

SPL & FAQs: Astro Fibre Didi & Friends Limited-Edition Router Campaign

SPL

From 13 September 2025 to 31 October 2025, new and existing Astro customers are eligible to receive a Didi & Friends limited-edition router at no additional cost when they subscribe to Astro Fibre exclusively at **Astro Premium Kiosks**, via **Astro Exclusive Partners**, or **Astro Experience Stores** (Astro Authorised Retailers are not included).

FAQ

1. What are the Astro Fibre plans available?

During the campaign period, customers who sign up for an Astro Fibre Standalone/ Astro Fibre Bundle will be eligible to get 1x unit of Didi & Friends limited-edition router at no additional cost. Full details of the offer are as follows:

Astro Fibre

Speed	Astro Fibre Bundle (when add TV packs)	Astro Fibre Standalone	What's Included
100Mbps	RM79	RM99	FREE 1x Unit of Didi & Friends Router
500Mbps	RM90	RM149	
800Mbps	RM150	RM189	

Note:

1. A refreshed 24-month Astro Fibre contract will begin upon every successful installation.
2. Didi & Friends router character selection is on a first come, first served basis depending on stock availability.

2. Who is eligible to sign up for this campaign?

All new and existing Astro customers are eligible to sign up for this campaign.

3. What is the validity period of this campaign?

The campaign runs from 13 September 2025 to 31 October 2025 or while stocks last.

4. How do I sign up to this campaign?

To sign up for this offer, visit any of your nearest Astro Premium Kiosk, Astro Exclusive Partner or Astro Experience Store stated [here](#) (Astro Authorised Retailers are not included).

5. How many characters are available in this limited-edition?

There are three characters available for this limited-edition router: Didi, Nana, and Jojo.

6. If I subscribe to an Astro Fibre Bundle during the campaign period, will I get to choose the character of my limited-edition router?

Character selection is on a first come, first served basis, subject to stock availability at the time of subscription.

7. I am currently subscribed to Astro Fibre 50/100/500/800Mbps and would like to add a mesh to my subscription. Am I eligible to get the Didi & Friends router as a mesh?

Unfortunately, the Didi & Friends limited-edition router is only available as a primary router. For mesh, the standard RG21 router will be provided.

8. I am currently subscribed to Astro & Broadband (Maxis/Allo). Am I eligible for this offer?

No, this offer will be only eligible to new and existing Astro customer who are yet to subscribe to Astro Fibre.

9. I am currently still under an Astro Fibre contract—can I still join this campaign?

Unfortunately, if you're still under the 24-months Astro Fibre contract, then you will not be eligible for this offer.

10. Can I purchase the limited-edition router separately?

Unfortunately, no. The limited-edition router is only available for customers who sign up for Astro Fibre. It is not sold separately.

11. What happens if I cancel my Astro Fibre subscription after getting the limited-edition router?

Should you choose to discontinue/terminate the Astro Fibre service before the expiry of the contract (24 months), you will be subjected to an early cancellation fee of RM100 x remaining months of the contract period for your Broadband services. The limited-edition router should also be returned to Astro. An Astro representative will get in touch with you on further instructions on how to return the router.

12. Is there any installation fee for Astro Fibre Standalone/Astro Fibre Bundle?

Installation is free of charge with the Plug & Play option for Astro Fibre Bundle. For existing Astro customer who add Astro Fibre/ Astro Fibre Standalone, installation fee will be free of charge.

13. If my Didi & Friends limited-edition router is faulty, will I receive the same character as a replacement?

Unfortunately, any replacement due to a faulty device will be a standard RG21 router.

14. Who do I contact for technical support?

For any technical related support, you may reach out to Astro's Contact Centre at 03 – 9543 1543.