GENERAL FREQUENTLY ASKED QUESTIONS (FAQ)

FOR UNIFI BIZ

The following products and services are provided by TM Technology Services Sdn Bhd, also known as TM.

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<tr><th>NO</th><th>QUESTION</th><th>ANSWER</th></tr>
<tr><td colspan="3">GETTING TO KNOW</td></tr>
<tr><td>A.</td><td colspan="2">General Product Information</td></tr>
<tr><td>1.</td><td>What is the New Unifi TV Biz Pack 2026?</td><td>The New Unifi TV Biz Pack 2026 is a revamped Unifi TV offering designed to cater to different business segments and viewing needs. It provides enriched content, flexible pack choices, OTT streaming apps and additional screen options</td></tr>
<tr><td>2.</td><td>Why is Unifi TV introducing the New Unifi TV Biz Pack?</td><td>The New Unifi TV Biz Pack is designed to offer businesses a wider range of entertainment choices, with enriched content, OTT streaming apps and flexible pack options to suit different business needs</td></tr>
<tr><td>3.</td><td>Who is the New Unifi TV Biz Pack targeted at?</td><td>The offering is designed for various SME business segments, including:
a) Cafes / restaurants / mamak outlets
b) Service centres
c) Corporate offices
d) Healthcare businesses
e) Educational institutions

Different packs are designed to cater to different content requirements, including sports, movies, entertainment, news, kids and local/Asian content</td></tr>
<tr><td>B.</td><td colspan="2">Pack & Pricing</td></tr>
<tr><td>4.</td><td>What packs are available under the New Unifi TV Biz Pack 2026?</td><td><table><tr><th>Pack</th><th>TM Price</th><th>Non-TM Price</th><th>Channels</th><th>OTT</th></tr><tr><td>Sports Pack</td><td>RM150/month</td><td>RM195/month</td><td>30</td><td>2</td></tr><tr><td>Prime Pack</td><td>RM200/month</td><td>RM260/month</td><td>57</td><td>2</td></tr><tr><td>All-in-One Pack</td><td>RM300/month</td><td>RM390/month</td><td>64</td><td>3</td></tr></table></td></tr>
<tr><td>5.</td><td>What is the difference between the three (3) packs?</td><td>• Sports Pack
Focuses on international sports, movies and local content, making it suitable for businesses that require strong sports content

• Prime Pack
Provides an all-in entertainment experience without sports, including news/documentary, general entertainment, local & Asian content, kids, movies and OTT

• All-in-One Pack
Provides the most comprehensive content offering, combining news/documentary, entertainment, local & Asian content, kids, movies, sports and OTT</td></tr>
<tr><td>6.</td><td>Can customers choose a pack based on their business requirements?</td><td>Yes. The new pack structure provides multiple options so customers can select the pack according to their business needs and affordability</td></tr>
<tr><td>C.</td><td colspan="2">OTT / Streaming Apps</td></tr>
<tr><td>7.</td><td>Does the New Unifi TV Biz Pack include OTT streaming apps?</td><td>Yes. OTT streaming apps are included as part of the new Biz Pack offering</td></tr>
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8.	Which OTT apps are available?	The available OTT options include: a) Viu b) iQIYI c) WeTV d) CMGO e) TVB Anywhere f) SPOTV NOW The exact number of OTT selections depends on the subscribed pack.
9.	Can customers choose their preferred OTT apps?	Yes. Customers can choose from the available OTT options according to the pack construct
10.	Can customers change or swap their selected OTT apps?	Yes. The new Biz Pack provides flexibility for customers to swap their selected OTT apps anytime, subject to the applicable terms and conditions
11.	How many OTT services are included in each pack?	a) **Sports Pack:** 2 OTT – SPOTV NOW + 1 Asian OTT b) **Prime Pack:** 2 OTT – choose any 2 from the available Asian OTT options c) **All-in-One Pack:** 3 OTT – SPOTV NOW + 2 Asian OTT options
D.	**Contract & Device**	
12.	Is there a contract for the New Unifi TV Biz Pack?	No. One of the key features of the new Biz Pack is that it is offered without a contract, providing greater flexibility to customers. However, any campaign may subject to contracting period following the campaign term and condition
13.	Is a device required to subscribe to the new Biz Pack?	The new product strategy moves towards an app-based offering without a mandatory device, allowing greater flexibility. However, an additional UPB can be made available as an add-on, subject to the applicable terms and conditions
14.	Can non-TM customers subscribe to the new Biz Pack?	Yes. Unlike the existing Biz offering, which was limited to TM broadband customers, the new Biz Pack is designed to expand to non-TM customers through a standalone offering
15.	Can I downgrade / upgrade pack at anytime? If yes, will I be charge for any fee of my movement?	Since the new pack is non-contracted, customer is always can upgrade/downgrade at anytime by terminating the current subscription and add a new order for future subscription. There will be no fee impose for this movement. However, any campaign may subject to contracting period following the campaign term and condition
E.	**Multiscreen**	
15.	How many screens are included with each subscription?	Every Unifi TV Biz subscription comes with 2 concurrent viewing accesses, suitable for up to 2 TVs within the same business premises
16.	Can customers add more screens?	Yes. Customers can add additional viewing access at RM50 per additional screen/access
17.	What is the maximum number of screens available?	The standard offering allows customers to add screens up to 5 devices/screens For example, a customer subscribing to the Prime Pack at RM200 can add: • Screen 3: RM50/month • Screen 4: RM50/month • Screen 5: RM50/month This gives a total monthly commitment of RM350/month for 5 screens. However, an additional multiscreen for streaming apps, may subject to providers terms and conditions multiscreen a) Viu – 2 screens

		b) iQIYI – 2 screens c) WeTV – 2 screens d) CMGO – 2 screens e) TVB Anywhere – 2 screens f) SPOTV NOW – 2 screens
18.	Can customers add more than 5 screens?	As of now, maximum screen allow per user is up to 5 screens
19.	Can the additional screens be added later?	Yes. The multiscreen proposition is designed to be flexible and scalable, allowing customers to add screens according to their business needs
F.	**Content**	
20.	What type of content is available in the New Unifi TV Biz Pack?	The New Unifi TV Biz Pack provides an enriched range of content covering: • Sports • Movies • General entertainment • News & documentary • Kids • Local & Asian content • OTT streaming services
21.	Which pack is recommended for businesses that want sports content?	The Sports Pack is designed for customers looking for international sports, movies and local content. The All-in-One Pack is also suitable for customers who want sports together with a broader range of entertainment and other content
22.	Which pack is suitable for customers who do not require sports?	The Prime Pack is positioned as an all-in content offering without sports, covering news/documentary, general entertainment, local & Asian content, kids, movies and OTT
23.	Which pack offers the most comprehensive content?	The All-in-One Pack provides the most comprehensive content offering, with 64 channels and 3 OTT services. It combines sports, movies, entertainment, news/documentary, kids, local & Asian content and OTT
24.	Can I subscribe to multiple pack at the same time	The New Unifi TV Biz Pack construct provides comprehensive offering for a single pack subscription that offer cost effectiveness for customer. Hence, subscription to multiple pack at the same time are not required, instead customer is free to upgrade to higher tier pack
25.	I am an existing subscriber of Unifi SME Biz Pack (Fun, Corporate, Sports), can I subscribe to new pack (Sports, Prime, All-In-One) pack?	Yes, you may upgrade to the new pack subject to existing contract term of your current subscription