

SPL & FAQs: Astro Fibre

Glossary of Terms

Term	Definition
Astro Fibre Bundle	Direct Broadband (PayTV + Broadband)
Astro Fibre	Standalone Broadband

SPL

Astro Fibre is Astro's own internet service that enables you to enjoy Astro content while staying connected with high-speed fibre broadband. Customers can enjoy substantial savings by choosing your desired broadband speed of 50Mbps to 800Mbps to accompany your Astro TV packages. Customers can choose from two types of Astro Fibre offering:

- i. **Astro Fibre Bundle** offers the best value proposition for high-speed broadband bundled with Astro TV content packages including access to leading streaming services, creating a one-stop entertainment solution for its customers.
- ii. **Astro Fibre** is a standalone high-speed broadband service offering a powerful WiFi system leveraging the latest WiFi 6 router and a flexible mesh proposition.

FAQs

1. *What is Astro Fibre?*

Astro Fibre is Astro's own internet service that enables you to enjoy Astro content while staying connected with high-speed fibre broadband. Customers can enjoy substantial savings by choosing your desired broadband speed of 50Mbps to 800Mbps to accompany your Astro TV packages. Customers can choose from two types of Astro Fibre offering:

- i. **Astro Fibre Bundle** offers the best value proposition for high-speed broadband bundled with Astro TV content packages including access to leading streaming services, creating a one-stop entertainment solution for its customers.
- ii. **Astro Fibre** is a standalone high-speed broadband service offering a powerful WiFi system leveraging the latest WiFi 6 router and a flexible mesh proposition.

2. *What is the difference between Astro Fibre Bundle and Astro Fibre subscription?*

Astro Fibre Bundle is a subscription service of broadband together with your desired Astro TV package, while Astro Fibre is a service that allows you to subscribe to Astro Fibre broadband only.

3. *What is the contract period for subscribing to Astro Fibre?*

Astro Fibre Bundle comes with a 24-month contract commitment which will be auto renewed at the end of your contract period.

An SMS reminder will be sent to your registered mobile number 30 days from the auto renewal date. You may choose to opt out of the auto-renewal by contacting Astro Contact Centre (03 – 9543 1543).

While Astro Fibre subscription also comes with a 24-month contract commitment and will NOT be auto renewed at the end of contract period.

4. *I am an existing Astro customer; can I sign up for the new packs with Astro Fibre?*

Yes, existing Astro customers can subscribe to all Astro Fibre offerings. You also have the option to subscribe to Astro Fibre as a standalone, which comes without any TV packages.

The 24-month contract will be renewed upon signing up for the new packs.

5. *I am an existing Astro & Broadband customer (Maxis/Allo); can I sign up for Astro Fibre offerings?*

Yes, existing Astro & Broadband customers within contract or out of contract can subscribe to Astro Bundle or Astro Fibre offer. The 24-month contract will be renewed.

However, your contract with Maxis/Allo needs to be terminated before signing up to this offer.

An early cancellation fee applies if you are still within contract. **Subject to Terms & Conditions of your contract*

6. *I am currently subscribed to/in contract with Astro & Broadband (Maxis/Allo), am I eligible to sign up for Standalone Broadband with Maxis/Allo?*

No, Astro & Broadband with Maxis/Allo comes in bundle packages only.

Standalone broadband subscription is only applicable to our Astro Fibre service.

7. *Is there a 12-month or 0-month contract if I sign up for Astro Fibre?*

No, Astro Fibre is only available for a 24-month contract period upon sign-up.

8. *Can I get an Ultra/Ulti Box with Astro Fibre?*

Yes, you will enjoy an Ulti box when subscribing to Astro Fibre Bundle with Primary Pack or an Ultra box when subscribing to Entertainment Pack and above.

You will get FREE installation for both Ultra/Ulti box upon signing up for Astro Fibre.

9. *Are there any channels that are not available to me as part of Astro Fibre?*

If you sign up to Astro Fibre with a standard Ultra & Ulti box (Astro Fibre Bundle), all channels are available.

However, there are several channels that will not be available with Ultra/Ulti Plug & Play Box which are NHK World (398) & Astro Radio channels (852 – 876). Alternatively, you can install the SYOK app for free to access all Astro Radio channels. For more information, please refer [here](#).

10. *I am considering subscribing to Astro Fibre Bundle with Primary Pack + Ulti box, can I upgrade to Ultra Box?*

No, Ultra Box is available for Entertainment Pack and above only.

