hindi Movies.	21.	BBC Player	BBC Player is a multi-genre streaming platform that features world-class documentaries, premium British dramas, aspirational lifestyle programmes, comedies as well as trusted and engaging children's shows.																		
20.	YuppTV	YuppTV is one of the largest online TV platform with over 200+ Live Indian TV Channels, 7 days of catch-up TV, Latest Regional and Bollywood/Hindi Movies.																								
21.	BBC Player	BBC Player is a multi-genre streaming platform that features world-class documentaries, premium British dramas, aspirational lifestyle programmes, comedies as well as trusted and engaging children's shows.																								
4.	What streaming apps are bundled with Unifi TV Packs at no extra cost, and who is eligible to enjoy them?	All Malaysians are eligible to subscribe to any of the Unifi TV Packs which come with bundled streaming apps at no extra cost. This includes Unifi Home broadband and Unifi Mobile customers. <table><tr><th>TV Pack</th><th>Bundled Apps</th></tr><tr><td>Build-Your-Own Pack</td><td> - Unifi TV app - Choose 1 Asian streaming app (<i>switchable</i>) </td></tr><tr><td>Wira Pack</td><td> - Unifi TV app - Vidio (<i>switchable</i>) - SIAR </td></tr><tr><td>Ying Xiong Pack</td><td> - Unifi TV app - iQIYI (<i>switchable</i>) </td></tr><tr><td>Veeran Pack</td><td> - Unifi TV app - Simply South (<i>switchable</i>) </td></tr><tr><td>Kids Pack</td><td> - Unifi TV app - Disney+ (Basic) </td></tr><tr><td>Sports Pack</td><td> - Unifi TV app - beIN SPORTS CONNECT - SPOTV NOW </td></tr><tr><td>Max Pack</td><td> - Unifi TV app - HBO Max (Standard) </td></tr><tr><td>Netflix Pack</td><td> - Unifi TV app - Netflix (Basic) - BBC Player - beIN SPORTS CONNECT - SPOTV NOW - SIAR - CMGO </td></tr><tr><td>Disney+ Pack</td><td> - Unifi TV app - Disney+ (Basic) - BBC Player - beIN SPORTS CONNECT - SPOTV NOW - SIAR - CMGO </td></tr><tr><td>Max Plus Pack</td><td> - Unifi TV app - HBO Max (Standard) - BBC Player - beIN SPORTS CONNECT - SPOTV NOW - SIAR - CMGO </td></tr><tr><td>Star Pack</td><td> - Unifi TV app </td></tr></table>	TV Pack	Bundled Apps	Build-Your-Own Pack	- Unifi TV app - Choose 1 Asian streaming app (<i>switchable</i>)	Wira Pack	- Unifi TV app - Vidio (<i>switchable</i>) - SIAR	Ying Xiong Pack	- Unifi TV app - iQIYI (<i>switchable</i>)	Veeran Pack	- Unifi TV app - Simply South (<i>switchable</i>)	Kids Pack	- Unifi TV app - Disney+ (Basic)	Sports Pack	- Unifi TV app - beIN SPORTS CONNECT - SPOTV NOW	Max Pack	- Unifi TV app - HBO Max (Standard)	Netflix Pack	- Unifi TV app - Netflix (Basic) - BBC Player - beIN SPORTS CONNECT - SPOTV NOW - SIAR - CMGO	Disney+ Pack	- Unifi TV app - Disney+ (Basic) - BBC Player - beIN SPORTS CONNECT - SPOTV NOW - SIAR - CMGO	Max Plus Pack	- Unifi TV app - HBO Max (Standard) - BBC Player - beIN SPORTS CONNECT - SPOTV NOW - SIAR - CMGO	Star Pack	Unifi TV app
TV Pack	Bundled Apps																									
Build-Your-Own Pack	- Unifi TV app - Choose 1 Asian streaming app (<i>switchable</i>)																									
Wira Pack	- Unifi TV app - Vidio (<i>switchable</i>) - SIAR																									
Ying Xiong Pack	- Unifi TV app - iQIYI (<i>switchable</i>)																									
Veeran Pack	- Unifi TV app - Simply South (<i>switchable</i>)																									
Kids Pack	- Unifi TV app - Disney+ (Basic)																									
Sports Pack	- Unifi TV app - beIN SPORTS CONNECT - SPOTV NOW																									
Max Pack	- Unifi TV app - HBO Max (Standard)																									
Netflix Pack	- Unifi TV app - Netflix (Basic) - BBC Player - beIN SPORTS CONNECT - SPOTV NOW - SIAR - CMGO																									
Disney+ Pack	- Unifi TV app - Disney+ (Basic) - BBC Player - beIN SPORTS CONNECT - SPOTV NOW - SIAR - CMGO																									
Max Plus Pack	- Unifi TV app - HBO Max (Standard) - BBC Player - beIN SPORTS CONNECT - SPOTV NOW - SIAR - CMGO																									
Star Pack	Unifi TV app																									

		<table><tr><td>All-Star Pack</td><td> - Unifi TV app - Netflix (Standard) - Disney+ (Basic) - HBO Max (Standard) - Viu (<i>switchable</i>) </td></tr><tr><td>Super Star Pack</td><td> - Unifi TV app - Netflix (Standard) - Disney+ (Basic) - HBO Max (Standard) - Viu (<i>switchable</i>) - BBC Player - beIN SPORTS CONNECT - SPOTV NOW - SIAR - CMGO </td></tr></table>	All-Star Pack	- Unifi TV app - Netflix (Standard) - Disney+ (Basic) - HBO Max (Standard) - Viu (<i>switchable</i>)	Super Star Pack	- Unifi TV app - Netflix (Standard) - Disney+ (Basic) - HBO Max (Standard) - Viu (<i>switchable</i>) - BBC Player - beIN SPORTS CONNECT - SPOTV NOW - SIAR - CMGO								
All-Star Pack	- Unifi TV app - Netflix (Standard) - Disney+ (Basic) - HBO Max (Standard) - Viu (<i>switchable</i>)													
Super Star Pack	- Unifi TV app - Netflix (Standard) - Disney+ (Basic) - HBO Max (Standard) - Viu (<i>switchable</i>) - BBC Player - beIN SPORTS CONNECT - SPOTV NOW - SIAR - CMGO													
5.	How can I watch the streaming apps?	The streaming apps are best viewed on Unifi TV Box. You may also download the respective apps on your mobile phone and/or tablet via the app stores or watch it via your Smart TV.												
6.	I am a Unifi TV Pack subscriber and I have redeemed the access to streaming apps bundled with my pack at no extra cost. How long do I get to enjoy this offering?	Good news! You can enjoy this offering for as long as you are a Unifi TV Pack subscriber and there will be no additional charges to your existing monthly subscription upon activating the app. <i>Disclaimer: TM holds the rights to amend, add, or change the channel and streaming app list in the pack as per the T&C.</i>												
7.	What are the streaming app offerings available for Unifi TV add-on or a la carte subscription?	All Unifi TV Pack, Unifi Home and Unifi Mobile subscribers get to enjoy special add-on subscription of these selected streaming apps as per table below: <table><tr><th>No.</th><th>App</th><th>Offering</th></tr><tr><td>1.</td><td>SUN NXT</td><td>For all Unifi Home subscribers including Unifi TV Packs - Special add-on price RM23.00/month </td></tr><tr><td>2.</td><td>HBO Max</td><td>For all Unifi Home, Unifi Mobile Postpaid subscribers including Unifi TV Packs special add-on price - RM13.60/month (HBO Max Mobile Plan) - RM24.90/month (RRP RM34.90/month, Save RM10/month on Unifi) (HBO Max Standard Plan) - RM34.90/month (RRP RM52.90/month, Save RM18/month on Unifi) (HBO Max Premium Plan) - Upgrade from Standard to Premium at additional RM10/month </td></tr><tr><td>3.</td><td>CMGO</td><td>For all Unifi Home subscribers including Unifi TV Packs</td></tr></table>	No.	App	Offering	1.	SUN NXT	For all Unifi Home subscribers including Unifi TV Packs Special add-on price RM23.00/month	2.	HBO Max	For all Unifi Home, Unifi Mobile Postpaid subscribers including Unifi TV Packs special add-on price - RM13.60/month (HBO Max Mobile Plan) - RM24.90/month (RRP RM34.90/month, Save RM10/month on Unifi) (HBO Max Standard Plan) - RM34.90/month (RRP RM52.90/month, Save RM18/month on Unifi) (HBO Max Premium Plan) - Upgrade from Standard to Premium at additional RM10/month	3.	CMGO	For all Unifi Home subscribers including Unifi TV Packs
No.	App	Offering												
1.	SUN NXT	For all Unifi Home subscribers including Unifi TV Packs Special add-on price RM23.00/month												
2.	HBO Max	For all Unifi Home, Unifi Mobile Postpaid subscribers including Unifi TV Packs special add-on price - RM13.60/month (HBO Max Mobile Plan) - RM24.90/month (RRP RM34.90/month, Save RM10/month on Unifi) (HBO Max Standard Plan) - RM34.90/month (RRP RM52.90/month, Save RM18/month on Unifi) (HBO Max Premium Plan) - Upgrade from Standard to Premium at additional RM10/month												
3.	CMGO	For all Unifi Home subscribers including Unifi TV Packs												

