

SPL & FAQs: Astro Friends and Family Program

Strictly Confidential. For Internal Circulation Only

SPL

Starting from **25th September 2025** to **31st December 2025**, Astro is excited to launch the **Astro Friends and Family Program** – an exclusive initiative to empower Astro employees to become brand ambassadors by sharing an Astro pack subscription with their friends and family. With this offer, your loved ones can enjoy an all-in-one entertainment experience featuring the best of sports, premium streaming apps, extensive channels and flexible broadband add on – starting from just **RM99.99/month** (excl. tax).

Frequently Ask Questions (FAQs)

1. What is the Astro Friends and Family Program about?

The Astro Friends and Family Program is an exclusive initiative to empower Astro employees to become brand ambassadors by sharing an Astro pack subscription with their friends and family. This pack features premium content across LIVE sports, kids' contents, variety shows, news, documentaries, and top streaming apps — plus the option to add or upgrade broadband services.

This pack is available at **RM99.99/month** (excl. tax) with the option to add Astro Fibre at **RM90.00/month** for 500 Mbps. It's a great way to give your loved ones more entertainment at an exceptional value.

Astro Packages	Monthly Subscription Fee
Astro One Partner Exclusive Pack	RM 99.99 (excl. tax)
Astro Fibre 500mbps Add-On	RM 90.00 (excl. tax)
Total Monthly Subscription Fee	RM189.99 (excl. tax)

Here is what is included in the pack for your family and friends:

Category	Included Item
Content	- Entertainment - Sports & Sports Extra - HBO Channels - Kids - News & Documentaries - Variety
Apps	- Astro GO - beIN Sports - BBC Player - Sun NXT Lite - Disney+ Hotstar Basic - HBO Max Standard

Note: The SPL and FAQs are meant as a guide. You may use your discretion to modify the responses to fit the enquiries

	7. Amazon Prime 8. Astro Fibre App (if you add on Astro Fibre)
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2. Can my friends and family add on Astro Fibre to their Astro Friends and Family program pack?

Yes. They can add on Astro Fibre 500mbps at an additional fee of RM90.00/month (excl. tax).

3. How many new devices can be registered, and how many concurrent streams are allowed for each app under the Astro Family Friends and Family Program's pack?

Refer to the table below for details on device registration and streaming concurrency per app.

Apps	No. of Registered Devices	No. Concurrent Streams
Astro GO	4	2
HBO Max Standard	2	2
Disney + Hotstar Basic	3	1
Amazon Prime	6	3
BBC Player	5	5
beIN Sports	5	1
Sun NXT Lite	4	4

4. How long will the Astro Friends and Family Program run for?

The Astro Friends and Family Program will run from 25th September 2025 until 31st December 2025. Entries must be submitted & activated on or before 11:59pm on 31 December 2025.

5. Who can participate in the Astro Friends and Family Program?

All Astro employees under the Astro Payroll are eligible to participate in this program. However, Dealers and Direct Sales Agents are not eligible.

6. Who can sign up for the Friends & Family Program's pack ?

- New Astro customers
- Existing Astro customers:
 - Can switch their pack to the Friends & Family Program's pack. However, customers who are in-contract and whose pack switch will result in a lower monthly subscription fee will not be allowed to switch their packs.
 - Can subscribe to the Friends & Family Program's pack as a new Astro subscription for an installation address different from the one currently associated with their existing Astro account.

7. What is the maximum number of friends and family I can share the Astro Friends and Family Program's pack with?

You can share the pack with up to three (3) friends or family members.

8. Does the Astro Friends and Family Program's pack come with a contract?

Yes. The pack comes with an initial 24-month contract period.

9. Will the contract renew after the 24-month period ends?

No, the contract will not be automatically renewed after the initial 24-month period.

10. What is the set-up fee associated with the Astro Friends and Family Program's pack?

For self-installation (i.e. Plug and Play), there will be no set-up fee charged. However, for installer-assisted installation (i.e. Standard), there will be a set-up fee of RM50 charged.

The set-up fee is as below:

Box Type	Installation Fee
Plug and Play Box	FREE
Standard Box	RM 50

11. What is the set-up fee associated with the Astro Fibre add on?

There is no set-up fee for the Astro Fibre add-on – installation is free of charge.