11. *I am a current Astro Fibre customer; can I upgrade my internet speed?*

Yes, you can upgrade your internet speed. However, speed downgrade is not allowed.

12. *What is the difference between Broadband Deal and Broadband Non-Deal bundles?*

Broadband Deal bundles are recommended packages offered to customers with higher rebates as compared to the Broadband Non-Deal bundle.

13. *I am currently subscribing to the Broadband Non-Deal package, (a low rebate offering), can I switch my package to Broadband Deal?*

Yes, switching packages is allowed. However, switching packages from a Non-Deal to a Deal bundle will refresh a new 24-month contract.

14. *What is the scenario that is classified as non-standard Broadband installation?*

Non-standard Broadband installation covers the scenarios where cables are installed in walls/ceilings or additional cables and drillings are required to complete your Astro Fibre installation. Additional fees will be applied depending on the requirements as follows:

Description	Fees
Additional Fibre > 100m from Fibre distribution point (FDP)	RM50/every 5m
Additional Fibre > 100m from Fibre distribution point (MDF)	RM10/every 5m

15. *What will happen to the service if I do not make payment on time?*

Please be informed that your service will be suspended if there is no payment made after 31 days from your bill cycle date. After 62 days of non-payment, your service will be terminated from the Astro system and an early cancellation fee will be applied if you are still within the 24-month contract. Please refer to the calculation in Q26.

16. *How do I resume my service if it was suspended due to non-payment?*

Service will be resumed after you make payment within 61 days. The monthly subscription fee will be prorated accordingly and a reconnection fee of RM20 will be applied upon service resumption. Service resumption after 62 days will be treated as a new application.

A reconnection fee of RM20 will be charged. If payment is made within 61 days from your bill cycle date, Astro Fibre services will resume within 1 hour of payment received. Your following month's bill will be prorated accordingly.

Any service resumption attempt post 61 days will be treated as a new application with a 24-month contract.

17. *How long does it take to resume the service after I make payment?*

Service will resume within 1 hour after payment is made.

18. *What are the Astro Fibre Bundle and Astro Fibre offerings available?*

You may choose from a selection of Broadband speeds from 50Mbps to 800Mbps to accompany your Astro TV packages from RM129.99/mth and enjoy savings up to RM39/mth. A new 24-month contract will begin upon successful installation.

 Price (RRP)	50Mbps	100Mbps	500Mbps	800Mbps
	RM99 / month	RM129 / month	RM189 / month	RM249 / month
Bundle Price (RRP)	RM158.99/mth (Primary)	RM218.99/mth (Ent & Sports) RM223.99/mth (Movies) RM258.99/mth (Ent. Plus) RM283.99 /mth (Premium) RM323.99/mth (Platinum)	RM278.99/mth (Ent & Sports) RM283.99/mth (Movies) RM318.99/mth (Ent. Plus) RM343.99/mth (Premium) RM383.99/mth (Platinum)	RM338.99/mth (Ent & Sports) RM343.99/mth (Movies) RM378.99/mth (Ent. Plus) RM403.99/mth (Premium) RM443.99/mth (Platinum)
Bundle Rebate	RM9/mth with Primary Pack + RM20/mth additional promo rebate	RM19/mth with Ent to Ent. Plus Pack; RM29/mth with Premium Pack; RM39/mth with Platinum	RM19/mth with Ent to Ent. Plus Pack; RM29/mth with Premium Pack; RM39/mth with Platinum	
Bundle Price After Rebate	RM129.99/mth (Primary)	RM199.99/mth (Ent & Sports) RM204.99/mth (Movies) RM239.99/mth (Ent. Plus) RM254.99 /mth (Premium) RM284.99/mth (Platinum)	RM259.99/mth (Ent & Sports) RM264.99/mth (Movies) RM299.99/mth* (Ent. Plus) RM314.99/mth* (Premium) RM344.99/mth (Platinum)	RM319.99/mth (Ent & Sports) RM324.99/mth (Movies) RM359.99/mth* (Ent. Plus) RM374.99/mth* (Premium) RM404.99/mth (Platinum)

Mesh Add-on Subscription (Promo)	Free 1 Mesh unit for 12 months	Free 1 Mesh unit for 24 months		
Mesh Add-on Subscription (RRP)	RM 25 per unit / month	RM 20 per unit / month	RM 15 per unit / month	RM 10 per unit / month

* Based on Premium 3 Pack pricing

* Price shown are recommended Astro Fibre Bundle Packages. Other bundle package combinations are also available.