					Special add-on price at RM9.90/month
		4.	YOUKU	For Unifi TV Pack and Unifi Mobile Prepaid subscribers - Special add-on price at RM9.90/month For Unifi Home subscribers without Unifi TV Packs - A la carte at RM11.90/month	
		5.	Vidio	For Unifi TV Pack, Unifi Mobile Postpaid and Unifi Mobile Prepaid subscribers - Special add-on price at RM8.40/month For Unifi Home subscribers without Unifi TV Packs - A la carte at RM14.90/month	
		6.	Durioo+	For Unifi TV Kids Pack subscribers - Special add-on price at RM8.90/month For other Unifi TV Pack subscribers - Special add-on price at RM9.90/month For Unifi Home subscribers without Unifi TV Packs - A la carte at RM12.90/month	
		7.	Netflix	For all Unifi Home subscribers including Unifi TV Packs - A la carte RM29.90/month (Basic) - A la carte RM49.90/month (Standard) - A la carte RM62.90/month (Premium) - Upgrade from Basic to Standard at additional RM20/month - Upgrade from Standard to Premium at additional RM13/month - Upgrade from Basic to Premium at additional RM33/month	
		8.	SIAR	For Unifi TV Pack subscribers Special add-on price at RM8.00/month	

				For Unifi Home subscribers without Unifi TV Packs
				A la carte at RM10.00/month
		9.	MangoTV	For Unifi TV Pack, Unifi Mobile Postpaid and Unifi Mobile Prepaid subscribers - Special add-on price at RM9.90/month For Unifi Home subscribers without Unifi TV Packs - A la carte at RM18.99/month
		10.	Disney+	For Unifi TV Pack, Unifi Mobile Postpaid and Unifi Mobile Prepaid subscribers - Special add-on price at RM16/month (Basic) - Special upgrade price at RM9.90/month (<i>promo for Basic to Premium Monthly</i>) For Unifi Home subscribers without Unifi TV Packs - A la carte at RM24.90/month (Basic) - A la carte at RM39.90 (Premium Monthly) - A la carte at RM79.90 for 3 months (Premium Quarterly)
		11.	BBC Player	For Unifi TV Pack subscribers - Special add-on price at RM9.00/month For Unifi Home subscribers without Unifi TV Packs - A la carte at RM10.00/month
		12.	Amazon Prime Video	For all Unifi Home subscribers including Unifi TV Packs A la carte RM25/month (<i>subscribe via Unifi TV Box only, payment via credit card only</i>)
		13.	TVBAnywhere+	For Unifi TV Pack subscribers - Special add-on price TVB Anywhere Channel Zone at RM9.90/month - Special add-on price TVB Anywhere VOD Zone at RM9.90/month

				- Special add-on price TVB Anywhere Premium Zone at RM15.90/month For Unifi Home subscribers without Unifi TV Packs - A la carte TVB Anywhere Channel Zone – RM19.90/month - A la carte TVB Anywhere VOD Zone – RM19.90/month - A la carte TVB Anywhere Premium Zone – RM39.90/month	
		14.	iQIYI	For Unifi TV Pack, Unifi Mobile Postpaid and Unifi Mobile Prepaid subscribers - Special add-on price at RM9.90/month For Unifi Home subscribers without Unifi TV Packs - A la carte at RM11.90/month	
		15.	Viu	For Unifi TV Pack, Unifi Mobile Postpaid and Unifi Mobile Prepaid subscribers - Special add-on price at RM8.40/month For Unifi Home subscribers without Unifi TV Packs - A la carte at RM14.90/month	
		16.	ZEE5	For Unifi TV Pack and Unifi Mobile Prepaid subscribers - Special add-on price at RM9.90/month For Unifi Home subscribers without Unifi TV Packs - A la carte at RM14.90/month	
		17.	Simply South	For Unifi TV Pack subscribers - Special add-on price at RM9.90/month For Unifi Home subscribers without Unifi TV Packs - A la carte at RM10/month	
		18.	YuppTV	For all Unifi Home subscribers including Unifi TV Packs A la carte YuppTV Tamil + YuppFlix: RM20/month	

				• A la carte YuppTV Hindi + YuppFlix: RM20/month • A la carte YuppTV Bangla + Yuppflix: RM20/month • A la carte YuppTV Malayalam + YuppFlix: RM20/month • A la carte YuppTV Telugu + YuppFlix: RM20/month • A la carte YuppFlix: RM10/month									
		19.	WeTV	For Unifi TV Pack, Unifi Mobile Postpaid and Unifi Mobile Prepaid subscribers • Special add-on price at RM9.90/month For Unifi Home subscribers without Unifi TV Packs • A la carte at RM11.90/month									
8.	I am a Unifi subscriber, and I have subscribed to the streaming app with special add-on price. How long do I get to enjoy the discounted price?	The discounted price you enjoy is not a short-term offer. If you have subscribed to the special add-on pricing, you will get to enjoy the special price for as long as your Unifi TV Pack, Unifi Home and Unifi Mobile subscription remain active. The streaming apps available with special add-on subscription are as follows: a) SUN NXT b) HBO Max c) CMGO d) YOUKU e) Vidio f) Durioo+ g) SIAR h) MangoTV i) Disney+ j) TVBAnywhere+ k) iQIYI l) Viu m) Simply South n) ZEE5 o) YuppTV p) WeTV											
9.	How many devices can I access the streaming apps on?	The streaming apps can be accessed across the following number of devices. This includes access via Unifi TV Box. <table><thead><tr><th>No.</th><th>App</th><th>Offering</th></tr></thead><tbody><tr><td>1.</td><td>SUN NXT</td><td> • Up to 4 devices concurrently </td></tr><tr><td>2.</td><td>HBO Max</td><td> • Mobile – Only 1 device at once on mobile or tablet. • Standard – watch in Full HD and on up to 2 </td></tr></tbody></table>			No.	App	Offering	1.	SUN NXT	• Up to 4 devices concurrently	2.	HBO Max	• Mobile – Only 1 device at once on mobile or tablet. • Standard – watch in Full HD and on up to 2
No.	App	Offering											
1.	SUN NXT	• Up to 4 devices concurrently											
2.	HBO Max	• Mobile – Only 1 device at once on mobile or tablet. • Standard – watch in Full HD and on up to 2											

