

FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI TV CONTENT UPDATE – DECEMBER 2025

UNIFI TV PACKS																																	
NO.	QUESTION	ANSWER																															
1.	What are the new Unifi TV Packs?	<p>Starting 13 September 2025, Unifi TV introduces brand-new Unifi TV Packs with no contract and the flexibility to cancel anytime.</p> <p>Here are the new Unifi TV Packs and their bundled offerings:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">TV Pack</th> <th style="text-align: center;">Bundled Channels</th> <th style="text-align: center;">Bundled Apps</th> </tr> </thead> <tbody> <tr> <td>Build-Your-Own Pack</td><td> <ul style="list-style-type: none"> Choose 5 premium channels (switchable) 16 free channels </td><td> <ul style="list-style-type: none"> Unifi TV app Choose 1 Asian streaming app (switchable) </td></tr> <tr> <td>Wira Pack</td><td> <ul style="list-style-type: none"> 5 Malay channels 36 basic channels </td><td> <ul style="list-style-type: none"> Unifi TV app Vidio (switchable) SIAR </td></tr> <tr> <td>Ying Xiong Pack</td><td> <ul style="list-style-type: none"> 5 Chinese channels 36 basic channels </td><td> <ul style="list-style-type: none"> Unifi TV app iQIYI (switchable) </td></tr> <tr> <td>Veeran Pack</td><td> <ul style="list-style-type: none"> 3 Indian channels 36 basic channels </td><td> <ul style="list-style-type: none"> Unifi TV app Simply South (switchable) </td></tr> <tr> <td>Kids Pack</td><td> <ul style="list-style-type: none"> 6 Kids channels 36 basic channels </td><td> <ul style="list-style-type: none"> Unifi TV app Disney+ (Basic) </td></tr> <tr> <td>Sports Pack</td><td> <ul style="list-style-type: none"> 6 Sports channels 36 basic channels </td><td> <ul style="list-style-type: none"> Unifi TV app beIN SPORTS CONNECT SPOTV NOW </td></tr> <tr> <td>Max Pack</td><td> <ul style="list-style-type: none"> 4 HBO Movie channels 36 basic channels </td><td> <ul style="list-style-type: none"> Unifi TV app HBO Max (Standard) </td></tr> <tr> <td>Netflix Pack</td><td> <ul style="list-style-type: none"> Full 69 channels </td><td> <ul style="list-style-type: none"> Unifi TV app Netflix (Basic) BBC Player beIN SPORTS CONNECT SPOTV NOW SIAR CMGO </td></tr> <tr> <td></td><td>Disney+ Pack</td><td> <ul style="list-style-type: none"> Full 69 channels </td><td> <ul style="list-style-type: none"> Unifi TV app Disney+ (Basic) BBC Player beIN SPORTS CONNECT SPOTV NOW </td></tr> </tbody> </table>	TV Pack	Bundled Channels	Bundled Apps	Build-Your-Own Pack	<ul style="list-style-type: none"> Choose 5 premium channels (switchable) 16 free channels 	<ul style="list-style-type: none"> Unifi TV app Choose 1 Asian streaming app (switchable) 	Wira Pack	<ul style="list-style-type: none"> 5 Malay channels 36 basic channels 	<ul style="list-style-type: none"> Unifi TV app Vidio (switchable) SIAR 	Ying Xiong Pack	<ul style="list-style-type: none"> 5 Chinese channels 36 basic channels 	<ul style="list-style-type: none"> Unifi TV app iQIYI (switchable) 	Veeran Pack	<ul style="list-style-type: none"> 3 Indian channels 36 basic channels 	<ul style="list-style-type: none"> Unifi TV app Simply South (switchable) 	Kids Pack	<ul style="list-style-type: none"> 6 Kids channels 36 basic channels 	<ul style="list-style-type: none"> Unifi TV app Disney+ (Basic) 	Sports Pack	<ul style="list-style-type: none"> 6 Sports channels 36 basic channels 	<ul style="list-style-type: none"> Unifi TV app beIN SPORTS CONNECT SPOTV NOW 	Max Pack	<ul style="list-style-type: none"> 4 HBO Movie channels 36 basic channels 	<ul style="list-style-type: none"> Unifi TV app HBO Max (Standard) 	Netflix Pack	<ul style="list-style-type: none"> Full 69 channels 	<ul style="list-style-type: none"> Unifi TV app Netflix (Basic) BBC Player beIN SPORTS CONNECT SPOTV NOW SIAR CMGO 		Disney+ Pack	<ul style="list-style-type: none"> Full 69 channels 	<ul style="list-style-type: none"> Unifi TV app Disney+ (Basic) BBC Player beIN SPORTS CONNECT SPOTV NOW
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	Max Plus Pack	<ul style="list-style-type: none"> • Full 73 channels (including HBO, HBO Hits, HBO Family, Cinemax) 	<ul style="list-style-type: none"> • Unifi TV app • HBO Max (Standard) • BBC Player • beIN SPORTS CONNECT • SPOTV NOW • SIAR • CMGO
	Star Pack	<ul style="list-style-type: none"> • 36 basic channels 	<ul style="list-style-type: none"> • Unifi TV app
	All-Star Pack	<ul style="list-style-type: none"> • 16 free channels 	<ul style="list-style-type: none"> • Unifi TV app • Netflix (Standard) • Disney+ (Basic) • HBO Max (Standard) • Viu (switchable)
	Super Star Pack	<ul style="list-style-type: none"> • Full 73 channels (including HBO, HBO Hits, HBO Family, Cinemax) 	<ul style="list-style-type: none"> • Unifi TV app • Netflix (Standard) • Disney+ (Basic) • HBO Max (Standard) • Viu (switchable) • BBC Player • beIN SPORTS CONNECT • SPOTV NOW • SIAR • CMGO

