

ULTRA BOX CAMPAIGN TERMS AND CONDITIONS

1. These Ultra Box Campaign Terms & Conditions (“Campaign Terms & Conditions”) are intended to be read together with the [General Terms & Conditions](#) for Astro Services (“General Terms & Conditions”). In the event there is a conflict between these Campaign Terms & Conditions and the General Terms & Conditions, these Campaign Terms & Conditions shall prevail.
2. This Campaign is applicable to a customer who applies to subscribe to Astro’s services with an Ultra Box and whose application is accepted by Astro effective from 15 October and until such time as determined by Astro (“Offer Period”) subject to the Customer:
 - i) Not having any outstanding Subscription Fees due to Astro at the point of installation and activation of the Astro Services;
 - ii) Applying for subscription to an Astro subscription package with the Ultra Box (with and without Maxis Home Fibre Internet Service or other bundled services);
 - iii) Subscribing to a HD + Recording service and maintain a minimum Astro subscription package with a HD + Recording service to continue using the Ultra Box; and
 - iv) The Customer’s residence and its infrastructure being compliant with the prescribed installation and activation guideline for the Ultra Box.
3. A customer subscribing to Astro’s services with the Ultra Box and Maxis Home Fibre Internet Service will be bound by the terms and conditions (wherever applicable), as laid out in the “Customer General Terms and Conditions for Astro and Maxis Home Fibre Internet Service” in conjunction with the “Ultra Box Campaign Terms and Conditions”.
4. A customer subscribing to Astro’s Multiroom services with the Ultra Box will be bound by the terms and conditions (wherever applicable), as laid out in the “Multiroom Campaign Terms And Conditions” in conjunction with the “Ultra Box Campaign Terms and Conditions”.
5. In the event the customer chooses the option of Astro’s services with the Ultra Box and without the Maxis Home Fibre Internet Service with a minimum subscription period of 24 months, the following will apply:
 - i) Existing and new customers signing up for the Astro subscription package with the Ultra Box must maintain a minimum subscription package with HD + Recording services, otherwise an agreed fee of RM1000 will be charged to the customer’s Astro account.
 - ii) Ultra Box customers signing up for a Multiroom with Ultra Box must maintain the subscription for Astro in respect to the Astro Multiroom decoder, otherwise an agreed fee of RM1000 will be charged to the customer’s Astro account.
6. All customers with an Ultra Box must maintain a minimum subscription to a monthly HD + Recording service, either as an a-la-carte or via a bundled subscription package. Further, if you subscribe to any Astro packages with the Ultra Box but without the Maxis Home Fibre Internet Service and your monthly subscription is at least RM100 (excl. Govt tax), you are required to maintain your monthly subscription at a minimum value of RM100 (excl. Govt tax) for a minimum period of 6 months from date of activation of the Ultra Box, failing which, an agreed fee of RM199 (excl. Govt tax) shall be applicable.
7. Customers signed up to the Ultra Box under the contract option (minimum subscription period of 24 months) will be entitled to a 24 months installation workmanship warranty from the first date of activation of the Ultra Box. Customers signed up to the Ultra Box under the no contract option will be entitled to a 6 months installation workmanship warranty from the first date of activation of Ultra Box.
8. All customers signed up to the Ultra Box will be entitled to one year of warranty from the first date of activation for all equipment and accessories provided under the standard installation.

9. In the event that the Services are discontinued or terminated at any time for any reason whatsoever either by the Customer or Astro, the Customer shall immediately arrange for the return of the Reception Equipment whether formally demanded or not, within fourteen (14) days from the date of termination at any of Astro's customer service centre. In the event that the Customer requires Astro to retrieve the Reception Equipment, the Customer may request for such retrieval from Astro. All charges that are incurred by Astro to enforce the retrieval of the Reception Equipment shall be borne by the Customer. The cost of such retrieval shall be payable by the Customer directly to the Astro's representative appointed to perform such retrieval. In the event that the Customer do not return or allow the collection of the Ultra Box within the abovesaid prescribed period, Astro also reserves the right to charge a fee of RM500 (not inclusive of Govt tax) for the unreturned Ultra Box into the Customer's Astro account.

10. Notwithstanding anything to the contrary, the ownership of the Ultra Box shall remain with Astro.

11. The Customer shall be provided with the Astro reception equipment consisting of an authorised set top box (Ultra Box), parabolic dish (if required), low noise block ("LNB"), remote control unit and the Smart Card/Sim Card or any other equipment authorised by Astro from time to time for the reception of the Astro Services ("Astro Reception Equipment"). The Customer shall have no right to request for any specific make of the Astro Reception Equipment. All of the Astro Reception Equipment belongs to Astro and shall remain the property of Astro (save and except for the Smart Card/Sim Card which ownership remains with the relevant third party manufacturer or supplier at all times) and is not transferable by the Customer to any other party. If the Customer is an existing Customer, the Customer shall be required to return the installed set top box (namely the Astro digital multimedia terminal or, as the case may be, the Ultra Box), the Smart Card/Sim Card used in conjunction with the installed set top box, the installed authorised parabolic dish and LNB.

12. Astro provides a standard installation which is covered under the setup fee of the box. In the event additional equipments or accessories are required under a non-standard installation, the customer will be required to bear the additional associated costs.