12. Can I add on the Multiroom Smart TV app or Ultra Box with the Astro Friends and Family Program's pack?

Yes. You can add on the Multiroom Smart TV app for RM14.99/month (excl. tax) or the Multiroom Ulti / Ultra Box for RM49.99/month (excl. tax). Kindly note that the Multiroom Ulti / Ultra Box will come with a 24-month contract period.

13. Will there be any charges if I switch from the Astro Friends and Family Program's pack to other Astro packs (vice versa)?

Depending on your current subscription terms, certain charges may apply if you choose to switch, in accordance with the [General Terms and Conditions for Astro Services](#).

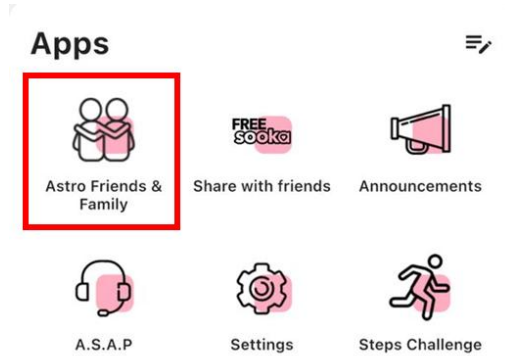
14. How do I participate in the Astro Friends and Family Program?

You can participate in the Astro Friends and Family Program by following either one of the steps below:

14.1 Share via Easy App

Visit Easy App and tap on the **"Astro Friends & Family" icon** in EasyApp. You'll be directed to the Friends & Family Promo Page (employee ver.), where you can view program and product details.

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For new Astro customers, click on **“Share Now”** and register your friends & family by providing details such as:

- Name
- Contact Number
- Email Address
- Product of Interest (Astro TV Pack or Astro TV Pack & Fibre)
- Employee ID

Sign up now

Full name*

John Wick

Mobile Number*

+60 1234567

Email*

abc@xyz.com

Which would you like to sign up?*

Astro TV Pack only

Astro Employee ID*

This field is required

I'm not a robot

reCAPTCHA is changing its terms of service. [Take action.](#)

reCAPTCHA Privacy - Terms

Share now

For existing Astro customers, click on **“Leave your details via Feedback Form”** and register your friends & family by providing details such as:

- Pack Switch Interest
- Astro Account Number
- Name
- Contact Number
- Email Address

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Ready to Start Sharing with Your Friends and Family?

Here's how you can do it – in 2 easy ways:

1. Click "**Share Now**" below and submit their details.
2. Pick up "**3 Golden Tickets**" at AABC from 29 September to 2 October (between 12pm to 2pm) and pass it to them directly.

You can refer up to 3 friends or family members – as long as they are new to Astro. Once they successfully sign up and activate their account, you'll be entered into a lucky draw to win exciting rewards!

Existing Astro customer?

👉 Leave your friend or family's details via [Feedback Form](#)

Need more information?

👉 Visit our [FAQ](#)

Feedback

Tell us more about it below. Our representative will get in touch with you as soon as possible.

Feedback type*

Product & Service

Issue*

I'm interested in Partner Exclusive Pack f...

Description*

Share your concerns here

1000 characters remaining

Personal details

Astro account number/ MyKad/ Passport*

Astro account number

8888888888

Full name as per MyKad/ Passport*

Mr

Muhammad Ali

Mobile number*

+60 123456789

Email

abc@abc.com

I have read and understood the [Terms and Conditions](#) and [Privacy Notice](#) and I ☐ acknowledge that I have provided true, accurate, complete and correct information here.

14.2 Invite Friends & Family with a Golden Ticket

Golden Ticket is a ticket for you to collect and share with your friends and family about this special offer. It comes with a QR code leading to a Friends & Family Promo Page (customer ver.) which allows your friends and family to find out more about the offer.



For new Astro customers, click on **“Sign up now”** and register by providing details such as:

- a. Name
- b. Contact Number
- c. Email Address
- d. Product of Interest (Astro TV Pack or Astro TV Pack & Fibre)
- e. Employee ID

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Astro Friends & Family Referral Program

Good Things are Meant to be Shared.

