

☐ SPLIT OF EQUIPMENT

Same account owner split the equipment into a new account.

I hereby acknowledge splitting my additional equipment to a new account:

Affected account details are as follows:

Account Number	:	
Smartcard Number 1	:	
Set Top Box Number 1	:	
Smartcard Number 2	:	
Set Top Box Number 2	:	
Smartcard Number 3	:	
Set Top Box Number 3	:	

Note:

Account/smartcard number available in your Astro tax invoice and set top box number available at the bottom/back of the set top box.

I hereby certify that all the information which I have given in this (Merge/ Split/ Transfer Ownership) Equipment/ Account Form are true and accurate. I agree to abide by the Astro General Terms and Conditions (<https://product.astro.com.my/general-terms-and-conditions-for-astro-subscribers>).

Existing account owner's signature:

.....

Full Name : _____
MyKad / Passport No. : _____
Date of Submission : _____

Please provide below documents upon submission:

New account owner's copy of MyKad/Passport for transfer of equipment/account ownership. *

*Please ensure that you cross your Identification Card/MyKad copy and mark with 'for Astro purposes only'.

*We do not collect/process your sensitive personal data i.e., religion as defined under the Personal Data Protection Act 2010.

Please mask/blank-out this detail on your Identification Card/MyKad copy before submitting to us.

PART B: TO BE FILLED UP BY THE NEW ACCOUNT OWNER

PERSONAL DETAILS (PLEASE TICK OR FILL IN WHERE APPLICABLE)

☐ Mr ☐ Mrs ☐ Others

(eg. Dr, Mdm, Tan Sri, Datuk)

FULL NAME :

(AS IN MyKad/ PASSPORT)

MyKad/ PASSPORT/ ID NO. :

ID TYPE : ☐ MyKad ☐ Passport ☐ Army ID ☐ Navy ID ☐ Police ID ☐ Airforce IDPREFERRED LANGUAGE FOR
WRITTEN COMMUNICATION :☐ English☐ Bahasa Malaysia☐ Chinese☐ TamilETHNIC
GROUP :☐ Malay☐ Chinese☐ Other Bumis EM☐ Others Msia☐ Indian☐ Foreigners/ExpatsGENDER : ☐ Male ☐ FemaleMONTHLY HOUSEHOLD
INCOME :☐ <= RM2,000☐ RM4,001 to RM8,000☐ > RM12,000

DATE OF BIRTH :

Day

Month

Year

PROFESSION :

☐ Public Sector (Govt.) Employee☐ Skilled & Supervisory Staff☐ Housewife☐ Professional/Mgr/Exec☐ Business Owner☐ Manual & Industrial Worker☐ Retiree☐ Student/Unemployed

TYPE OF DWELLING

☐ Bungalow☐ Semi-D☐ Terrace☐ Condo/Apartment☐ Shophouse☐ Flat☐ Hostel/Barracks/Staff Quarters

WHO WILL LIKELY WATCH

ASTRO IN YOUR HOUSEHOLD

☐ Spouse☐ Kid(s) <= 12 yrs old☐ Teen(s) 13-18 yrs old☐ Parent(s)/Parent(s)-In-law

(eg: 2 Kids <= 12 yrs old) :

☐ Grandparent(s)☐ Sibling(s)☐ Relative(s)☐ Others

ADDRESSES (PLEASE TICK OR FILL IN WHERE APPLICABLE)

INSTALLATION ADDRESS (MUST BE WITHIN MALAYSIA) :

COMPLEX NAME :

BLOCK NAME :

FLOOR / SUITE NO. :

HOUSE NO. :

ADDRESS 1 :

(eg. JALAN MEWAH RIA 2/1)

ADDRESS 2 :

AREA :

(eg. TMN DESA INDAH)

CITY / TOWN :

(eg. IPOH, SHAH ALAM)

POSTCODE :

STATE :

TELEPHONE :

(eg. 03-22236688, 088-336688)

☐ HOME

—

☐ HANDPHONE

—

☐ OFFICE

—

EXT : _____

BILLING OPTIONS :

(choose one)

☐ e-Billing☐ SMS☐ WEB (via selfservice.astro.com.my)

E-MAIL ADDRESS :

ALTERNATIVE CONTACT DETAILS

NAME OF FAMILY MEMBER/
FRIEND :

HOME (eg. 03-22236688, 088-336688)

OFFICE (eg. 03-22236688, 088-336688)

HANDPHONE

TELEPHONE

—

—

EXT : _____

—

MODES OF COMMUNICATION (PLEASE TICK)

Astro may send to me marketing and/or advertising materials relating to any of Astro's or its business partners' products or services via the following communication modes except for those that I have ticked (✓).