For the full channel list of each Unifi TV Pack, visit <https://unifi.com.my/consumer>.

Unifi Home subscribers can also add on the latest Unifi TV Box at just RM10/month for 24 months or a one-time payment of RM240, charged to your Unifi bill.

From 13 September 2025 – 31 March 2026, all new Unifi TV Pack subscribers can enjoy special promo pricing:

TV Pack	Promo Price	Normal Price (Unifi Home and/or Unifi Mobile)	Normal Price (Non-Unifi)
Build-Your-Own Pack	RM16	RM23	RM30
Wira Pack	RM21	RM30	RM39
Ying Xiong Pack	RM21	RM30	RM39
Veeran Pack	RM21	RM30	RM39
Kids Pack	RM21	RM30	RM39
Sports Pack	RM21	RM30	RM39
Max Pack	RM21	RM30	RM39
Netflix Pack	RM58	RM65	RM85
Disney+ Pack	RM52	RM60	RM78
Max Plus Pack	RM52	RM60	RM78

Star Pack	RM8	RM12	RM16
All-Star Pack	RM88	RM99	RM129
Super Star Pack	RM111	RM139	RM181

**All prices shown are monthly fees.*

		<p>This campaign is open to the following customers:</p> <ul style="list-style-type: none"> a) Existing Unifi Home and Unifi Mobile subscribers without any Unifi TV Pack b) Existing Unifi TV Pack subscribers with no active contract c) New non-Unifi subscribers
<p>2. Who is eligible for the special promo price during the campaign period?</p>		<p>If you are new to Unifi TV, you can subscribe through the following channels:</p> <ul style="list-style-type: none"> a) Visit https://unifi.com.my/new to create an account and subscribe to any Unifi TV Pack b) To explore bundles with broadband or mobile plans, you can: <ul style="list-style-type: none"> • Walk in to the nearest TMpoint/Unifi Store outlet • Call 100 and press 3 to speak to our Unifi Care Crew • Chat with us on https://maya.unifi.com.my • Visit https://unifi.com.my/universe
<p>3. How do I sign up for Unifi TV Packs?</p>		<p>If you are an existing Unifi TV customer, you can subscribe or upgrade to any new Unifi TV Pack via:</p> <ul style="list-style-type: none"> a) Unifi TV portal Visit https://unifi.com.my/new to create an account and subscribe to any Unifi TV Pack b) MyUnifi app <i>(For existing Home Broadband customers subscribed before 17 March 2025)</i> <ol style="list-style-type: none"> 1. Log in to the MyUnifi app. 2. Choose an entry point: <ul style="list-style-type: none"> • From home screen banner • From Add-On at homescreen → Select Account > Entertainment tab > Tap “Explore Now” 3. You will be redirected to the in-app Promotion page. 4. Tap “I Want This” and select your account. 5. You will be redirected to the Unifi TV portal. 6. Create your profile at the Unifi TV portal and select your account (if multiple). 7. The system will check eligibility for the Unifi TV Pack: <ul style="list-style-type: none"> • If eligible: Continue your purchase at the Unifi TV portal. Once successful, download the Unifi UniVerse app to manage or modify your new TV Pack. • If not eligible: Submit your Unifi TV Pack interest. We will call you to confirm your order. Once the order is successfully created, download the Unifi UniVerse app to track your order and manage or modify your plan. c) Unifi UniVerse app <i>(For existing Home Broadband customers subscribed from 17 March 2025)</i> <ol style="list-style-type: none"> 1. Log in to the Unifi UniVerse app.

