

TERMS & CONDITIONS
ASTRO 2026 EPIC FESTIVE CAMPAIGN
("Campaign")

1. These terms and conditions for the Campaign ("**Campaign Terms and Conditions**") shall be read together with the [General Terms and Conditions for Astro Services](#). Capitalised terms used in these Campaign Terms and Conditions shall have the same meaning ascribed to them in the [General Terms and Conditions for Astro Services](#) unless otherwise specified. In the event of conflict or inconsistency between these Campaign Terms and Conditions and the [General Terms and Conditions for Astro Services](#), these Campaign Terms and Conditions shall prevail to the extent of resolving such conflict or inconsistency.

2. The Campaign will be held from 1 February 2026 until 30 April 2026, both dates inclusive ("**Campaign Period**"). Astro has the sole and absolute discretion to extend and/or vary the Campaign Period without prior notice to Customers. During this Campaign Period, Astro will be offering to Customers the following offers ("**Offers**"), subject to the eligibility requirements set out in paragraph 3 below:

Offers	Programming Package	Subscription Fees Retail Price	Campaign Entitlements		
			Campaign Subscription Fee (1 st 24 Months)	24 Months Complimentary Viewing	Installation Fee
Offer 1	Astro One: Sports	RM99.99 per month	RM69.99 per month	Channels from 'Kids Add-On'	Where applicable, either: (a) Standard Astro Box installation for RM49 (existing Customers) or RM50 (new Customers); or (b) 'Plug n Play' Astro Box installation for free
Offer 2	Astro One: Epic	RM199.99 per month	RM159.99 per month	Not applicable	

All prices set out above are exclusive of Government Tax.

3. Eligibility Requirements. New and existing Customers are eligible for the Offers, including existing Customers subscribed to a Programming Package bundled with Astro’s broadband service.
4. Additional Conditions for Customers. Customers with an existing Astro Services subscription account may subscribe to any of the Offers if:
 - a. The Customer has completed the Minimum Subscription Period for their current Programming Package, then they may switch their current Programming Package to any of the Offers. If the Customer has not completed the Minimum Subscription Period for their current Programming Package, they may switch to an Offer only if the current monthly subscription fees for their current Programming Package are the same or lower than the Campaign Subscription Fee for such Offer; or
 - b. The Customer subscribes to the Programming Package (set out in paragraph 2 above) for a new installation address that is different from the current address of their existing Astro Services subscription account(s).
5. Minimum Subscription Period. Customers who subscribe to the Programming Package (set out in paragraph 2 above) shall maintain and keep their Astro Services subscription account active for a minimum continuous period of twenty-four (24) months starting from the activation date of such account (“**Minimum Subscription Period**”).
6. Customer’s access to the 24 Months Complimentary Viewing will be granted within three (3) business days from the successful activation of the Customer’s Astro Services subscription account with the selected Offer.
7. Change of Programming Package. If a Customer wishes to change from the Programming Package (set out in paragraph 2 above) to another Programming Package before the expiry of the Minimum Subscription Period:
 - a. the Customer will be charged the applicable administrative fee as determined by Astro (if any) for such a change in accordance with the [General Terms and Conditions for Astro Services](#);
 - b. the Customer will no longer be entitled to subscribe to the Programming Package (set out in paragraph 2 above) on these Campaign Terms and Conditions after the change of Programming Package; and
 - c. the Customer will be subject to a new Minimum Subscription Period commencing from the date the Programming Package is changed in accordance with the [General Terms and Conditions for Astro Services](#).

8. Early Termination or Suspension. In the event the Customer causes the Astro Services subscription account to be suspended or terminated prior to the expiry of the Minimum Subscription Period by breaching these Campaign Terms and Conditions and/or the [General Terms and Conditions for Astro Services](#), the Customer shall pay the applicable Astro Box early cancellation fee depending on the Astro Box variant:
 - a. *for subscription with Ulti Box*: RM600.00 to be prorated based on the percentage of remaining months of the Minimum Subscription Period; or
 - b. *for subscription with Ultra Box*: RM1,000.00 to be prorated based on the percentage of remaining months of the Minimum Subscription Period.

For example, if a Customer terminates their Astro Services subscription account with the Ultra Box and has twelve (12) months remaining of their Minimum Subscription Period, the Customer will have to pay a cancellation fee of RM500.00 (50% of RM1,000.00); and
9. 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 Programming Packages (set out in paragraph 2 above) on these Campaign Terms and Conditions.
10. Expiry of Minimum Subscription Period. Upon expiry of the Minimum Subscription Period, the Customer will no longer be entitled to subscribe to the Programming Packages (set out in paragraph 2 above) on these Campaign Terms and Conditions. The Customer may choose to continue subscribing to their selected Programming Package at the applicable then-current subscription fees retail price without a subsequent Minimum Subscription Period imposed.
11. The Offers under this Campaign:
 - a. are separate and independent of and will not be valid with any other on-going Astro promotions, offers or campaigns; and
 - b. are not applicable to Customers who upgrade their NJOI subscription to a Programming Package through the Offer.
12. Astro reserves the right to change, revise or amend these Campaign Terms and Conditions without any prior notice to Customers and Customers will be notified of such changes from time to time, if any.