				- devices at once. - Premium – watch in 4K Ultra HD and Dolby Atmos (as available) and on up to 4 devices at once.
		3.	CMGO	Up to 3 devices concurrently
		4.	YOUKU	Up to 2 devices concurrently
		5.	Vidio	Only 1 device concurrently
		6.	Durioo+	Up to 3 devices concurrently
		7.	Netflix	- Basic – watch in HD up to 1 supported device at a time - Standard – watch in Full HD up to 2 supported devices at a time - Premium – watch in Ultra HD up to 4 supported devices at a time
		8.	SIAR	Up to 5 devices concurrently
		9.	MangoTV	Up to 2 devices concurrently
		10.	TVBAnywhere+	Up to 2 devices concurrently
		11.	iQIYI	Up to 2 devices concurrently
		12.	Viu	Up to 5 devices concurrently
		13.	ZEE5	Up to 5 devices concurrently
		14.	Simply South	Up to 3 devices concurrently
		15.	Amazon Prime Video	Up to 3 devices concurrently
		16.	BBC Player	Unlimited
		17.	YuppTV	Up to 4 devices concurrently
		18.	WeTV	Up to 2 devices concurrently
		19.	Disney+	- Basic – Only 1 device concurrently - Premium (Monthly & Quarterly) - Up to 3 devices concurrently

		<table><tr><td>20.</td><td>beIN SPORTS CONNECT</td><td> - Only 1 device concurrently </td></tr><tr><td>21.</td><td>SPOTV NOW</td><td> - Only 1 device concurrently </td></tr></table>	20.	beIN SPORTS CONNECT	Only 1 device concurrently	21.	SPOTV NOW	Only 1 device concurrently								
20.	beIN SPORTS CONNECT	Only 1 device concurrently														
21.	SPOTV NOW	Only 1 device concurrently														
10.	I am a Unifi TV Pack subscriber. When should I redeem the new streaming apps?	There's no specific time for you to redeem your bundled streaming apps. However, we highly recommend redeeming them as soon as you can to start enjoying the best entertainment with Unifi. You can simply redeem the apps via MyUnifi app, Unifi UniVerse app or Unifi portal at https://selfcare.unifi.com.my/														
11.	Can I switch or change my current streaming app to another one of my choice, and how often can I do this?	The bundled streaming app for Unifi TV Packs below can be switched to one (1) of the following: <table><tr><th>TV Pack</th><th>Bundled App</th></tr><tr><td>Build-Your-Own Pack</td><td> - Choose 1 Asian streaming app (<i>switchable</i>) </td></tr><tr><td>Wira Pack</td><td> - Vidio (<i>switchable</i>) </td></tr><tr><td>Ying Xiong Pack</td><td> - iQIYI (<i>switchable</i>) </td></tr><tr><td>Veeran Pack</td><td> - Simply South (<i>switchable</i>) </td></tr><tr><td>All-Star Pack</td><td> - Viu (<i>switchable</i>) </td></tr><tr><td>Super Star Pack</td><td> - Viu (<i>switchable</i>) </td></tr></table> a) CMGO b) MangoTV c) Viu d) iQIYI e) Simply South f) ZEE5 g) WeTV h) TVBAnywhere+ (VOD Zone) i) YOUKU j) Vidio You can switch the bundled streaming app once every month. Once you have opted to switch your current app with another eligible app (as listed above), you will still have access to the current app until the expiry date. The expiry date of the current app can be seen in the app itself. The subscription of the new app will start on the day after the expiry date of the current app. You may switch these streaming apps at the following channels: a) MyUnifi app b) Unifi UniVerse app c) Unifi Selfcare portal https://selfcare.unifi.com.my/ d) Unifi TV sales portal https://unifi.com.my/login	TV Pack	Bundled App	Build-Your-Own Pack	Choose 1 Asian streaming app (<i>switchable</i>)	Wira Pack	Vidio (<i>switchable</i>)	Ying Xiong Pack	iQIYI (<i>switchable</i>)	Veeran Pack	Simply South (<i>switchable</i>)	All-Star Pack	Viu (<i>switchable</i>)	Super Star Pack	Viu (<i>switchable</i>)
TV Pack	Bundled App															
Build-Your-Own Pack	Choose 1 Asian streaming app (<i>switchable</i>)															
Wira Pack	Vidio (<i>switchable</i>)															
Ying Xiong Pack	iQIYI (<i>switchable</i>)															
Veeran Pack	Simply South (<i>switchable</i>)															
All-Star Pack	Viu (<i>switchable</i>)															
Super Star Pack	Viu (<i>switchable</i>)															
12.	Why should I subscribe to the streaming apps via Unifi instead of subscribing directly to the app?	By subscribing via Unifi, you get to enjoy curated bundles and great add-on deals, specially crafted for you as our Unifi customer. You will also get to enjoy the convenience of paying the subscriptions in one single Unifi bill each month.														
13.	I am not a Unifi TV Pack subscriber. Can I subscribe to the streaming apps?	If you are interested to subscribe to the following streaming apps, you can subscribe on a la carte basis via MyUnifi app, Unifi UniVerse app, Unifi Selfcare portal (https://selfcare.unifi.com.my/) or Unifi TV sales portal (https://unifi.com.my/login) a) SUN NXT (Via Unifi UniVerse app only. For Unifi Home														