As a valued friend and family member of Team Astro, you're entitled to enjoy this exclusive pack

Because you are a friend or family of Team Astro, you are entitled to enjoy premium entertainment at incredible value with Astro One – now only.

[Terms & Conditions apply](#)

[Sign up now](#)

Sign up now

Full name*

John Wick

Mobile Number*

+60 1234567

Email*

abc@xyz.com

Which would you like to sign up?*

Astro TV Pack only

Astro Employee ID*

This field is required

☐ I'm not a robot
reCAPTCHA is changing its terms of service.
[Take action.](#)

[reCAPTCHA](#)
Privacy - Terms

For existing Astro customers, click on “Leave your details via Feedback Form” and register by providing details such as:

- Pack Switch Interest
- Astro Account Number
- Name
- Contact Number
- Email Address

What you'll also get with this Astro One offer:

- Stream easily on up to 4 devices
- Access 7 hit streaming apps: Astro GO, HBO Max, Disney+ Hotstar, Prime Video, BBC Player, beIN SPORTS, and SunNext
- Enjoy over 150+ channels and 110,000+ hours of Video-On-Demand

Want even faster internet?
Add Astro Fibre 500Mbps for just RM90/month and enjoy seamless streaming, gaming and browsing with WiFi Kencang.

Interested?
[Sign up now by clicking the "Sign up" now](#)

Existing Astro customer?
[Leave your details via Feedback Form](#)

Need more information?
[Visit our FAQ](#)

[Terms & Conditions apply](#)

[Sign up now](#)

Feedback

Tell us more about it below. Our representative will get in touch with you as soon as possible.

Feedback type*

Product & Service

Issue*

I'm interested in Partner Exclusive Pack f...

Description*

Share your concerns here

1000 characters remaining

Personal details

Astro account number/ MyKad/ Passport*

Astro account number

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Full name as per MyKad/ Passport*

Mr

Muhammad Ali

Mobile number*

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You can get the golden tickets by:

- a. Visiting our on-ground booth at Astro Main Lobby (next to Café Ceria) from 29th September 2025 to 2nd October 2025, between 12 pm to 2 pm.
- b. Contacting our Project Team, Marimuthu [MJ] at marimuthu_muniappan@astro.com.my

15. How and when will my referral be contacted?

After submitting their interest, a sales representative from Astro will contact the interested party within 48 hours.

16. How can I keep track of my referral?

On a monthly basis, our Project Team, Marimuthu Muniappan [MJ] (marimuthu_muniappan@astro.com.my), will share the leads and activation reports to you through email.

17. I have submitted my referral: however, no one has contacted them to complete their order submission.

Kindly drop an email to our Project Team, Marimuthu Muniappan [MJ] (marimuthu_muniappan@astro.com.my)

18. What kind of rewards will I get if my friends and family successfully sign up through the Astro Friends and Family Program?

Once your friends and family successfully activate their Astro accounts, you'll be eligible to participate in two types of lucky draws: the Monthly Lucky Draw and the Grand Lucky Draw.

Below are the criteria to participate:

- a. You must have at least one successful sign-up to qualify.
- b. Each successful sign-up earns you one lucky draw token. For example, if you have three successful sign-ups, you'll receive three tokens, increasing your chances of winning.

Prizes worth up to RM5,000 are up for grabs!

Below is more information regarding the lucky draws:

- a. **Monthly Lucky Draw:** This will be conducted on the 5th working day of the following month and 10 lucky winners will be selected.
- b. **Grand Lucky Draw:** This will be conducted at the end of the program, and 5 lucky winners will be selected.

Important note: Sign-ups involving existing customers switching packs are excluded from the lucky draws.

19. How can I be reassured that the Lucky Draw is conducted in a fair way?

To ensure transparency and fairness, the Lucky Draw will be conducted by a senior representative from HR or equivalent. Each draw will be recorded and documented for future reference, in line with internal governance practices.

20. How will I know if I am the Lucky Draw winner?

If you are selected as a winner, you will receive an official notification via email from our Project Team. Winners will be contacted within two weeks after the end of the campaign month.