

SPL & FAQ: Q2 Campaign

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SPL

Astro is introducing an exciting new campaign that gives both new and existing customers greater value when signing up for selected Astro One packs. From 1 May to 31 July 2026, customers can enjoy specially curated bundled offers at attractive promotional rates for 24 months.

This campaign features two popular Astro One packs—**Entertainment** and **Sports**—with the option to add on **Netflix** for even more viewing choice. Customers who choose to add on Netflix will also receive a complimentary **Blockbuster Pack** add-on for 24 months which includes 4 new Movies & Entertainment channels; Astro Showtime, Astro FAM Time, Rock Action and Rock X Stream, giving access to even more hit movies and blockbuster titles at no additional cost.

Choose the Bundle That Fits Your Lifestyle

- **Astro One Entertainment Pack**

Perfect for binge-watchers and families, this pack gives you access to a rich mix of entertainment, movies, and premium series—keeping everyone at home entertained, every day.

- **Astro One Sports Pack**

For the true sports fan, never miss a moment of the action with comprehensive sports coverage, including top leagues, tournaments, and live events.

- **Upgrade with Netflix & Get More at No Additional Cost**

Add on Netflix to your Astro One Entertainment or Sports pack and enjoy a complimentary Blockbuster Pack add-on for 24 months, giving you even more hit movies and blockbuster titles at no additional cost.

Refer to the table below for full pricing details.

Offer	Package	RRP per month	Offer Price per month	Complimentary Blockbuster Pack	Installation Fee
Offer 1	Astro One Entertainment Pack	RM49.99	-	-	Plug n Play RM0
Offer 1a	Astro One Ent + Netflix Basic	RM87.67	RM74.90	24 months	
Offer 2	Astro One Sports Pack	RM99.99	RM69.99	-	
Offer 2a	Astro One Sports + Netflix Basic	RM137.67	RM94.90	24 months	

Offer 3	Astro One Epic Pack	RM199.99	RM159.99	-	Standard RM50
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*all prices quoted are excluding SST rates

FAQs

1. What is the new campaign about?

From 1 May to 31 July 2026, new and existing Astro customers can subscribe to the Astro One Entertainment or Sports pack bundles at attractive promotional rates valid for 24 months, with the option to add on Netflix for more viewing choice. Customers who choose to add on Netflix will also receive a complimentary Blockbuster Pack add-on for 24 months which includes 4 new Movies & Entertainment channels; Astro Showtime, Astro FAM Time, Rock Action and Rock X Stream, giving them access to even more hit movies and blockbuster titles at no additional cost.

2. Who is eligible for this campaign?

This campaign is open to both new and existing Astro customers who sign up for the Astro One Entertainment or Sports pack during the campaign period.

New Astro Customers

New customers who subscribe to the Astro One Entertainment or Sports pack are eligible for the campaign. A new 24-month contract will commence from the activation date.

Existing Astro Customers

Existing Astro customers are eligible under the following conditions:

- Out-of-contract customers who upgrade or change their current pack to the Astro One Entertainment or Sports pack will be re-contracted for 24 months.
- In-contract customers who upgrade within the Astro One packs will also be re-contracted for 24 months.

3. What is the campaign period?

The campaign runs from 1 May 2026 to 31 July 2026 (for Ent and Epic Pack), while 1 May to 15 May 2026 for Sports Pack.

4. Can customers choose not to add on Netflix and still enjoy the promotional price for the Astro One Pack?

Yes. Customers may choose not to add on Netflix and will still be able to enjoy the promotional prices for the Astro One packs under this campaign.

The Astro One Entertainment Pack will continue to be available at RM49.99, while the Astro One Sports Pack is offered at a promotional rate of RM69.99 (RRP: RM99.99).

5. Is the complimentary Blockbuster Pack available without subscribing to Netflix?

No. The Blockbuster Pack is offered as a complimentary add-on specifically for this campaign only. If customers wish to subscribe to the Blockbuster Pack outside of this campaign, it is available as a standalone add-on at RM9.99 per month.

6. How can customers sign up for the offer?

Customers can sign up for the offer through any of the following channels:

- Visit any Astro Authorised Experience Partners (AEPs), Premium Kiosks, or Mobile Booths (search [Astro Store Near Me](#)).
- Sign up via all Astro sales channels.
- Contact Astro by calling or messaging via WhatsApp at +60 3-9543 3838.

