

FAQs: Year End Holiday Campaign

1. What is the Year End Holiday Campaign about?

The Year End Holiday Campaign is a limited time offer running from 1 November 2025 to 31 January 2026. During this period, new customers can enjoy one of two Astro One packages for only RM69.99/month (excluding tax):

1. Astro One Entertainment Pack + Kids Pack + Disney+ Basic
2. Astro One Sports Pack + Kids Pack

Both come with free Standard & PnP Installation*, making it easy to get started and enjoy great entertainment at home this holiday season.

***Note: Free Standard installation is not available for any sign-ups on Astro's website (www.astro.com.my)**

2. Who is eligible for this offer?

This offer is only for new Astro customers who sign up during the campaign period. Existing Astro customers are not eligible to switch their existing packs to any one of these offers.

3. What is the campaign period?

Astro's Year End Holiday campaign will run from 1 November 2025 to 31 January 2026.

4. How can customers sign up for the offer?

Customers can sign up for this offer by:

- Visiting any Astro AEPs / Premium Kiosk / Mobile Booth:
<https://support.astro.com.my/astro-near-me>
- Contacting Astro via WhatsApp or calling: +60 3-9543 3838
- Visiting Astro's Website: www.astro.com.my

5. When will the discount rate be applied?

The discounted rate will apply starting from the first bill after installation.

6. How much is the installation fee?

Both Standard and PnP installations* are free for all new customers who sign up for either one of the promo packages under this campaign.

***Note: Free Standard installation is not available for any sign-ups on Astro's website (www.astro.com.my)**

7. Can customers upgrade from Disney+ Basic to Premium?

Yes. Customers can upgrade to Disney+ Premium for an additional RM15/month. No one-time or admin charges apply.

8. How can customers find out more about the Disney+ Basic subscription included with their Astro package?

For any enquiries regarding Disney+ Basic, customers can visit the Astro support page at <https://support.astro.com.my/category/streaming-app>

9. After signing up, can customers change their pack from Astro One Entertainment to Astro One Sports and still enjoy the offer?

No. If customers switch from Astro One Entertainment to Sports (or vice versa), they will not be entitled to the offers / rebates under the Year End Holiday Campaign.

(Standard charges may also apply for pack changes)

10. After signing up, can customers change their pack from Astro One Entertainment or Astro One Sports to Astro One Epic?

Yes. However, they will pay the standard pricing of RM199.99/month and will start a new 24-month contract.

11. What happens if a customer cancels their subscription before the 24-month contract is over?

If a customer cancels their subscription before completing the 24-month contract, they will be charged a pro-rated Early Termination Fee (ETF) based on the number of months remaining in their contract, as applicable:

- Astro Box:

- Ultra Box: RM1,000
 - Ulti Box: RM600
- Kids:
 - RM72
- Disney+ Basic / Premium:
 - RM95

12. What happens after the 24-month contract period ends?

Once the 24-month contract is complete, there will be no automatic renewal of contract period and customers would need to pay the standard pricing for their selected offers:

- Astro One Entertainment Pack + Kids Pack + Disney+ Basic: RM76.92 per month
- Astro One Sports Pack + Kids Pack: RM109.98 per month

13. Can customers sign up for Astro Fibre after subscribing to this offer?

No. This campaign is only for new Astro TV sign-ups and does not include Astro Fibre bundles.

14. Can customers add on Multiroom SmartTV or Ulti/Ultra Box to their subscription?

Yes, they can add on:

- Multiroom Smart TV app for RM14.99 / month (excl. tax)
- Multiroom Ulti / Ultra Box for RM49.99 / month (excl. tax) if their monthly bill is RM99 or above. To meet the RM99 minimum requirement, they may need to subscribe to additional add-ons.

15. How many TVs or devices can I watch on at the same time?

- For Astro, besides the Astro Ulti / Ultra Boxes, customers can register up to 4 devices on Astro GO and stream up to 2 devices at the same time.
- For Disney+ Basic, customers can register up to 3 devices and stream up to 1 device at the same time.
- For Disney+ Premium, customers can register up to 10 devices and stream up to 3 devices.

16. Can existing Astro customers terminate and reapply as new customers to enjoy this offer?

No. Existing Astro customers are not eligible for the Year End Holiday Campaign.