		subscribers before 17 March 2025, call 100 or visit the nearest Unifi Store to subscribe.) b) HBO Max c) CMGO d) YOUKU e) Vidio f) Durioo+ g) Netflix (via Unifi TV Box only) h) SIAR i) MangoTV j) Disney+ k) TVBAnywhere+ l) Amazon Prime Video (via Unifi TV Box only) m) BBC Player n) YuppTV o) Viu p) Simply South q) ZEE5 r) WeTV s) iQIYI																																																																		
14.	Why can't I subscribe to beIN SPORTS CONNECT and SPOTV NOW on a la carte basis?	The access to these two (2) apps is exclusively available to subscribers of the Unifi TV Sports Pack, Netflix Pack, Disney+ Pack, Max Plus Pack and Super Star Pack – at no additional cost.																																																																		
15.	How do I log in to these new streaming apps after I have successfully registered?	There are different login credentials for each streaming app, as below: <table border="1"> <thead> <tr> <th>No.</th><th>App</th><th>Login Credential</th></tr> </thead> <tbody> <tr><td>1.</td><td>SUN NXT</td><td>• Email address</td></tr> <tr><td>2.</td><td>HBO Max</td><td>• Email address</td></tr> <tr><td>3.</td><td>CMGO</td><td>• Email address</td></tr> <tr><td>4.</td><td>YOUKU</td><td>• Mobile number</td></tr> <tr><td>5.</td><td>Vidio</td><td>• Email address</td></tr> <tr><td>6.</td><td>Durioo+</td><td>• Email address</td></tr> <tr><td>7.</td><td>Netflix</td><td>• Email address</td></tr> <tr><td>8.</td><td>TVBAnywhere+</td><td>• Unifi ID</td></tr> <tr><td>9.</td><td>iQIYI</td><td>• Mobile number</td></tr> <tr><td>10.</td><td>Viu</td><td>• Mobile number</td></tr> <tr><td>11.</td><td>ZEE5</td><td>• Email address</td></tr> <tr><td>12.</td><td>Simply South</td><td>• Email address</td></tr> <tr><td>13.</td><td>Amazon Prime Video</td><td>• Email address</td></tr> <tr><td>14.</td><td>BBC Player</td><td>• Unifi ID</td></tr> <tr><td>15.</td><td>YuppTV</td><td>• Email address</td></tr> <tr><td>16.</td><td>WeTV</td><td>• Mobile number</td></tr> <tr><td>17.</td><td>Disney+</td><td>• Mobile number</td></tr> <tr><td>18.</td><td>beIN SPORTS CONNECT</td><td>• Unifi ID</td></tr> <tr><td>19.</td><td>SPOTV NOW</td><td>• Unifi ID</td></tr> <tr><td>20.</td><td>MangoTV</td><td>• Mobile number</td></tr> <tr><td>21.</td><td>SIAR</td><td>• Email address</td></tr> </tbody> </table> You may also check the confirmation email you received upon successful registration.	No.	App	Login Credential	1.	SUN NXT	• Email address	2.	HBO Max	• Email address	3.	CMGO	• Email address	4.	YOUKU	• Mobile number	5.	Vidio	• Email address	6.	Durioo+	• Email address	7.	Netflix	• Email address	8.	TVBAnywhere+	• Unifi ID	9.	iQIYI	• Mobile number	10.	Viu	• Mobile number	11.	ZEE5	• Email address	12.	Simply South	• Email address	13.	Amazon Prime Video	• Email address	14.	BBC Player	• Unifi ID	15.	YuppTV	• Email address	16.	WeTV	• Mobile number	17.	Disney+	• Mobile number	18.	beIN SPORTS CONNECT	• Unifi ID	19.	SPOTV NOW	• Unifi ID	20.	MangoTV	• Mobile number	21.	SIAR	• Email address
No.	App	Login Credential																																																																		
1.	SUN NXT	• Email address																																																																		
2.	HBO Max	• Email address																																																																		
3.	CMGO	• Email address																																																																		
4.	YOUKU	• Mobile number																																																																		
5.	Vidio	• Email address																																																																		
6.	Durioo+	• Email address																																																																		
7.	Netflix	• Email address																																																																		
8.	TVBAnywhere+	• Unifi ID																																																																		
9.	iQIYI	• Mobile number																																																																		
10.	Viu	• Mobile number																																																																		
11.	ZEE5	• Email address																																																																		
12.	Simply South	• Email address																																																																		
13.	Amazon Prime Video	• Email address																																																																		
14.	BBC Player	• Unifi ID																																																																		
15.	YuppTV	• Email address																																																																		
16.	WeTV	• Mobile number																																																																		
17.	Disney+	• Mobile number																																																																		
18.	beIN SPORTS CONNECT	• Unifi ID																																																																		
19.	SPOTV NOW	• Unifi ID																																																																		
20.	MangoTV	• Mobile number																																																																		
21.	SIAR	• Email address																																																																		
16.	What if I forget my Unifi ID to redeem these streaming apps?	You can check your Unifi ID (i.e. example@unifi) in your monthly bill. You can easily access it via MyUnifi app, Unifi UniVerse app or Unifi Selfcare portal at https://selfcare.unifi.com.my/																																																																		

17.	I have not received the email confirmation after activating the streaming apps with complimentary access. What should I do?	Please wait for a moment and try to reload your inbox. Alternatively, you may try to check the spam/junk mail folder. If these methods fail, please reach out to us via our digital platforms: Live Chat on https://maya.unifi.com.my or MyUnifi app/Unifi UniVerse app for further assistance.
18.	What if I forget my password to the streaming app?	You can refer to the email and SMS received when you redeemed the streaming app.
19.	Can I change my password on the streaming app?	You may change your password on the streaming app depending on the required login feature of the streaming app itself.
20.	Can I watch content from streaming apps using the white Unifi TV Box?	Sorry, streaming apps are only available on the Unifi TV Box (Android TV version). Here are several options you can explore: - Upgrade to the Unifi TV Box (Android TV) at RM10/month for 24 months, or RM240 as a one-time payment - Alternatively, you can watch the streaming apps via their respective mobile apps
21.	I do not have any Unifi Home broadband subscription currently. Can I get the streaming app offering?	You would need to subscribe to any of Unifi TV Packs to enjoy the added benefits with streaming apps. Please visit www.unifi.com.my/new or the nearest Unifi Store/TMpoint to subscribe.
22.	Am I able to use the streaming apps when I am connected to TM/Unifi network only?	For first-time activation, it is best for you to be connected to Unifi Wi-Fi network to enjoy special deals. 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.
23.	I have an existing subscription with the streaming apps, can I subscribe to the same app via Unifi?	We would recommend that you terminate your current subscription first, and then subscribe to the streaming app via Unifi. This is to avoid you being double charged for the same service.
24.	I have an existing a la carte subscription to a streaming app with Unifi. Am I eligible to enjoy the special add-on price?	Yes, if you are a Unifi TV Pack, Unifi Home or Unifi Mobile subscriber, you are eligible to subscribe to the following streaming apps special add-ons: - SUN NXT (Via Unifi UniVerse app only. For Unifi Home subscribers before 17 March 2025, call 100 or visit the nearest Unifi Store to subscribe.) - HBO Max - CMGO - YOUKU - Vidio - Durioo+ - SIAR - MangoTV - Disney+ - TVBAnywhere+ - iQIYI - Viu - Simply South - ZEE5