		<p>2. From the dashboard, select your Home service account.</p> <p>3. Tap the drop-down Menu and select “Manage Service”.</p> <p>4. Choose “Add New Service”.</p> <p>5. From the list of Your Services, go to Unifi TV and tap on the ‘+’ icon.</p> <p>6. Tap “Buy Now” and select your preferred Unifi TV Pack.</p> <p>7. Create a new Unifi TV ID (xxx@iptv) and tap “Next”.</p> <p>8. Review your order summary, agree to the Terms & Conditions, and select “Proceed”.</p> <p>d) Unifi Selfcare portal <i>(For existing Home Broadband customers subscribed before 17 March 2025)</i></p> <ol style="list-style-type: none"> 1. Go to https://selfcare.unifi.com.my 2. Select “Existing Home Broadband”. 3. Log in to the Unifi Selfcare portal. 4. Choose an entry point: <ul style="list-style-type: none"> • <i>My Accounts</i> → <i>View Service</i> → <i>Add-On section</i> → <i>Subscribe Now (Unifi TV)</i> • <i>Unifi TV Banner</i> → <i>Select Accounts</i> → <i>View Service</i> → <i>Add-On section</i> → <i>Subscribe Now (Unifi TV)</i> 5. You will be redirected to the Unifi TV portal. 6. Create your profile at the Unifi TV portal and select your account (if multiple). 7. The system will check eligibility for the Unifi TV Pack: <ul style="list-style-type: none"> • If eligible: Continue your purchase at the Unifi TV portal. Once successful, download the Unifi UniVerse app to manage or modify your new TV Pack. • If not eligible: Submit your Unifi TV Pack interest. We will call you to confirm your order. Once the order is successfully created, download the Unifi UniVerse app to track your order and manage or modify your plan. <p>e) Unifi Selfcare portal <i>(For existing Home Broadband customers subscribed from 17 March 2025)</i></p> <ol style="list-style-type: none"> 1. Log in to the Unifi Selfcare portal at https://myaccount.unifi.com.my/digital/lotus/ using your email and password. 2. From the dashboard, select your Home service account. 3. From the top Menu bar, select “Manage Service”. 4. Choose “Add New Service”. 5. From the list of Your Services, go to Unifi TV and click on the ‘+’ icon. 6. Click “Buy Now” and select your preferred Unifi TV Pack. 7. Create a new Unifi TV ID (xxx@iptv) and click “Next”. 8. Review your order summary, agree to the Terms & Conditions, and select “Proceed”.
4.	Where can I manage my Unifi TV account?	<p>You can manage your Unifi TV account such as switching channels and streaming apps, redeeming free bundled streaming apps and adding a la carte channels at https://unifi.com.my/login.</p>