☐ Telemarketing☐ Direct Mail Pack/Letter☐ SMS☐ Email

AUTO-DEBIT SUBSCRIPTION (PLEASE TICK OR FILL IN WHERE APPLICABLE)

Your Bill will be emailed to your registered email address upon service activation. Please provide your email address below.

1. CREDIT/DEBIT CARD:

☐ Visa☐ MasterCard☐ Amex

2. BILL FREQUENCY:

☐ Monthly☐ Quarterly☐ Half Yearly☐ Yearly

CARD NUMBER:

CARD EXPIRY :

Month

Year

NUMBER OF PRIMARY CREDIT CARD(S) OWNED :

ISSUING BANK :

NAME ON CARD :

Note: Only cards issued by banks in Malaysia will be accepted

SERVICE / PACKAGE SELECTION FOR YOUR SUBSCRIPTION(PLEASE TICK)

☐ NO CHANGES TO EXISTING SUBSCRIPTION

☐ CHANGE OF PACKAGE

☐ NJOI UPGRADE

Core Plan

☐ Astro One : Entertainment Pack

☐ Astro One : Sports Pack

☐ Astro One : Epic Pack

App Upgrade Option

☐ Netflix Premium

☐ Disney+ Hotstar Premium

☐ IQIYI Premium VIP

☐ * Max Ultimate

Content Add-On

☐ Kids

☐ Variety

☐ News & Documentaries

☐ Indian Favourite

☐ *Max Standard

☐ Sports Extra

☐ Astro GO+

App Add-On

☐ Disney+ Hotstar Basic

☐ Disney+ Hotstar Premium

☐ Viu Premium

☐ IQIYI Standard VIP

☐ IQIYI Premium VIP

☐ Zee5

☐ WeTV

☐ Simply South

☐ Qalbox by Muslim Pro

☐ Max Standard

☐ * Max Ultimate

☐ Netflix Basic 24 Months

☐ Netflix Standard 24 Months

☐ Netflix Premium 24 Months

*Subscribing to Max app will include channels 411 HBO, 412 Cinemax, 414 HBO Family & 415 HBO Hits

Contract duration

☐ 24 months

TotalRM

Prices is exclusive of any taxes as imposed by the Government.

1. There is a cancellation fee which would apply should you terminate your 24 months committed contract period (" Minimum Subscription Period" to the Astro Service. Applicable for core plan.

2. If you terminate your subscription, a fee of RM41.66/month (Ultra Box) or RM25/Month (Ulti Box) shall apply for the remaining months of your Minimum Subscription Period.

3. If you downgrade your subscription, RM 10 switching is applicable.

MAIN SUBSCRIPTION BOX SELECTION(PLEASE TICK)

Select the device

☐ Ultra Box

☐ Ulti Box

☐ Remain on existing Astro Box

To watch content via internet connection, you will need a minimum speed of 10 Mbps/device for a seamless HD viewing experience on the Ultra/Ulti Box, and 30 Mbps/device for 4K UHD viewing on the Ultra Box

Preferred viewing option

☐ Watch via satellite

☐ Watch via broadband

Preferred Installation Option

☐ Standard installation

☐ Plug & Play

Note:

- By opting to "Watch via broadband" and the device is receiving it's signal only via internet, selected channels may not be available with the service.

- If viewing option "Watch via satellite" is selected, then "Plug & Play" installation option is not available.

- The box installation and activation fees applicable are subjected to the selected package, contract and any specific campaign.

- By opting to preferred installation mode 'Plug & Play', the Plug & Play kit will be sent to you.

MULTIROOM SUBSCRIPTION

Option 1 : Multiroom (Astro Box)

