

TERMS & CONDITIONS
ASTRO EAST MALAYSIA CAMPAIGN
("Astro East Malaysia Campaign")

1. These terms and conditions for the Astro East Malaysia Campaign ("**Campaign Terms and Conditions**") shall be read together with the [General Terms and Conditions for Astro Services](#). Unless otherwise specified, 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](#).
2. The Astro East Malaysia Campaign will be held from 1 December 2025 until 28 February 2026 (both dates inclusive) ("**Campaign Period**"). 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:

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

All prices set out above are exclusive of Government Tax.

3. **Eligibility:** In order to be eligible for the Offers:
 - a. *For new customers:* New customers without an existing Astro subscription account who wish to subscribe during the Campaign Period may do so, provided that the new subscription account is with an installation address in Sabah or Sarawak; or
 - b. *For existing customers:* Existing customers who wish to subscribe during the Campaign Period to one of the Programming Packages in paragraph 2 above may do so, provided that they subscribe to a new Astro subscription account with a new installation address that is (i) different from the current address of their existing Astro subscription account(s), and (ii) in Sabah or Sarawak. Existing customers cannot switch their current Programming Package(s) to any of the Programming Packages in paragraph 2.
4. The Customer who subscribes to a new Astro subscription account for any of the Offers set out above in paragraph 2 shall maintain and keep the Astro subscription account active for a minimum continuous period of twenty-four (24) months starting from the activation date of such account ("**Minimum Subscription Period**"). The Campaign Subscription Fee shall start from the Customer's first-month bill until the end of the Minimum Subscription Period.

5. During the Minimum Subscription Period, should the Customer wish to change the Programming Package to which they subscribed to another Programming Package, including subscribing to Astro's broadband service as an add-on:
 - a. the Customer will be charged the applicable administrative fee as determined by Astro (if any) for such a change; and
 - b. the Customer will no longer be entitled to the Campaign Subscription Fees after they have changed their Programming Package.
6. In the event the Customer's Astro subscription account is suspended or terminated for whatever reason prior to the expiry of the Minimum Subscription Period:
 - a. the Customer shall pay the applicable early cancellation fee as follows:
 - i. for Ulti Box: RM600 to be prorated based on the percentage of remaining months of the Minimum Subscription Period; or
 - ii. for Ultra Box: RM1,000 to be prorated based on the percentage of remaining months of the Minimum Subscription Period.

For example, if a Customer terminates their Astro subscription account for the Ultra Box and has 12 months remaining of their Minimum Subscription period, the Customer will have to pay a cancellation fee of RM500 (50% of RM1,000); and
 - b. upon reconnection or reactivation of the Customer's Astro subscription account, the Customer will no longer be entitled to any of the Offers.
7. At the end of the Minimum Subscription Period, where the Customer continues their existing Astro subscription on the same Programming Package as their previous selected Offer, the Customer will pay the Subscription Fees Retail Price for the relevant Programming Package. For example, if a Customer wishes to continue subscribing to "Astro One Entertainment" after completing the Minimum Subscription Period, they will pay the Subscription Fees Retail Price of RM49.99 per month for 'Astro One Entertainment' from the 25th month onwards until the termination of their account.
8. The Offers under this Astro East Malaysia Campaign are not applicable to new Customers who subscribe to a Programming Package bundled with any broadband service or Customers who upgrade their NJOI subscription to a Programming Package.
9. 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.