		o) YuppTV p) WeTV If you want to enjoy the special price, we advise you to terminate the current subscription and resubscribe. To add on the streaming apps, you can do so via the MyUnifi app, Unifi UniVerse app, Unifi Selfcare portal (https://selfcare.unifi.com.my/) or Unifi TV sales portal (https://unifi.com.my/login).								
25.	Can I subscribe to more than one streaming app as add-on or a la carte?	Yes, you can and you will get to enjoy the special add-on price for each of the streaming app available: a) SUN NXT (Via Unifi UniVerse app only. For Unifi Home subscribers before 17 March 2025, call 100 or visit the nearest Unifi Store to subscribe.) b) HBO Max c) CMGO d) YOUKU e) Vidio f) Durioo+ g) SIAR h) MangoTV i) Disney+ j) TVBAnywhere+ k) iQIYI l) Viu m) Simply South n) ZEE5 o) YuppTV p) WeTV								
26.	I am an existing Unifi TV Pack subscriber with Streamyx (Unifi Lite) network (TVOS). Why am I unable to enjoy the special add-on for selected streaming apps?	We're sorry. Unfortunately, this is only applicable for Unifi fibre customers with Unifi TV Packs.								
27.	I have subscribed to a streaming app as an add-on / a la carte. Why am I being billed twice with full amount in my Unifi bill, with no proration?	Upon successful subscription, you are billed with the current month and one (1) month advance charges. There is no proration for the streaming app subscription as the service rendered to you will be in full term of 60 days as per what you have been charged and paid for.								
28.	I want to redeem the bundled access to the streaming apps that comes with my Unifi TV Pack, at no extra cost. Is there a separate contract terms applied to this?	No, there are no separate contract terms applied to the streaming app activation. The access to the streaming apps will be as per the Unifi TV Pack terms and conditions that you have subscribed to because the bundled streaming app is included as part of the pack offerings as below: <table><tr><th>TV Pack</th><th>Bundled Apps</th></tr><tr><td>Build-Your-Own Pack</td><td> • Unifi TV app • Choose 1 Asian streaming app (<i>switchable</i>) </td></tr><tr><td>Wira Pack</td><td> • Unifi TV app • Vidio (<i>switchable</i>) • SIAR </td></tr><tr><td>Ying Xiong Pack</td><td> • Unifi TV app • iQIYI (<i>switchable</i>) </td></tr></table>	TV Pack	Bundled Apps	Build-Your-Own Pack	• Unifi TV app • Choose 1 Asian streaming app (<i>switchable</i>)	Wira Pack	• Unifi TV app • Vidio (<i>switchable</i>) • SIAR	Ying Xiong Pack	• Unifi TV app • iQIYI (<i>switchable</i>)
TV Pack	Bundled Apps									
Build-Your-Own Pack	• Unifi TV app • Choose 1 Asian streaming app (<i>switchable</i>)									
Wira Pack	• Unifi TV app • Vidio (<i>switchable</i>) • SIAR									
Ying Xiong Pack	• Unifi TV app • iQIYI (<i>switchable</i>)									

		Veeran Pack	• Unifi TV app • Simply South (<i>switchable</i>)
		Kids Pack	• Unifi TV app • Disney+ (Basic)
		Sports Pack	• Unifi TV app • beIN SPORTS CONNECT • SPOTV NOW
		Max Pack	• Unifi TV app • HBO Max (Standard)
		Netflix Pack	• Unifi TV app • Netflix (Basic) • BBC Player • beIN SPORTS CONNECT • SPOTV NOW • SIAR • CMGO
		Disney+ Pack	• Unifi TV app • Disney+ (Basic) • BBC Player • beIN SPORTS CONNECT • SPOTV NOW • SIAR • CMGO
		Max Plus Pack	• Unifi TV app • HBO Max (Standard) • BBC Player • beIN SPORTS CONNECT • SPOTV NOW • SIAR • CMGO
		Star Pack	• Unifi TV app
		All-Star Pack	• Unifi TV app • Netflix (Standard) • Disney+ Basic) • HBO Max (Standard) • Viu (<i>switchable</i>)
		Super Star Pack	• Unifi TV app • Netflix (Standard) • Disney+ (Basic) • HBO Max (Standard) • Viu (<i>switchable</i>) • BBC Player • beIN SPORTS CONNECT • SPOTV NOW • SIAR • CMGO
		You will also be bound by the terms and conditions of the individual streaming apps.	
29.	Why do I see an expiry date when I redeem certain streaming apps with bundled access?	Do not worry, you are entitled to the streaming app access with your Unifi TV Pack subscription. Please disregard the expiry date on the app and continue to have fun binge-watching!	
30.	What are the payment options available for the streaming apps?	For the convenience of our customers, we highly encourage payment via Unifi billing (direct carrier billing). There are several payment channels to pay your Unifi bill: a) MyUnifi app or Unifi UniVerse app	

		b) Unifi Selfcare portal via https://selfcare.unifi.com.my/ c) Selected preferred online banking portals d) Nearest Unifi Store/TMpoint or TMpoint Authorised Dealer (TAD) e) POS Malaysia For more payment channels, visit http://i.unifi.my/paymentchannel																																								
31.	Why does my Unifi TV Box display an empty or black screen?	We are sorry for the inconvenience. Please try clearing the cache on your Unifi TV Box by following these steps: a) Go to “Settings” b) Select “Apps” c) Select “Unifi TV” d) Click on “Clear cache”																																								
ADDITIONAL QUESTIONS FOR HBO MAX																																										
32.	What is the new HBO Max streaming app rebranding all about?	On 9th July 2025, Warner Bros. Discovery announced that the HBO Max is the new brand for its streaming service (previously known as Max). This launch will not affect the experience and access of existing Unifi TV subscribers who currently have access to the Max streaming app through bundled Unifi TV Pack offerings and on an a la carte basis.																																								
33.	What are the new HBO Max offerings with Unifi TV compared to HBO GO?	Here are the updates to the HBO Max streaming app offerings available with Unifi TV: <table><tr><th>HBO GO</th><th colspan="3">HBO Max</th></tr><tr><th></th><th>Mobile</th><th>Standard</th><th>Premium</th></tr><tr><td>RM24.90/month (for Unifi TV Packs subscribers)</td><td>RM13.60/month (for all Unifi subscribers)</td><td>RM24.90/month (for all Unifi subscribers, save RM10/month on Unifi)</td><td>RM34.90/month (add-on RM10/month from Standard) (for all Unifi subscribers, save RM18/month on Unifi)</td></tr><tr><td>RM34.90/month (for non-Unifi TV Packs subscribers)</td><td></td><td></td><td></td></tr></table> The features of HBO Max subscription plans are as follows: <table><tr><th>Features</th><th>Mobiile</th><th>Standard</th><th>Premium</th></tr><tr><td>Device Login Limit</td><td>Multiple devices</td><td>Multiple devices</td><td>Multiple devices</td></tr><tr><td>Concurrent Streams</td><td>1</td><td>2</td><td>4</td></tr><tr><td>Video Quality</td><td></td><td>Up to 1080p (Full HD)</td><td>Up to 4K (UHD), as available</td></tr><tr><td>Audio + Visual Enhancement</td><td></td><td>-</td><td>Dolby Atmos Dolby Vision, as available</td></tr><tr><td>Content Download Limit</td><td>15</td><td>30</td><td>100*</td></tr></table> *Limits apply	HBO GO	HBO Max				Mobile	Standard	Premium	RM24.90/month (for Unifi TV Packs subscribers)	RM13.60/month (for all Unifi subscribers)	RM24.90/month (for all Unifi subscribers, save RM10/month on Unifi)	RM34.90/month (add-on RM10/month from Standard) (for all Unifi subscribers, save RM18/month on Unifi)	RM34.90/month (for non-Unifi TV Packs subscribers)				Features	Mobiile	Standard	Premium	Device Login Limit	Multiple devices	Multiple devices	Multiple devices	Concurrent Streams	1	2	4	Video Quality		Up to 1080p (Full HD)	Up to 4K (UHD), as available	Audio + Visual Enhancement		-	Dolby Atmos Dolby Vision, as available	Content Download Limit	15	30	100*
HBO GO	HBO Max																																									
	Mobile	Standard	Premium																																							
RM24.90/month (for Unifi TV Packs subscribers)	RM13.60/month (for all Unifi subscribers)	RM24.90/month (for all Unifi subscribers, save RM10/month on Unifi)	RM34.90/month (add-on RM10/month from Standard) (for all Unifi subscribers, save RM18/month on Unifi)																																							
RM34.90/month (for non-Unifi TV Packs subscribers)																																										
Features	Mobiile	Standard	Premium																																							
Device Login Limit	Multiple devices	Multiple devices	Multiple devices																																							
Concurrent Streams	1	2	4																																							
Video Quality		Up to 1080p (Full HD)	Up to 4K (UHD), as available																																							
Audio + Visual Enhancement		-	Dolby Atmos Dolby Vision, as available																																							
Content Download Limit	15	30	100*																																							