Main subscription	Multiroom Subscription	1st Multiroom (Please Tick)	2nd Multiroom (Please Tick)	3rd Multiroom (Please Tick)
First Subscription above RM99.99* (Excl. any Govt Tax) per month	RM49.99* (Excl. any Govt tax) per month	Multiroom selection ☐ New Multiroom ☐ Upgrade existing Multiroom Box ☐ Remain on existing box Box Type (New & Box Upgrade only) ☐ Ulti Box ☐ Ultra Box Preferred viewing option ☐ Watch via satellite ☐ Watch via broadband Preferred Installation Option ☐ Standard installation ☐ Plug & Play	Multiroom selection ☐ New Multiroom ☐ Upgrade existing Multiroom Box ☐ Remain on existing box Box Type (New & Box Upgrade only) ☐ Ulti Box ☐ Ultra Box Preferred viewing option ☐ Watch via satellite ☐ Watch via broadband Preferred Installation Option ☐ Standard installation ☐ Plug & Play	Multiroom selection ☐ New Multiroom ☐ Upgrade existing Multiroom Box ☐ Remain on existing box Box Type (New & Box Upgrade only) ☐ Ulti Box ☐ Ultra Box Preferred viewing option ☐ Watch via satellite ☐ Watch via broadband Preferred Installation Option ☐ Standard installation ☐ Plug & Play
		Note: I) Multiroom viewing option 'Watch via satellite' is only available if the viewing option 'Watch via satellite' is selected for the main subscription II) If Multiroom viewing option 'Watch via satellite' is selected, the 'Plug & Play' installation is not available III) By opting to "Watch via broadband" and the device is receiving it's signal only via internet, selected channels may not be available with the service.		

Option 2 : Multiroom (Smart TV)

Multiroom Subscription

RM29.99* (Excl. any Govt tax) per month. No contract applies.

Max 1 subscription per household (Please tick)

Multiroom selection

☐ New Multiroom

☐ Remain existing subscription

Note:

I) Per main subscription can have a maximum of 3 Multiroom subscription (combination of Multiroom (Astro Box) and Multiroom (Smart TV). Do take note, only 1 subscription to Multiroom (Smart TV) allowed for each household/account (i.e Customers with multiple main subscription, can only subscribe to 1 x Multiroom (Smart TV))

II) By opting to Multiroom (Smart TV), selected channels may not be available with the service and the 3rd Party apps i.e Netflix, Disney+ Hotstar etc.

1. *Price is exclusive of any taxes as imposed by the government.

2. Minimum subscription period, cancellation fee and box installation and activation fees are subjected to the selected package, contract and any specific campaigns.

3. Any remaining contract duration on your existing Multiroom (Astro Box) subscription, will be brought over and if you are on 24 months Minimum Subscription Period and you terminate your subscription, a fee of RM41.66/month (Ultra Box) or RM25/ month (Non- Ultra Box) shall apply for the remaining months of your minimum subscription period.

4. Your new RM49.99/month charge (excl. any Govt tax) of your Multiroom (Astro Box) subscription and new cancellation fee will be reflected once your new main subscription and/or Astro Box is activated.

5. Astro Multiroom service mirrors all the content of the main subscription except for certain pay-per-view content and/or certain channels (if Plug & Play option is selected).

6. Maximum of 3 additional Multiroom subscriptions per account. 4th Multiroom will be charged at full subscription rate.

7. Astro Multiroom must be installed at the same registered address.

ASTRO FIBRE (PLEASE TICK)

Astro Fibre

☐ 100 Mbps

☐ 500 Mbps

☐ 800 Mbps

OPTIONAL

☐ Astro Fibre Mesh WiFi

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

Note:

1. There might be a service interruption during the processing of merge/ split/ transfer ownership of equipment/ account.

2. Astro shall not be held responsible or liable for your loss of any recordings and historical data of past viewing.

3. A full payment to be made on any outstanding balance for all related accounts.

4. New account owner agrees to continue the remaining contract (minimum subscription period) from previous account owner (if any).

5. Auto debit will be voided upon acknowledgment of transfer equipment ownership (if any).

6. Astro Rewards is not transferable to another person or exchange for cash.

I hereby certify that all the information provided in the (Merge/ Split/ Transfer Ownership) Equipment/ Account Form is accurate and truthful. I have read, understood, and agree to the terms of the Privacy Notice and consent to the processing of my Personal Data as described in the Privacy Notice (<https://product.astro.com.my/privacy>). I hereby offer to subscribe for the Astro Services provided by MEASAT Broadcast Network Systems Sdn Bhd (Company Number 199201008561(240064-A)) ("Astro") in accordance with the Astro General or Astro Fibre Terms and Conditions and any applicable Campaign Terms and Conditions (<https://product.astro.com.my/general-terms-and-conditions-for-astro-subscribers>).

Signature :

.....

Full Name

:

MyKad / Passport No.

:

Date of Submission

:

For Astro internal use only

End Date of Account

T&C:

Submission Approved By:

Date Approved:

Note:

Form and relevant documents are to be submitted to <https://www.astro.com.my/contactus/form.aspx>

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