

SPL & FAQ: East Malaysia Campaign [East Malaysia Only]

Strictly Confidential. Internal Circulation Only.

SPL

New Astro customers in Sabah and Sarawak (East Malaysia) will be eligible for an exclusive offer from 1 December 2025 to 28 February 2026. As part of this offer, customers in Sabah and Sarawak will receive special pricing for Astro One Entertainment.

Astro One Pack	24 months pricing	Installation Fee
Astro One: Entertainment	RM39.99	RM50 DTH, Free PnP

FAQs

1. Who is eligible for the campaign?

Customers who reside in Sabah and Sarawak (East Malaysia) will be eligible to this offer. Customer's service address must be in Sarawak or Sabah.

2. What is the campaign period?

This campaign will run from 1 December 2025 to 28 February 2026.

3. How can customers sign up for the offer?

Customers can sign up by:

- Visiting any Astro AEPs / Premium Kiosk / Mobile Booth: [Astro Store Near Me](#)

4. What is considered as an East Malaysian customer?

Any customer whose service address resides in East Malaysia, i.e., Sabah & Sarawak.

5. When will the rebate be applied?

Starting from the 1st month, they will see the rebate being applied to their monthly bill. Note: Sales agents must select rebate contract IDs during order submission.

6. Can customers upgrade from Astro One Entertainment to Astro One Sports or Astro One Epic?

Yes, they can. However, they will pay the standard pricings of RM99.99 for Astro One Sports and RM199.99 for Astro One Epic. They will also be re-contracted for 24 months.

7. Can customers sign up for Astro Fibre after signing up for this offer?

Yes, they can. However, they will lose their exclusive eligibility to the rebates as part of this campaign and they will pay the PayTV + Astro Fibre bundle offer (e.g. RM139.99, etc) that is in the market.

8. What happens if a customer's account is suspended or terminated prior to the 24-month contract fulfilment?

Customers will no longer enjoy the discounted rate upon reconnection.

9. Are existing customers eligible?

Existing customers will not be allowed to change their current pack to the selected Astro packs above. However, they may sign up for another subscription account under the East Malaysia Campaign if the service address of the other subscription account is different from their existing accounts.

10. Can customers register in-store in West Malaysia for an East Malaysia address?

Yes, customers can register in-store in West Malaysia as long as the service address provided is in East Malaysia (Sabah or Sarawak).

11. What if a customer relocates during the contract to West Malaysia?

The customer can continue to enjoy the benefits of the offer even if they relocate to West Malaysia during the contract period. However, they should inform us of their new address to ensure uninterrupted service.

12. Are Welcome Back customers eligible for this offer?

Yes, customers who qualify for the Welcome Back offer will also be eligible for this campaign. However, they will still need to pay full installation and activation fees.

13. After 24 months, would the customer still be eligible for the rebate?

No, customers would need to pay the standard pricing of RM49.99 for Astro One Entertainment.