		Basic	RM28.00/month	RM29.90/month										
		Standard	RM45.00/month	RM49.90/month										
		Premium	RM55.00/month	RM62.90/month										
		Upgrade from Basic to Standard	Additional RM17.00/month	Additional RM20.00/month										
		Upgrade from Standard to Premium	Additional RM10.00/month	Additional RM13.00/month										
		Upgrade from Basic to Premium	Additional RM27.00/month	Additional RM33.00/month										
41.	Who are the affected subscribers and what are the changes to their Netflix entitlement?	Starting 14 th November 2024, below are the list of affected customers and changes to Netflix plans:												
		<table><tr><th>Affected subscribers</th><th>New Netflix changes</th></tr><tr><td>Ultimate Max Pack who upgraded Netflix Standard Plan to Premium Plan</td><td>Standard to Premium Plan - upgrade at additional RM13.00/month</td></tr><tr><td>Ultimate Plus Pack who upgraded Netflix Basic Plan to Standard/Premium Plan</td><td>Basic to Standard Plan – upgrade at additional RM20.00/month Basic to Premium Plan – upgrade at additional RM33.00/month</td></tr><tr><td>Unifi Home broadband customers who upgraded Netflix Basic/Standard Plan to Standard/Premium Plan</td><td>Basic to Standard Plan – upgrade at additional RM20.00/month Basic to Premium Plan – upgrade at additional RM33.00/month Standard to Premium Plan – upgrade at additional RM13.00/month</td></tr><tr><td>A la carte</td><td>Basic Plan – RM29.90/month Standard Plan – RM49.90/month Premium Plan – RM62.90/month</td></tr></table>			Affected subscribers	New Netflix changes	Ultimate Max Pack who upgraded Netflix Standard Plan to Premium Plan	Standard to Premium Plan - upgrade at additional RM13.00/month	Ultimate Plus Pack who upgraded Netflix Basic Plan to Standard/Premium Plan	Basic to Standard Plan – upgrade at additional RM20.00/month Basic to Premium Plan – upgrade at additional RM33.00/month	Unifi Home broadband customers who upgraded Netflix Basic/Standard Plan to Standard/Premium Plan	Basic to Standard Plan – upgrade at additional RM20.00/month Basic to Premium Plan – upgrade at additional RM33.00/month Standard to Premium Plan – upgrade at additional RM13.00/month	A la carte	Basic Plan – RM29.90/month Standard Plan – RM49.90/month Premium Plan – RM62.90/month
Affected subscribers	New Netflix changes													
Ultimate Max Pack who upgraded Netflix Standard Plan to Premium Plan	Standard to Premium Plan - upgrade at additional RM13.00/month													
Ultimate Plus Pack who upgraded Netflix Basic Plan to Standard/Premium Plan	Basic to Standard Plan – upgrade at additional RM20.00/month Basic to Premium Plan – upgrade at additional RM33.00/month													
Unifi Home broadband customers who upgraded Netflix Basic/Standard Plan to Standard/Premium Plan	Basic to Standard Plan – upgrade at additional RM20.00/month Basic to Premium Plan – upgrade at additional RM33.00/month Standard to Premium Plan – upgrade at additional RM13.00/month													
A la carte	Basic Plan – RM29.90/month Standard Plan – RM49.90/month Premium Plan – RM62.90/month													
42.	When will I be charged with the subscription rate?	The new subscription rate will take effect in your next billing cycle starting in November or December 2024.												

43.	I am a subscriber of Uniifi TV bundled with Netflix. Will I be affected with this Netflix price update?	Your current Netflix bundled offering with Unifi TV Packs will not be affected by the recent changes in Netflix's subscription plans. However, if you have previously upgraded your Netflix plan, the additional monthly charges you have incurred for the upgrade will now reflect the new pricing in your next billing cycle in December.
44.	With this new change, will I get a refund if I terminate my Netflix subscription today?	Please note that if you cancel your subscription halfway through the month or billing cycle, no refunds will be issued for the remaining period of that cycle. This means, you will continue to have access to the service until the end of the current month/billing cycle. Your access will be terminated at the start of the next month/billing cycle and you will not be charged any additional fees.
45.	How will I be notified of the new Netflix plan update?	We began notifying all affected Unifi TV subscribers of these changes starting 21st November 2024, through the following channels: a) SMS b) Unifi TV Website at www.unifi.com.my/tv
46.	I already have an existing Netflix subscription. How do I link it to the Netflix entitlement with Ultimate Plus Pack or Ultimate Max Pack?	If you already have an existing Netflix subscription with Netflix, your existing Netflix account will need to be linked to your Unifi TV Pack by submitting your Netflix account credentials. Netflix will continue to charge you separately for your existing subscription until your Netflix account is linked to your Unifi TV Pack. If your existing Netflix subscription is billed through Apple, you will need to manually cancel your Apple billing arrangement to avoid being double billed for your Netflix when you activate your Netflix plan.
47.	I have an existing Netflix account. Do I get to retain my previous viewing history on the app once I redeem the access via Unifi?	Yes, you will be able to retain the viewing history if your registered email address with Unifi is the same as your existing Netflix account. This is because you still maintain your login credential.
48.	I would like to subscribe to Netflix with Unifi TV Packs. How do I subscribe?	For existing Unifi subscribers, you can add on or upgrade your Unifi TV Pack via MyUnifi app, Unifi UniVerse app, Unifi Selfcare portal (https://selfcare.unifi.com.my/) or Unifi TV sales portal (https://unifi.com.my/login). For new subscribers, you can subscribe to Netflix with the new Unifi TV Packs via: a) The nearest Unifi Store/TMpoint b) Call by dialling 100 and press 3 to speak to our Unifi Care Crew c) Online at https://unifi.com.my/new Netflix's Terms of Use can be found at https://help.netflix.com/en/legal/termsofuse
49.	I have just subscribed to Unifi TV Pack with Netflix Basic Plan included at no extra cost. Can I	Yes, you can. You may upgrade/change your Netflix plan as per offerings below: a) Netflix Standard – Additional RM20/month to upgrade from Basic.