5.	How long can I enjoy the special promo price?	As long as you sign up during the campaign period, you will enjoy the special promo price until you choose to terminate your Unifi TV Pack.
6.	If I subscribe to a Unifi TV Pack during the campaign period, what happens to the promo price after the campaign ends?	You will continue to enjoy the special promo price even after the campaign ends, as long as your Unifi TV Pack subscription remains active.
7.	I am an existing Unifi TV Pack subscriber. Can I switch to one of the new Unifi TV Packs?	Yes, but only if you do not have an active Unifi TV Pack or Unifi TV Box contract. You can check your eligibility at https://unifi.com.my/new
8.	Which streaming apps are eligible to switch?	The following streaming apps bundled with Unifi TV Packs have the <i>switchable</i> feature. You may switch to any one (1) of these: <ul style="list-style-type: none"> a) Vedio b) Viu c) iQIYI d) WeTV e) YOUTU f) MangoTV g) TVBAnywhere+ (VOD Zone) h) TVBAnywhere+ (Channel Zone) i) Simply South j) ZEE5 k) YuppTV
9.	Can I switch or change my current streaming app to another one of my choice?	Yes, you can switch the streaming app (with switchable feature) bundled with your Unifi TV Pack once every month. Once you have opted to switch your current app with another eligible app (as listed in Question 8), you will continue to have access to your current app until its expiry date. The expiry date can be viewed within the app itself. The subscription for the new app will begin the day after the current app's expiry date. You may switch these streaming apps at: <ul style="list-style-type: none"> • Unifi TV portal https://unifi.com.my/login • MyUnifi app • Unifi UniVerse app • Unifi Selfcare portal https://selfcare.unifi.com.my
10.	When can I start enjoying my Unifi TV Pack after subscribing?	You can start watching all the bundled channels and redeem your bundled streaming apps within 24 hours of successful subscription. To redeem your bundled streaming apps, go to https://unifi.com.my/login . You can also download and log in to the MyUnifi app, Unifi UniVerse app or Unifi Selfcare portal https://selfcare.unifi.com.my/ and select your Unifi Home account. Click on "My Entertainment" to manage your access to streaming apps. <i>Note: If you add on the Unifi TV Box, it will be delivered to you via courier within seven (7) working days after successful subscription. In the meantime, you can start enjoying your entertainment via the Unifi TV 2.0 app on compatible devices.</i>

<p>11. I have signed up to the Unifi TV 2.0 app with my email address. I just subscribed to a Unifi TV Pack. Why can't I watch the channels or streaming apps that I have subscribed to on the Unifi TV 2.0 app?</p>	<p>To fully enjoy your subscribed Unifi TV Pack bundle, you will need to sign out of the Unifi TV 2.0 app first. Then, sign back in using your new Unifi TV ID (example@iptv), as your new Unifi TV Pack account is linked to this ID.</p> <p><i>Note: You can find your Unifi TV ID on your monthly Unifi bill, in the MyUnifi or Unifi UniVerse app, or in a confirmation email from Unifi (no-reply@tm.com.my) after successful subscription.</i></p>
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UNIFI TV BUILD-YOUR-OWN PACK

<p>12. How many times can I switch the channel and/or streaming app in Build-Your-Own Pack?</p>	<p>You can switch your selected channel and/or streaming app once every month, based on your billing cycle date.</p>
<p>13. How many channels can I switch in a month?</p>	<p>You can switch one (1) channel per month, based on your billing cycle date.</p> <p>If you wish to switch to another channel, you will need to wait until the next billing cycle.</p>
<p>14. Can I switch my channel and streaming app in different transactions within the same month?</p>	<p>Yes, you can. You may switch your channel first and then choose to switch your streaming app later in a separate transaction within the same month.</p>
<p>15. Can I subscribe to more channels or streaming apps via Build-Your-Own Pack?</p>	<p>Yes, you can. You may add on more channels or streaming apps on an a la carte basis.</p>
<p>16. Why are there some channels I want, but they are not available under Build-Your-Own Pack?</p>	<p>Channel availability depends on the content rights granted to Unifi TV by our content providers.</p>

UNIFI TV VALUE PACKS

<p>17. What are Unifi TV Value Packs?</p>	<p>The following Unifi TV Packs are categorised as Value Packs:</p> <ul style="list-style-type: none"> a) Wira Pack b) Ying Xiong Pack c) Veeran Pack d) Kids Pack e) Sports Pack f) Max Pack g) Netflix Pack h) Disney+ Pack i) Max Plus Pack j) Star Pack
<p>18. Can I subscribe to more channels or streaming apps with a Value Pack?</p>	<p>Yes, you can. Additional channels or streaming apps can be added on a la carte.</p>
<p>19. Can I subscribe to more than one (1) Value Pack?</p>	<p>Yes, you may subscribe to more than one (1) Value Pack. The price of the additional Value Pack will be adjusted by deducting the cost of the Star Pack (which includes 36 basic channels) to prevent double charging for the same channels across both packs.</p> <p>For better value, we recommend upgrading to one of the following Unifi TV Packs:</p> <ul style="list-style-type: none"> a) Netflix Pack b) Disney+ Pack c) Max Plus Pack