*Promotion period is from 29th April 2022 until 30th June 2022.

*Price in blue = Existing bundle rebate

*Price in green = additional promotion rebate

For Astro Fibre offerings, you may choose from a selection of Broadband speeds from 50Mbps to 800Mbps and enjoy Free Mesh if you select 100Mbps and above. A new 24-month contract will begin upon successful installation.

 Price (RRP)	50Mbps	100Mbps	500Mbps	800Mbps
	RM99 / month	RM129 / month	RM189 / month	RM249 / month
Mesh Add-on Subscription (Promo)	No Mesh	Free 1 Mesh unit for 24 months		
Mesh Add-on Subscription (RRP)	RM 25 per unit / month	RM 20 per unit / month	RM 15 per unit / month	RM 10 per unit / month

19. What will I receive as part of the Astro Fibre sign-up?

As part of the Astro Fibre sign-up, you will receive 1 unit of Fibre modem and 1 unit of Astro Fibre WiFi router. You will also receive an Ultra/Ulti Box if you do not currently have either of these boxes with your Astro Fibre Bundle subscription.

All successful installation during the promotion period will be entitled to 1 Free Mesh unit for 12/24 months according to your chosen subscription.

20. I want to subscribe to Astro Fibre, is there a deposit fee before installation?

A deposit of RM500 is payable for new subscribers (non-Malaysians). The fee will be refunded when service is terminated.

No deposit is required for all existing Astro customers and new subscribers (Malaysians).

21. *I am currently subscribed to Astro & Broadband IPTV, am I eligible to upgrade/switch to Astro Fibre?*

Yes, an existing IPTV customer is eligible to switch to Astro Fibre. However, your IPTV services will be switched to a Plug & Play service, and your existing Astro PVR/Beyond Box will be upgraded to the Ultra/Ulti box. There is no additional charge for the Astro Ultra/Ulti upgrade. Please note that you will be re-contracted for 24 months upon installation.

22. *Can I terminate the Astro Fibre service?*

Yes, you may terminate the service. However, an early cancellation fee will be applied for terminations/cancellations within 24 months. Please refer to the Astro Fibre's cancellation details in Q.

23. *Does Astro Fibre support copper wire infrastructure?*

Astro Fibre is only available with Fibre infrastructure and does not support copper wire infrastructure.

24. *What is the download and upload speed for Astro Fibre?*

The **Download/Upload** speeds for each of the speed plans are as follows:

50Mbps/20Mbps

100Mbps/50Mbps

500Mbps/100Mbps

800Mbps/200Mbps

25. *What is the difference between Astro Fibre and the current Astro & Broadband service?*

The all-new Astro Fibre is Astro's own internet service that enables customers to enjoy Astro content over the internet via wireless connection along with high-speed internet service ranging from 50Mbps to 800Mbps. Astro Fibre is also available as a standalone, providing only Broadband subscription without Astro TV packages.

Our current service, Astro & Broadband, offers Astro content in partnership with Maxis Fibre Broadband or Allo City Broadband for customers to enjoy the best entertainment through Astro bundle packages while staying connected with high-speed internet.

26. *Is there a cancellation fee if I terminate my service?*

Should you choose to discontinue/terminate the Astro Fibre Bundle 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 and early cancellation fee of New Packs accordingly RM600 (prorated) for Ulti Box or RM1000 (prorated) for Ultra Box.

Any bundle package promotion will be removed, and you will no longer get to enjoy similar promotions upon reconnection.

For Astro Fibre subscription, 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.

All Astro Fibre devices provisioned (Fibre modem, WiFi router and Mesh) will need to be returned upon termination. Our team will schedule the collection of equipment after your Broadband services have been terminated.

If equipment is damaged, lost or cannot be retrieved, penalty fees will be applied (excluding Service Tax) accordingly.

- i. RM500 for Fibre modem (Broadband Termination Unit)
- ii. RM200 for WiFi router (Residential Gateway)
- iii. RM200/unit for Mesh WiFi

27. I am subscribing to Astro Fibre Bundle; can I switch and sign up for Astro Fibre?

Yes, you can switch to Astro Fibre and all the devices provisioned will be maintained (Fibre modem & WiFi router) with the new Astro Fibre subscription. However, your Astro TV package will be removed/terminated.

