

Frequently Asked Questions

1. Why did you remove the Astro channels on HyppTV?

HyppTV is continuously updating its content offering to match changing customer viewing behaviour and preferences. For example, we have recently pursued partnerships with Over the Top (OTT) players such as iFlix and Viu to help us expand our offerings to cater to these new preferences.

2. When is the effective date for the removal of Astro channels?

The removal of Astro channels is effective on 1st August 2016.

3. Which Astro channels are involved in this termination?

All Astro channels offering on HyppTV will be affected, namely:

1. Astro SuperSport HD
2. Astro SuperSport HD 2
3. Astro Awani
4. Astro Oasis
5. Astro Vaanavil
6. Makkal TV

4. Who will be impacted by the removal of this channel?

The impacted customers are:-

- i. Ala carte subscriber for Astro channels (UniFi & Streamyx)
- ii. Sports Pack subscriber (UniFi & Streamyx)
- iii. Jumbo Pack subscriber (UniFi & Streamyx)
- iv. Aneka Pack subscriber (UniFi & Streamyx)
- v. Varnam Pack subscriber (UniFi & Streamyx)
- vi. Staff Pack subscriber (UniFi & Streamyx)
- vii. Ala carte subscriber for Astro channels (UniFi & Streamyx for BIZ)
- viii. Ala carte subscriber for Astro channels (HoTES & Hospitality)

5. Will there be a new channel similar to those Astro channels to be included in HyppTV Packs?

We will keep you updated on the channel line-ups on HyppTV.

6. It is mentioned in the contract that when I purchase the HyppTV Pack, Astro channels should be in the pack.

All HyppTV packs are governed by the Terms and Conditions (T&C) and you may refer to clause 14 (Cancellation, Suspension or Delay) which indicates the terms of package modification.

Clause 14:

CANCELLATION, SUSPENSION OR DELAY

TM reserves the right to cancel, modify, suspend or delay the subscription of any and/or combination of any HyppTV Pack stated above in the event of any unforeseen circumstances beyond its reasonable control. For the avoidance of doubt, any cancellation, modification, suspension or delay by TM shall not entitle the Subscriber to any claim or compensation against TM for any and all loss or damage suffered or incurred by the Subscriber as a direct or indirect result of the said act(s).

7. Has there been any customer notification on the discontinuation of Astro channels from the HyppTV Packs?

Yes, we have already notified all impacted customers on the discontinuation of Astro channels via several communication channels such as website announcement, SMS and TV crawler messages.

8. Why does TM notify their customers with regards to channel termination on HyppTV?

The notification was scheduled only on the affected channels because the viewers of those channels are the directly impacted group.

The frequency of notification is during every beginning, break, as well as at the end of each programme.

9. Why is there a change of number of channels in the HyppTV Pack I purchased?

When TM launched the HyppTV packs, we have indicated the total number of channels as well as the specific channels in all our communications to customers. Hence the T&C has clearly stated that as of XXXX (date) there are XXX number of channels and XXX specific channel. Any changes after the launch of the pack are subject to the clause 14 as mentioned earlier.

10. Can I claim rebate on my HyppTV Pack monthly charges?

Any claim or compensation regarding the discontinuation of Astro channels is not applicable, subject to clause 14 mentioned earlier.

11. Can I terminate HyppTV Pack although my commitment has not ended?

Please be informed that the T&C for early termination clause clearly indicates that an early termination fee is applicable in the event of customer request to terminate.

The said penalty shall be calculated as follows:

(Monthly Subscription Fee x number of remaining months)

Similarly, in the case of Astro's channels, request on the waiver for early termination is not applicable.

12. I want to terminate my UniFi service due to this problem although I am still within the 24 months commitment period.

Please be informed that the T&C for early termination clause clearly indicated in the contract that a termination fee does apply in the event a customer requests to terminate within the 24 months contract period.

The said penalty shall be calculated as follows:

(Monthly Subscription Fee x number of remaining months)

In the case of Astro channels, any request on the waiver for early termination is not applicable