		d) Super Star Pack
20.	How do I subscribe to a second Value Pack?	<p>You can subscribe to a second Value Pack at https://unifi.com.my/login by following these steps:</p> <ol style="list-style-type: none"> 1. Log in with your registered email address. 2. Select your relevant Unifi account. 3. On your Unifi TV account page, click the “Edit” (pencil icon) on your current Value Pack. 4. Scroll to Step 2C to select your second Value Pack, then follow the steps to complete your subscription. 5. Return to the Unifi TV 2.0 app and start streaming!

UNIFI TV PREMIUM PACKS

21.	What are Unifi TV Premium Packs?	The following Unifi TV Packs are categorised as Premium Packs: a) All-Star Pack b) Super Star Pack
22.	Can I subscribe to more channels or streaming apps with a Premium Pack?	Yes, you can. Additional channels or streaming apps can be added on a la carte.
23.	I am currently subscribed to the Unifi TV All-Star Pack. Can I also subscribe to another Unifi TV Value Pack?	Yes, you can subscribe to more than one (1) Unifi TV Pack, including Value Packs.

DELIVERY & INSTALLATION OF UNIFI TV BOX

24.	How do I get the Unifi TV Box add-on? Why did I receive an SMS about Unifi TV Box delivery?	<p>Once your subscription order is successful, the Unifi TV Box will be delivered to you free of charge via courier.</p> <p>An SMS will be sent to you within seven (7) working days with your delivery tracking number and Unifi TV ID (example@iptv).</p> <p>The Unifi TV Box is a plug-and-play device and does not require installation by a technician. No installation charges will apply.</p>
25.	How do I track my Unifi TV Box delivery?	<p>You can check your delivery status on the Skynet portal: https://www.skynet.com.my/track</p> <p>Your delivery tracking number will be provided in the SMS you receive upon successful subscription.</p> <p><i>Note: The courier will hold your package for up to 21 working days in case of unsuccessful delivery. To schedule a second delivery, contact us via Live Chat at https://maya.unifi.com.my.</i></p>
26.	How do I install my Unifi TV Box once received?	You can refer to this video for the step-by-step installation guide: https://unifi.com.my/unifitvbox
27.	Can I request my Unifi TV Box to be delivered and installed by the Unifi team?	Yes, you can. If you would like our Unifi Care Crew to deliver and install the Unifi TV Box for you, a service charge of RM80 (excluding tax) will apply.

28.	Can I add on an additional Unifi TV Box to my account with Unifi TV Packs?	<p>Yes, you can add on up to four (4) Unifi TV Boxes per account. The charges are:</p> <ul style="list-style-type: none"> • RM10/month per box (with a 24-month contract), or • RM240 one-time payment per box
29.	Do I need to return the Unifi TV Box if I terminate within the contract period?	<p>No, you do not need to return the Unifi TV Box. However, an early termination fee will apply: <i>Monthly Charge X Remaining Contract Months</i>.</p>
CONTACT US		
30.	How do I terminate my Unifi TV Pack?	<p>You may terminate your Unifi TV Pack if there is no active contract tied to your Unifi TV Box, Unifi Home or Unifi Mobile plans via the following channels:</p> <ol style="list-style-type: none"> Visit any TMpoint or Unifi Store outlet Call 100 and press 3 to speak to our Unifi Care Crew <p>If you terminate within your contract period, an early termination fee will apply: <i>Monthly Charge X Remaining Contract Months</i>.</p>
31.	Who can I contact for assistance with Unifi TV Packs?	<p>You can reach us through any of the following digital platforms:</p> <ol style="list-style-type: none"> Live Chat via https://maya.unifi.com.my or via the MyUnifi/Unifi UniVerse app Email – help@unifi.com.my Facebook – https://www.facebook.com/weareunifi/ X (Twitter) – https://x.com/unifi