

TERMS & CONDITIONS
ASTRO FRIENDS AND FAMILY PROGRAM
("Astro Friends and Family Program")

1. These terms and conditions for the Astro Friends and Family Program ("**Friends and Family Program Terms**") shall be read together with the General Terms and Conditions for Astro Services and Astro Fibre Terms and Conditions, both accessible [here](#). Unless otherwise specified, capitalized terms used in these Friends and Family Program Terms shall have the same meaning ascribed to them in the General Terms and Conditions for Astro Services or Astro Fibre Terms and Conditions, as the case may be. In the event of conflict or inconsistency between these Friends and Family Program Terms, the General Terms and Conditions for Astro Services, and the Astro Fibre Terms and Conditions, these Friends and Family Program Terms shall prevail to the extent of resolving such conflict or inconsistency.
2. Effective from 25 September 2025 to 31 December 2025 (both dates inclusive) ("**Campaign Period**"), Customers referred by Astro employees may subscribe to the following Programming Package subject to the eligibility requirements set out in paragraph 3 below:

Programming Package	Monthly Subscription Fees	Astro Services Minimum Subscription Period	Installation Fee
Astro One: Partner Exclusive Pack	RM99.99	Twenty-four (24) months	Either: (a) RM50.00 for Standard Astro Box Installation or (b) Free for Plug n Play Astro Box

Customers who subscribe to the Astro One: Partner Exclusive Pack above may add on Astro Fibre Services with 500Mbps at an additional charge of RM90.00 per month ("**Astro Fibre Services Offer**").

All prices set out above are exclusive of Government Tax.

3. Eligibility Requirements: Customers must meet the following criteria in order to be eligible to subscribe to the Astro One: Partner Exclusive Pack:
 - a. *Referral by Astro employee*. The Customer must be referred by an Astro employee during the Campaign Period, subject to the conditions that:
 - i. The referring employee must be in the direct employment of Astro and on Astro's payroll at the point when the Customer's details are submitted to Astro. Notwithstanding the foregoing the referring employee cannot be an Astro direct sales agent, and Astro retailers and dealers are not employees of Astro. Any Customer referred by Astro direct sales agents, retailers, or dealers are not eligible for this Astro Friends and Family Program; and
 - ii. The Customer must be within the maximum quota of three (3) referrals allowed per Astro employee under this Astro Friends and Family Program. Any Customer referred beyond this quota is not eligible; and
 - b. *New and Existing Customers*.
 - i. New Customers. New Customers without an existing Astro Services subscription account may subscribe to the Astro One: Partner Exclusive Pack during the Campaign Period; or

- ii. Existing Customers. Customers with an existing Astro Services subscription account may subscribe to the Astro One: Partner Exclusive Pack during the Campaign Period if they fall into category (A) or (B) below:

- (A) The Customer intends to switch their current Programming Package(s) to the Astro One: Partner Exclusive Pack and they either:
- (I) Have completed the Minimum Subscription Period for their current Programming Package(s); or
 - (II) Have not completed the Minimum Subscription Period for their current Programming Package(s), and the Monthly Subscription Fees for the Astro One: Partner Exclusive Pack are the same as or higher than the monthly subscription fees for their current Programming Package(s).

Customers are not eligible for the switch if they have not completed the Minimum Subscription Period for their current Programming Package(s) and the Monthly Subscription Fees for the Astro One: Partner Exclusive Pack are lower than the monthly subscription fees for their current Programming Package(s); or

- (B) The Customer subscribes to the Astro One: Partner Exclusive Pack for a new installation address that is different from the current address of their existing Astro Services subscription account(s).
4. Customers who subscribe to the Astro One: Partner Exclusive Pack must maintain and keep their Astro Services subscription account active throughout the Astro Services Minimum Subscription Period set out in paragraph 2 above, starting from the activation date of such account. The Monthly Subscription Fees set out in paragraph 2 above will be reflected in the Customer's bill from the first month through to the 24th month.

If the Customer subscribes to the Astro Fibre Services Offer, the minimum subscription period is twenty-four (24) months from the date of activation of the Astro Fibre Services Offer ("**Astro Fibre Minimum Subscription Period**").

For illustrative purposes only, if a Customer activates the Astro One: Partner Exclusive Pack on 25 September 2025 and activates the Astro Fibre Services Offer on 1 October 2025, the Astro Services Minimum Subscription Period will expire on 24 September 2027 and the Astro Fibre Minimum Subscription will expire on 30 September 2027.

5. Upon expiry of the Astro Services Minimum Subscription Period and/or the Astro Fibre Minimum Subscription Period (as applicable), the Customer may choose to continue subscribing to the Astro One: Partner Exclusive Pack and/or the Astro Fibre Services Offer at the respective Monthly Subscription Fees and Astro Fibre Services Offer subscription fees as set out in these Friends and Family Program Terms. If the Customer elects to continue such subscription(s), there will be no subsequent or renewed Astro Services Minimum Subscription Period and/or Astro Fibre Minimum Subscription Period imposed.
6. In the event the Customer causes the Astro Services subscription account to be suspended or terminated prior to the expiry of the Astro Services Minimum Subscription Period by breaching

these Friends and Family Program Terms and/or the General Terms and Conditions for Astro Services:

- a. the Customer shall pay the applicable early cancellation fee as follows:
 - i. *for subscription with Ulti Box*: RM600.00 to be prorated based on the percentage of remaining months of the Astro Services Minimum Subscription Period; or
 - ii. *for subscription with Ultra Box*: RM1,000.00 to be prorated based on the percentage of remaining months of the Astro Services Minimum Subscription Period;

For example, if a Customer terminates their Astro Services subscription account with Ultra Box and has twelve (12) months remaining of their Astro Services Minimum Subscription Period, the Customer will pay a cancellation fee of RM500.00 (50% of RM1,000.00).

- b. Following the suspension or termination, if the Customer so wishes to reconnect or reactivate the Astro Services subscription account, the Customer will no longer be entitled to subscribe to the Astro One: Partner Exclusive Pack and on these Friends and Family Program Terms.
7. Early termination of the Astro Fibre Services Offer by the Customer prior to the expiry of the Astro Fibre Minimum Subscription Period shall be subject to a cancellation fee of RM100.00 (excluding any Government Tax) multiplied by the remaining months of the Astro Fibre Minimum Subscription Period or at the rate as may be prescribed by Astro from time to time.
 8. If a Customer wishes to change from the Astro One: Partner Exclusive Pack to another Programming Package before the expiry of the Astro Services Minimum Subscription Period:
 - a. The Customer may be charged an administrative fee as determined by Astro for such a change;
 - b. The Customer will no longer be entitled to the Astro One: Partner Exclusive Pack at the Monthly Campaign Subscription Fees set out in paragraph 2 above after they have changed their Programming Package; and
 - c. The Customer will be subject to a new Minimum Subscription Period commencing from the date the Programming Package is changed.
 9. Astro reserves the right to change, revise or amend these Friends and Family Program Terms without any prior notice to Customers and Customers will be notified of such changes from time to time, if any.