	upgrade/change my Netflix plan to Standard or Premium Plan?	b) Netflix Premium – Additional RM13/month to upgrade from Standard. Additional RM33/month to upgrade from Basic. To self-upgrade your Netflix plans, you can do so via MyUnifi app, Unifi UniVerse app, Unifi Selfcare portal (https://selfcare.unifi.com.my), Unifi TV sales portal (https://unifi.com.my/login) or alternatively, visit Netflix.com and enter the “Account” section.
50.	I have just subscribed to Unifi TV Pack with Netflix. How do I redeem my Netflix account?	After a successful subscription, you will receive an email and/or SMS from Netflix and Unifi. Follow these simple steps to redeem: - Click on the activation link in the SMS and/or email or via MyUnifi app, Unifi UniVerse app or Unifi Selfcare portal https://selfcare.unifi.com.my/ - On Netflix, select Sign up (new to Netflix) or Sign in (already with Netflix) - Create a Netflix account and password on the page and click “Continue”. If you already have a Netflix account, enter your existing Netflix credentials (email and password) - Click “Start Watching”
51.	I have Unifi TV Pack with Netflix Basic Plan (previous plan). I have upgraded the Netflix plan to Standard/Premium Plan (new plan). What should I expect to see on my next bill?	Your bill after the change of plan will include prorated charges of the old (Basic plan) and new (Standard/Premium) plans according to your billing date. You can visit https://help.netflix.com/en/node/22 for further information about changing Netflix plan.
52.	How do I watch Netflix streaming app on Unifi TV Box?	You might need to do any action below for Netflix availability on Unifi TV Box, depending on your setting: - Scenario 1: Automatic update of Unifi TV Box firmware - Scenario 2: Pop-up notification to update Unifi TV Box firmware - Scenario 3: Manually update Unifi TV Box firmware via Settings > Device Preference > About > System Update Once done, you can link your Netflix account to start streaming on Unifi TV Box. You can also stream Netflix on any compatible devices. Please refer to the Netflix help page for more information on compatible devices https://devices.netflix.com/en
53.	Why is Netflix streaming app not working on my Unifi TV Box? 	Netflix certification is only for the Unifi TV Box below:  Alternatively, you can stream Netflix on any compatible devices. Please refer to the Netflix help page for more information on compatible devices https://devices.netflix.com/en
54.	I forgot my Netflix account/password. How can I recover it?	Account recovery is available in MyUnifi app, Unifi UniVerse app or Unifi Selfcare portal http://selfcare.unifi.com.my. Follow these simple steps below to recover your account: Click on “Recover My Account”

		2. Enter username and password 3. If you have entered a wrong password, click “Reset your Netflix password” and reset it via the link sent to your email address.
55.	I have just subscribed to Unifi TV Pack with Netflix Basic/Standard Plan, am I entitled to get a 30-day free trial for Netflix?	We are sorry, the 30-day free trial for new subscribers does not include the Netflix offerings.
ADDITIONAL QUESTIONS FOR SIAR		
56.	I already have an active subscription with SIAR using the same email address. Can I use the same email address to enjoy SIAR with Unifi?	You can use the same email address. However, you would need to cancel the active subscription with SIAR first at https://siar.my
57.	I have forgotten my password to login to SIAR. What should I do?	You can reset your password at https://siar.my/akaun/ and click on “Forgot your password?” to follow the simple steps.
58.	I would like to update my login email address to a new one. Can I do so?	Unfortunately, you may not change your registered login email address for now.
ADDITIONAL QUESTIONS FOR MANGOTV		
59.	Can I update my email address for my app profile?	If you wish to edit your personal information or manage your account (e.g. change password, add security information etc.), you can log in and perform the actions through “Account Management”.
60.	How can I manage (add/edit/remove) my registered devices?	You may click on Me→Settings→Account and Security→Login to device management.
ADDITIONAL QUESTIONS FOR IQIYI		
61.	I have selected and redeemed iQIYI as the streaming app of my choice. Why do I get to enjoy VIP access when my subscription info stated that it is Standard plan?	This is a special treat for you! Because you are subscribing to iQIYI with Unifi, you get to enjoy iQIYI VIP access to stream more content at your convenience.
62.	Which login options should I choose when I have redeemed the exclusive access to iQIYI streaming app?	If you are using the mobile app, please select “Log in via SMS” option to enjoy full access to the iQIYI app. If you are using Unifi TV Box, please select “Log in with iQIYI account” and follow the simple steps to continue.
63.	I am an existing iQIYI a la carte subscriber at RM8.90/month. Will I be affected by the price change to RM11.90?	Don’t worry, you will not be affected. You can continue to subscribe to iQIYI a la carte at RM8.90/month.

64.	I am an existing iQIYI subscriber at RM5.90/month because I have subscribed during the special Unifi TV Pack add-on campaign period. Will I be affected by the price change to RM11.90 for a la carte subscription?	Don't worry, you will not be affected. You can continue to subscribe to iQIYI as an add-on at RM5.90/month.
ADDITIONAL QUESTIONS FOR VIU		
65.	Why can't I log in to Viu using the credentials received via confirmation email and SMS?	For first-time activation, it is compulsory that you have your device connected to Unifi Home Wi-Fi network. Once connected, you can register and log in using your Viu account. You can now enjoy the exclusive access to Viu included in your Unifi TV Pack subscription!
66.	How do I login to Viu using the credentials received via confirmation email and SMS?	Below are the steps for you to login and start streaming Viu app: Step 1: Once you installed Viu app on your mobile device, it is compulsory to turn off the mobile data so it only connects to Unifi Home Wi-Fi network. Step 2: To start logging in, go to the Viu app or viu.com on mobile browser (<i>do not use desktop/laptop browser</i>). Select "Continue with Email or Mobile". Step 3: Key in your registered mobile number but without the first digit, "0". Example: If your mobile number is 0123456789, you only need to key in 123456789. Step 4: Verify and key in the OTP number that you received and you can start streaming.
ADDITIONAL QUESTIONS FOR DISNEY+		
67.	What if I want to use a different mobile number, which is not registered to my Unifi account for my Disney+ access?	You can update your registered mobile number by contacting us at https://maya.unifi.com.my . We will process your request accordingly within 3 business days. You can also update your registered mobile number here https://activate.unifi.com.my/ott/profile.aspx at "Manage My Streaming Apps". However, you can only change the registered mobile number after 30 days of activation.
68.	I have an existing Disney+ account. Do I get to retain my previous viewing history on the app once I redeemed the access via Unifi?	Yes, you will be able to retain the viewing history if your registered mobile number with Unifi is the same as your existing Disney+ account. This is because you still maintain your login credential.
69.	I am entitled to Disney+ with my Unifi subscription. Why have I not received notification to access the app?	Firstly, you would need to go to MyUnifi app or Unifi UniVerse app to check if your bundled streaming app entitlement is redeemed. If it is not indicated, you can redeem your bundled streaming app via MyUnifi app, Unifi UniVerse app or visit Unifi Selfcare portal at http://selfcare.unifi.com.my If you require further assistance, please reach out to us via our digital platforms: Live Chat on https://maya.unifi.com.my or MyUnifi app/Unifi UniVerse app.