An early cancellation fee will be applied if you are still within the 24-month contract. Please refer to the calculation in Q26.

28. What happens if I move to a new location during the contract period?

For customers with a satellite dish, our installers will dismantle the Fibre modem, WiFi router, and Astro satellite dish at your old location for you. Our installers will keep the modem, router, and Mesh WiFi unit (if applicable), but you will need to move the satellite dish and Ultra/Ulti box along with you. At your new location, our installers will assist in reinstalling the satellite dish, new Fibre modem, new WiFi router, and new Mesh WiFi (if applicable).

If your Astro Box is a Plug & Play box, you will need to bring all the devices including the box, WiFi router, Fibre Modem, and Mesh WiFi (if applicable) to your new location. Our installers will then meet you there to collect the old devices and install the new devices for you.

Relocation to serviceable area:

In-contract customers:

You will be charged an early cancellation fee of RM100 x Remaining months of the contract. A new order will be created and a new 24-month contract will begin after the installation of Astro Fibre at the new location.

Out-of-Contract Customers:

There will be no penalty charges.

Relocation to a non-serviceable area:

An early cancellation fee of RM 100 x Remaining months of the contract applies. Your Astro Pay-TV service (via satellite or Plug & Play) will continue.

Relocation to Maxis/Allo area:

You will be charged an early cancellation fee of RM100 x Remaining months of the contract. A new order will be created, and a new 24-month contract will begin after the installation of Astro & Broadband bundle package with Maxis/Allo at the new location.

29. *How can I get the Mesh WiFi devices with Astro Fibre?*

Mesh WiFi devices are available as an add-on subscription from RM10/month across all Astro Fibre speeds. You may subscribe to a maximum of 5 units of Mesh WiFi per Astro Fibre subscription.

You can contact Astro's Contact Centre (03 – 9543 1543) to subscribe to the Mesh WiFi.

30. *I am subscribing to Astro Fibre Bundle / Astro Fibre; can I get Mesh WiFi?*

Yes, Mesh WiFi add-on is available for both Astro Fibre Bundle and Astro Fibre subscription.

31. *I am subscribing to Astro Fibre Bundle 50Mbps with Primary Pack. I wish to upgrade my speed and TV pack to a higher bundle package, what will happen to my RM20 additional bundle rebate?*

Your current additional RM20 rebate will be removed. However, you will still get to enjoy the standard bundle rebate accordingly.

32. *I am subscribing to Astro Fibre Bundle 50Mbps with Primary Pack and entitled to 1 free Mesh unit for 12 months. Do I need to pay the monthly Mesh subscription fee after 12 months?*

Yes, the monthly Mesh Add-on subscription fee will be charged after 12 months. However, you will enjoy a discounted monthly Mesh Add-on subscription fee of RM15 per unit instead of RM25 per unit (RRP).

At the end of 12 months, you also have the option of returning the free Mesh unit by contacting our Astro Contact Centre (03 – 9543 1543) with no additional charges.

33. *I am subscribing to Astro Fibre Bundle/Astro Fibre 100/500/800Mbps and entitled to 1 free Mesh unit for 24 months. Do I need to pay the monthly Mesh subscription fee after 24 months?*

Yes, the monthly Mesh Add-on subscription fee will be charged after 24 months as per the Recommended Retail Price (RRP) for each unit accordingly.

At the end of 24 months, you also have the option of returning the free Mesh unit by contacting our Astro Contact Centre (03 – 9543 1543) with no additional charges.

34. *I am subscribing to Astro Fibre Bundle/Astro Fibre and entitled to 1 free Mesh unit for 12/24 months, can I purchase additional Mesh units?*

Yes, you can purchase additional units of Mesh. However, the monthly Mesh add-on subscription fee (RRP) will be applied for the additional Mesh units.

The free Mesh subscription of 12/ 24 months is only applicable to the first Mesh unit.

35. *I am subscribing to Astro Fibre Bundle/Astro Fibre and entitled to 1 free Mesh unit for 12/24 months, am I allowed to upgrade my speed? What will happen to the remaining period of my free Mesh subscription?*

Yes, you are allowed to upgrade the speed and the remaining free months of your Mesh subscription will be carried forward.

