

Frequently Asked Questions: Astro One: Partner Exclusive Pack

1. What is Astro One: Partner Exclusive Pack?

The Astro One: Partner Exclusive Pack is a specially tailored subscription that delivers a complete entertainment experience at an exclusive rate. This package includes a diverse selection of LIVE sports, kids' content, variety shows, news, documentaries, and premium streaming apps. In addition, customers have the flexibility to upgrade their bundled apps and add on broadband services.

This pack is available at an exclusive price of RM99.99 / month (excl. tax). The details of the packages included in the exclusive Astro One: Partner Exclusive Pack are as follows.

Category	Included Item
Package	Astro One: Sports
Apps Add On	1. BBC Player 2. HBO Max Standard 3. Disney+ Hotstar Basic 4. Amazon Prime Video 5. Sun NXT Lite 6. beIN Sports 7. Astro GO
Content Add On	1. Kids 2. Variety 3. News & Documentaries

2. Can I add on Astro Fibre to the Astro One: Partner Exclusive Pack?

Yes! You can add on Astro Fibre 500mbps to the Astro One: Partner Exclusive Pack at an additional fee of RM90.00 / month (excl. tax).

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

3. Which apps are included in the Astro One: Partner Exclusive Pack?

Astro One: Partner Exclusive Pack offer is coming to you with 7 apps.

- Astro GO
- beIN Sports
- BBC Player
- Sun NXT Lite
- Disney+ Hotstar Basic
- HBO Max Standard
- Amazon Prime Video

4. How many registered devices and concurrent streams are allowed for each app in the Astro One: Partner Exclusive 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	1
HBO Max Standard	2	2
Disney + Hotstar Basic	3	1
Amazon Prime Video	6	3
BBC Player	5	5
beIN Sports	5	1
Sun NXT Lite	4	4

5. Can I watch streaming apps on multiple devices simultaneously with my Astro One: Partner Exclusive Pack?

The number of devices you can stream on simultaneously depends on the specific streaming app and your subscription plan. Kindly refer to Question 4 for more information.

6. How can customers sign up for the Astro One: Partner Exclusive Pack?

You can enjoy the Astro One: Partner Exclusive Pack by subscribing through the following channels:

- Online: Visit the promo page, which should have been shared via your company's internal announcement or communication channels.
- In-Person: Visit any Astro AEPs, Premium Kiosk, or Mobile Booth: [Astro Store Near Me](#)
- Contact us: Call or WhatsApp message at +60 3-9543 3838

7. How long will it take to process my order?

Our team will contact you within **48 hours**.

8. Who is eligible for the Astro One: Partner Exclusive Pack?

This offer is exclusively available to employees of participating Astro's corporate partners who meet the following criteria:

- Be an active employee of a participating Astro corporate partner as of the date of sign-up
- Provide a valid staff ID for verification purposes
- Only subscribe to a maximum of three subscriptions of the Astro One: Partner Exclusive Pack per NRIC

9. Which companies are eligible for the Astro One: Partner Exclusive Pack?

Eligibility is extended to employees of Astro's corporate partners. If your company is participating, you would have received official communication or internal announcements regarding this offer. We recommend checking with your HR or internal communications team for confirmation.

10. Does this Astro One: Partner Exclusive Pack come with a contract?

Yes. Astro One: Partner Exclusive Pack comes with an initial 24-month contract period ensuring you get uninterrupted access to premium entertainment benefits.

11. Will my contract be automatically renewed upon expiry?

No, your contract won't be renewed automatically after the initial 24-month contract period. This gives you the flexibility to reassess and choose the option that suits you best moving forward.

12. Is an existing Astro customer eligible for this Astro One: Partner Exclusive Pack ?

Yes, existing Astro customers are eligible and may switch to the Astro One: Partner Exclusive Pack. Existing customers can switch their pack through the following channels:

- Online: Complete the feedback form, which should have been shared via your company's internal announcement or communication channels.
- In-Person: Visit any Astro AEPs, Premium Kiosk, or Mobile Booth: [Astro Store Near Me](#)
- Contact us: Call or WhatsApp message at +60 3-9543 3838

13. Will there be any charges if I switch from any of my current Astro packs to the Astro One: Partner Exclusive Pack (vice versa)?

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

14. How long will it take to process my package change request?

Our team will contact you within **48 hours**.

15. My existing account is currently suspended/disconnected with outstanding balance. Can I still sign up for the Astro One: Partner Exclusive Pack?

Yes. However, you will need to clear your outstanding balance first, then switch your existing subscription to the Astro One: Partner Exclusive Pack.

16. What is the set-up fee associated with the Astro One: Partner Exclusive Pack?

For self-installation (i.e. PnP), there is no set-up fee charged. However, for installer-assisted installation (i.e. Standard), there will be a set-up fee of RM99 charged.

17. Can I add on Multiroom Smart TV app or Ultra Box with the Astro One: Partner Exclusive Pack?

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