70.	I have an existing Disney+ account and I also have Unifi TV Pack registered to the same mobile number. How do I update my subscription so I can enjoy the bundled access entertainment?	You may provide another mobile number to enjoy the bundled access with Unifi TV Pack. If you prefer to maintain the same mobile number, you may reach out to Disney+ customer service for service cancellation before activating your bundled access entitlement with Unifi.
71.	Can non-Unifi TV Packs subscribers access Disney+?	Yes, you may enjoy Disney+ on a la carte basis at the current retail price of RM54.90 for three (3) months by signing up via MyUnifi app, Unifi UniVerse app or visit Unifi Selfcare portal at http://selfcare.unifi.com.my You will be billed on a quarterly basis in your Unifi bill on behalf of Disney.
72.	What are the terms of my access to Disney+?	Your subscription will commence on the date you first opt-in or are entitled to the access of Disney+ with TM, in each case irrespective of whether you log in or complete the registration process for Disney+. By subscribing to Disney+ brought to you by TM, you will be required to confirm that you have read, understood, accepted and agreed to be bound by the following terms and conditions: a) General Terms and Conditions (for Unifi Over-The-Top (OTT) App Subscription https://unifi.com.my/tv/tnc/streaming-apps b) Terms and Conditions for Unifi TV Packs Subscriptions (if applicable) https://unifi.com.my/tv/tnc/tv-packs c) Disney+ Terms of Use https://hotstar.com/terms-of-use d) Disney+ Global Privacy Policy https://privacy.thewaltdisneycompany.com/en/current-privacy-policy/ e) Disney+ Supplemental Privacy Policy https://privacy.thewaltdisneycompany.com/en/current-privacy-policy/supplemental-privacy-policy-for-malaysia/

ADDITIONAL QUESTION FOR YUPPTV

73.	I am an existing YuppTV a la carte subscriber at RM12.50/month (subscribed before 31 December 2022) OR RM15/month (subscribed before 24 October 2023). Will I be affected by the price change to RM20/month?	Don't worry, you will not be affected. You can continue to subscribe to YuppTV a la carte at RM12.50/month or RM15/month.
-----	---	---

SERVICE TERMINATION

74.	If I terminate my Unifi Home account, can I continue to enjoy the exclusive deals with the streaming apps?	Unfortunately no, because the streaming apps subscription and exclusive deals are exclusive to your Unifi Home account.
-----	---	---

75.	How do I cancel my streaming app subscriptions?	Feel free to reach out to us via our digital platform: Live Chat at https://maya.unifi.com.my or MyUnifi app/Unifi UniVerse app.
76.	Will I get a refund if I terminate my special add-on or a la carte 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 or quarter*. Your access to the service will be discontinued starting from the next billing cycle and no further charges will be reflected in your bill. <i>*Note: For Disney+ a la carte option (RM54.90 for 3 months), this is based on Disney's current retail price, and will be billed on a three (3)-month basis.</i>

CONTACT US

77.	Who should I contact if I need any assistance or have service enquiry on streaming apps with Unifi?	Feel free to reach out to us via our digital platforms: • Live Chat at https://maya.unifi.com.my or MyUnifi app/Unifi UniVerse app • Email – help@unifi.com.my • Facebook – https://www.facebook.com/weareunifi/ • X (Twitter) – https://x.com/unifi																																	
78.	Where can I get more info on the streaming apps?	For more information regarding the streaming apps, please check out the respective streaming apps' Terms & Conditions (T&C) and Frequently Asked Questions (FAQ) from the links below: <table border="1"> <thead> <tr> <th>App</th><th>T&C</th><th>FAQ</th></tr> </thead> <tbody> <tr> <td>SUN NXT</td><td>https://www.sunnxt.com/termsfuse</td><td>https://www.sunnxt.com/faq</td></tr> <tr> <td>HBO Max</td><td>https://www.hbomax.com/terms-of-use</td><td>https://help.hbomax.com/my-en/Home/Index</td></tr> <tr> <td>CMGO</td><td>https://cmgo.com/footer/information/terms</td><td>https://cmgo.com/footer/information/faq</td></tr> <tr> <td>YOUKU</td><td>https://terms.alicdn.com/legal-agreement/terms/suit_bu1_unification/suit_bu1_unification202005142208_14749.html</td><td>https://t.youku.com/yep/page/pc/youkukefu?spm=a2hja.14919748</td></tr> <tr> <td>Vidio</td><td>https://www.vidio.com/pages/terms-and-conditions</td><td>https://support.vidio.com/support/home</td></tr> <tr> <td>Durioo+</td><td>https://my.duriooplus.com/tos</td><td>https://my.duriooplus.com/help</td></tr> <tr> <td>Netflix</td><td>https://help.netflix.com/en/legal/termsfuse</td><td>https://help.netflix.com/en/node/412</td></tr> <tr> <td>TVBAnywhere+</td><td>https://www.tvbanywhere.com/terms-of-services.html</td><td>https://www.tvbanywhere.com/faq.html</td></tr> <tr> <td>iQIYI</td><td>https://www.iq.com/intl-common/international-useragreement.html?lang=en_us</td><td>https://www.iq.com/intl-common/international-privacyagreement.html?lang=en_us</td></tr> <tr> <td>Viu</td><td>https://www.viu.com/ott/my/en/all/terms</td><td>https://www.viu.com/ott/my/en/all/terms</td></tr> </tbody> </table>	App	T&C	FAQ	SUN NXT	https://www.sunnxt.com/termsfuse	https://www.sunnxt.com/faq	HBO Max	https://www.hbomax.com/terms-of-use	https://help.hbomax.com/my-en/Home/Index	CMGO	https://cmgo.com/footer/information/terms	https://cmgo.com/footer/information/faq	YOUKU	https://terms.alicdn.com/legal-agreement/terms/suit_bu1_unification/suit_bu1_unification202005142208_14749.html	https://t.youku.com/yep/page/pc/youkukefu?spm=a2hja.14919748	Vidio	https://www.vidio.com/pages/terms-and-conditions	https://support.vidio.com/support/home	Durioo+	https://my.duriooplus.com/tos	https://my.duriooplus.com/help	Netflix	https://help.netflix.com/en/legal/termsfuse	https://help.netflix.com/en/node/412	TVBAnywhere+	https://www.tvbanywhere.com/terms-of-services.html	https://www.tvbanywhere.com/faq.html	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
App	T&C	FAQ																																	
SUN NXT	https://www.sunnxt.com/termsfuse	https://www.sunnxt.com/faq																																	
HBO Max	https://www.hbomax.com/terms-of-use	https://help.hbomax.com/my-en/Home/Index																																	
CMGO	https://cmgo.com/footer/information/terms	https://cmgo.com/footer/information/faq																																	
YOUKU	https://terms.alicdn.com/legal-agreement/terms/suit_bu1_unification/suit_bu1_unification202005142208_14749.html	https://t.youku.com/yep/page/pc/youkukefu?spm=a2hja.14919748																																	
Vidio	https://www.vidio.com/pages/terms-and-conditions	https://support.vidio.com/support/home																																	
Durioo+	https://my.duriooplus.com/tos	https://my.duriooplus.com/help																																	
Netflix	https://help.netflix.com/en/legal/termsfuse	https://help.netflix.com/en/node/412																																	
TVBAnywhere+	https://www.tvbanywhere.com/terms-of-services.html	https://www.tvbanywhere.com/faq.html																																	
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.zee5.com/global/termsfuse	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?nodeId=202095490	https://www.primevideo.com/help/ref=atv_nb_hp
		WeTV	https://wetv.vip/static/terms-en.html	https://wetv.vip/static/help.html?language=en&areacode=153576
		Disney+	https://hotstar.com/terms-of-use	https://help.hotstar.com/my/en/support/home
		beIN SPORTS CONNECT	https://support.connect-my.beinsports.com/hc/en-us/articles/360032504212-Terms-Conditions	https://support.connect-my.beinsports.com/hc/en-us
		SPOTV NOW	www.spotvnow.com	www.spotvnow.com
		MangoTV	https://w.mgtv.com/	https://w.mgtv.com/
		YuppTV	https://www.yupptv.com/help/terms-and-conditions	https://yupptv.freshdesk.com/support/home
		BBC Player	https://player.bbc.com/en/terms-and-conditions	https://player.bbc.com/en/help-and-support
		SIAR	https://siar.my/terma-penggunaan/	https://siar.my/soalan-lazim/