

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
STREAMING APPS SUMMER WAVE CAMPAIGN 2024**

GENERAL INFORMATION														
NO.	QUESTION	ANSWER												
1.	What is this campaign about?	<p>Don't miss out on the Streaming Apps Summer Wave Campaign 2024! As a Unifi TV and Unifi Home customer, you can enjoy a one-month free trial when you add on any four (4) of these streaming apps* a la carte via the MyUnifi app or the Unifi Selfcare portal (https://selfcare.unifi.com.my/service/tvapps/my-entertainment).</p> <p>Sign up today to enjoy the free trial. If you don't wish to continue your subscription, you can simply cancel before the trial ends. This limited-time offer is available from 10 July to 9 September 2024.</p> <p>*Here are the streaming apps with the first month free trial:</p> <ol style="list-style-type: none"> 1) iQIYI 2) MangoTV 3) WeTV 4) YOUKU 												
2.	Who is entitled to this campaign offerings?	<p>All Unifi TV and Unifi Home customers are eligible to add on any of these four (4) streaming apps a la carte via the MyUnifi app or Unifi Selfcare portal to enjoy this campaign's offerings:</p> <ol style="list-style-type: none"> 1) iQIYI 2) MangoTV 3) WeTV 4) YOUKU <p>However, if you are already subscribed to these four (4) streaming apps a la carte, you will not be eligible for the campaign offerings.</p>												
3.	What content is available on iQIYI, MangoTV, WeTV and YOUKU streaming apps?	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #000000; color: white;">No.</th> <th style="background-color: #000000; color: white;">App</th> <th style="background-color: #000000; color: white;">Offering</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1.</td> <td style="text-align: center;">iQIYI</td> <td> <p>Key programmes: Follow Your Heart 颜心记, Go East 四方馆 (檀健次、周依然), A Beautiful Lie 你的谎言也动听, Terjerat.</p> <p>Home to Asia's hottest entertainment. Bringing you the best of local, Korean and Chinese dramas, movies, variety shows and anime.</p> </td> </tr> <tr> <td style="text-align: center;">2.</td> <td style="text-align: center;">MangoTV</td> <td> <p>Key Programmes: Singer 2024 歌手2024, Call Me By Fire 2024 披荆斩棘 2024.</p> <p>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!</p> </td> </tr> <tr> <td style="text-align: center;">3.</td> <td style="text-align: center;">WeTV</td> <td> <p>Key programmes: Guardians of the Dafeng 大奉打更人, Lost You Forever S2 长相思 2, As Beautiful</p> </td> </tr> </tbody> </table>	No.	App	Offering	1.	iQIYI	<p>Key programmes: Follow Your Heart 颜心记, Go East 四方馆 (檀健次、周依然), A Beautiful Lie 你的谎言也动听, Terjerat.</p> <p>Home to Asia's hottest entertainment. Bringing you the best of local, Korean and Chinese dramas, movies, variety shows and anime.</p>	2.	MangoTV	<p>Key Programmes: Singer 2024 歌手2024, Call Me By Fire 2024 披荆斩棘 2024.</p> <p>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!</p>	3.	WeTV	<p>Key programmes: Guardians of the Dafeng 大奉打更人, Lost You Forever S2 长相思 2, As Beautiful</p>
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				<p>As You 你比星光美丽, Kawin Tangan.</p> <p>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.</p>
		4.	YOUKU	<p>Key Programmes: Brocade Odyssey蜀锦人家, The Princess Royal 度华年, Dashing Youth 少年白马醉春风.</p> <p>YOUKU is China's leading online video platform with various classical content including dramas, variety shows, movies, animation and kids content.</p>
4.	<p>How do I subscribe and enjoy the first month free trial?</p>	<p>You can subscribe to the streaming apps via MyUnifi app or Unifi Selfcare portal. You can follow these simple steps below:</p> <p><u>MyUnifi App</u></p> <ol style="list-style-type: none"> 1) Search and download "MyUnifi" app on Google Play Store (for Android users) or App Store (for iOS users). 2) Select the app with the following icon: <div data-bbox="751 947 903 1093" data-label="Image"> </div> <ol style="list-style-type: none"> 3) Select "Personal" and log in with your registered email address. Enter the OTP (One-Time Password) and tap "Accept" to agree to the terms listed. 4) Tap on "Add-Ons" on the main page. 5) Scroll the top menu bar to the far right and tap on "Streaming Apps". 6) Add iQIYI, MangoTV, WeTV and/or YOUKU to your cart. 7) Complete the subscription process and tap "Submit". 8) Log in and link your account to the respective streaming app on your Unifi TV Box, smart devices and smart TVs. <p><u>Unifi Selfcare Portal</u></p> <p>https://selfcare.unifi.com.my/service/tvapps/my-entertainment</p> <ol style="list-style-type: none"> 1) Click on the link above and log in with your registered email address. 2) Select the relevant Unifi Home account. 3) Click on the "Add On Streaming Apps" button. 4) Add iQIYI, MangoTV, WeTV and/or YOUKU to your cart. 5) Complete the subscription process and click "Submit". 6) Log in and link your account to the respective streaming app on your Unifi TV Box, smart devices and smart TVs. 		
5.	<p>Can I subscribe to all four (4) streaming apps and enjoy the first month free trial for each of them?</p>	<p>Yes, you can enjoy the first month free trial if you subscribe to all four (4) streaming apps within the campaign period from 10 July to 9 September 2024.</p>		
6.	<p>How long can I enjoy the first month free trial?</p>	<p>You can enjoy the first month free trial in the first month of your subscription within the campaign period. From the second month onwards, you will be charged the monthly subscription fee.</p>		

7.	What happens to my subscription fee after my first month free trial has ended?	From the second month onwards, you will be automatically billed with the monthly subscription fee after the first month free trial ends. You can choose to cancel anytime within the first month to avoid billing for the second month.
8.	I previously subscribed to iQIYI / MangoTV / WeTV / YOUKU, but I am no longer subscribed to them. Can I subscribe to any of these apps again to enjoy the first month free trial?	Yes, you can resubscribe and enjoy the first month free trial as long as you don't have an active a la carte subscription to any of these four (4) streaming apps.
9.	I am currently an iQIYI / MangoTV / WeTV / YOUKU app a la carte customer. Can I terminate my subscription and resubscribe to enjoy the first month free trial?	If you choose to terminate your current a la carte subscription, you will still have access to the streaming app until your current activation period ends. You can only resubscribe after this period. You may still enjoy the first month free trial if you resubscribe within the campaign period.
10.	If I am a Unifi Home customer but not a Unifi TV customer (no Unifi TV ID), can I still subscribe to these streaming apps and enjoy the first month free trial?	Yes, you can still subscribe to the four (4) streaming apps and enjoy the first month free trial. Refer to Question 4 for steps to subscribe.