36. *I am subscribing to Astro Fibre Bundle 100Mbps with Entertainment Pack and I wish to downgrade my bundle package to 50Mbps with Primary Pack, what will happen to my free Mesh unit promo?*

An existing downgrade penalty will be applied to any bundle package downgrade. If you choose to continue with the Mesh subscription, the free Mesh promo will be removed and the monthly Mesh Add-on subscription fee (RRP) will be applied.

If you choose not to continue the Mesh subscription, you also have the option of returning the free Mesh unit by contacting our Astro Contact Centre (03 – 9543 1543) with no additional charges.

37. *I am subscribing to Astro Fibre Bundle 100Mbps with Entertainment Pack. I wish to downgrade my speed to 50Mbps and retain my current TV pack, what will happen to my free Mesh unit promo?*

An existing downgrade penalty will be applied to any bundle package downgrade. If you choose to continue with the Mesh subscription, the free Mesh promo will be removed and the monthly Mesh Add-on subscription fee (RRP) will be applied.

If you choose not to continue the Mesh subscription, you also have the option of returning the free Mesh unit by contacting our Astro Contact Centre (03 – 9543 1543) with no additional charges.

38. *My Astro Fibre service was suspended but has been resumed/reconnected after the free Mesh unit promo period is over. Can I continue to enjoy the free Mesh promo?*

No, the free Mesh promo will end once the promo period is over.

If you choose to continue with the Mesh subscription, the monthly Mesh Add-on subscription fee (RRP) will be applied.

If you choose not to continue the Mesh subscription, you also have the option of returning the free Mesh unit by contacting our Astro Contact Centre (03 – 9543 1543) with no additional charges.

39. *What is the installation fee for the Mesh WiFi?*

If you add on the Mesh WiFi during your initial order of Astro Fibre, there is no additional installation fee. If you order the Mesh WiFi as an add-on at a later time, you will have to pay RM49 per installer visit. However, if you choose to have the Mesh WiFi delivered via courier in order to self-install, there will be no installation or delivery fee charged.

40. *What is the warranty period for all Astro Fibre devices?*

Astro Fibre installation will come with 1 unit of TM fibre modem and 1 unit of WiFi router with a warranty period of 24 months.

However, Mesh WiFi units come with a one-to-one swap warranty for faulty Mesh units at any point of time during your service tenure with active Mesh subscription.

41. *What happens if my devices are faulty?*

WiFi routers and fibre modems will be replaced upon checking and verification by Astro's Contact Centre/ installer. They will be replaced without additional charge regardless of contract tenure.

42. *I have my own Mesh device; can I use it with Astro Fibre?*

Yes, as long as it is compatible with Open Mesh standards and Astro Fibre equipment. However, Astro will not be responsible for managing or configuring the device. For the optimum WiFi experience, please pair your Astro Fibre with Astro's Mesh WiFi.

43. *If I subscribe to the Mesh WiFi, will there be a new contract for the device?*

No, the Mesh WiFi add-on with Astro Fibre is only available as a subscription service and will not be tied to any device contract.

44. *What happens after 24 months, do I need to continue paying for the Mesh WiFi subscription?*

Yes, the Mesh WiFi subscription fee continues, unless the service is terminated.

45. *How do I cancel or terminate the Mesh WiFi subscription?*

You may contact Astro's Contact Centre (03 – 9543 1543) to process the cancellation.

The Mesh WiFi device(s) needs to be returned upon service termination via an arranged pick-up by our installers.

46. *I have terminated the Mesh WiFi subscription, but I've failed to return the device. Is there a penalty fee?*

Yes, a penalty fee of RM200/Mesh WiFi unit will be imposed if the customer fails to return the device(s). The courier company will make two attempts to retrieve the Mesh WiFi unit(s) within a period of 30 days, failing which the penalty would be imposed.

47. *If I terminate Astro Fibre within/after 24 months, will I need to pay additional penalty fees for the Mesh WiFi devices on top of the existing cancellation fee mentioned in Q26?*

No, there are no penalty fees for the Mesh WiFi devices should you wish to terminate Astro Fibre within/after 24 months.

48. *My negligence has caused a fault in the device(s), are there any penalty fees?*

Yes, if a device is faulty due to the customer's negligence, they will be subjected to a penalty fee for each device:

- WiFi router: RM200
- Fibre modem: RM500
- Mesh WiFi: RM200/unit

49. *My devices were stolen, will there be a penalty fee?*

Please provide a police report and the penalty will be waived.