7. When will the promotional pricing be applied?

The promotional pricing will be applied from the first month's bill, provided all campaign eligibility requirements are met.

8. Can existing Astro customers upgrade their existing pack to enjoy this campaign?

Yes. Existing Astro customers may upgrade to the Astro One Entertainment or Sports pack under this campaign. Please note that any pack change may impact promotional eligibility and rebates, subject to Astro's General Terms & Conditions.

9. Can customers terminate their Astro subscription during the campaign period?

Yes. Customers may terminate their Astro subscription at any time. Upon termination:

- Campaign rebates and complimentary Blockbuster pack will no longer apply, and
- An Early Termination Fee (ETF) will be charged if termination occurs within the 24-month contract period, in accordance with [Astro's General Terms & Conditions](#).
 - **Ultra Box:** RM1,000 to be pro-rated based on the percentage of remaining months of the 24-month contract period.
 - **Ulti Box:** RM600 to be pro-rated based on the percentage of remaining months of the 24-month contract period.

10. Is there a termination fee for Netflix?

If a customer terminates Netflix within the 24-month contract period, an Early Termination Fee (ETF) of RM10 applies. A switching fee of RM10 will also be charged, where applicable.

11. I'm interested in adding Netflix to my subscription. What are the plans available?

The available Netflix plans are:

Netflix Plan	Astro's RRP
Basic	RM26.90
Standard	RM44.90
Premium	RM55.90

Customers who subscribe to the Netflix add-on under this campaign will automatically receive a complimentary Blockbuster Pack for 24 months which includes 4 new Movies & Entertainment channels; Astro Showtime, Astro FAM Time, Rock Action and Rock X Stream.

12. Is there a contract when I add Netflix to my subscription?

Yes. When Netflix is added under this campaign, it comes with a separate 24-month contract. The complimentary Blockbuster Pack add-on, however, does not come with a contract and is provided as a campaign benefit when customers add on Netflix.

13. How long is the Netflix + Blockbuster Pack bundle offer valid for?

The Netflix + Blockbuster Pack bundle offer is valid for 24 months, starting from the date Netflix is successfully activated.

14. Will my Netflix and Blockbuster Pack contract auto-renew after 24 months?

No. Both Netflix and the complimentary Blockbuster Pack will not auto-renew after the 24-month period, unless you choose to continue or resubscribe.

15. Will my Netflix account and Blockbuster Pack be automatically removed after 24 months?

The complimentary Blockbuster Pack will be automatically removed after the 24-month period ends.

However, customers may continue their Netflix subscription after the campaign period, subject to Astro's prevailing RRP for Netflix unless they choose to cancel the service. If customers wish to subscribe to the Blockbuster Pack, it is also available as a standalone add-on at RM9.99 per month.

16. Will the Blockbuster Pack be automatically added to my subscription when I subscribe to Netflix?

Yes. Customers who subscribe to Netflix under this campaign will immediately receive the complimentary Blockbuster Pack for 24 months upon successful Netflix activation. No additional sign-up is required.

17. Is the Blockbuster Pack free throughout the campaign period?

Yes. The Blockbuster Pack is provided for free for 24 months under this campaign.

18. Can I upgrade or downgrade my Netflix plan during the 24-month period?

Yes. Customers may upgrade or downgrade their Netflix plan at any time during the 24-month contract period.

19. If I upgrade or downgrade my Netflix plan during the 24-month contract period, what happens to the contract?

There will be no changes to your existing Netflix contract period. The original 24-month Netflix contract will continue as is, regardless of any upgrade or downgrade to your Netflix plan.

20. Will my Netflix contract change if I upgrade or downgrade my Astro pack?

No. The Netflix contract remains unchanged even if you upgrade or downgrade your Astro pack.

21. What is the installation fee for the Astro One TV pack?

Installation fees are based on the selected option:

- a. Plug-and-Play (PNP): Zero charge
- b. Direct-to-Home installation: RM50

22. When does the Netflix billing start if it's added at a later date?

Netflix billing starts from the date Netflix is successfully signed up. Charges will appear in the corresponding Astro billing cycle following the Netflix activation.

23. Will the promotional prices automatically revert to the standard RRP after 24 months?

Yes. The promotional prices will automatically revert to the standard RRP rates after 24 months.

However, Astro may contact customers in the future with new promotional offers, if and when they become available.

24. Where can I get more information about this offer?

For more information, customers can contact Astro via WhatsApp or call +60 3-9543 3838.