

WE'RE GOING GREEN!

General FAQ – Project Greenleaf

1. What is the Paper Bill Charge and who will be charged?

Starting 1 June 2018, there will be a Paper Bill Charge of RM 3.00 per bill every month as part of our initiative to go green and to encourage paperless billing. The Paper Bill Charge will be waived for customers who opt for e-Billing to receive their bills through digital platforms.

2. Why is Astro charging customers a Paper Bill Charge?

As an environmentally friendly and sustainable organization, Astro has embarked on providing a more convenient and environmentally friendly billing options by going paperless at NO COST to customers. By implementing the Paper Bill Charge, Astro aims to encourage customers to switch to digital bill platforms which are more effective and convenient for them to access their account and make payment without the hassle of waiting for their monthly paper bill.

3. What are the available Digital Bill Platforms for customers to check their bill?

- Astro Self-Service Portal

Require customers to log in to portal OR Sign up at <https://selfservice.astro.com.my>

- SMS

Require customers to have registered a valid mobile phone number

- E-bill

Require customers to have registered a valid e-mail address

- IVR

Require customers to dial-in their 10-digit Astro account number

- Channel 200

Require customers to have a 'connected' box (Set-Top-Box connected to the internet)

- My Astro App

Require customer to download My Astro app via Google Play Store or Apple App Store

4. Can customers request to have both the Paper Bill and e-Bill at the same time?

No, customers are only allowed to choose ONE billing option (either Paper Bill or E-bill or SMS-bill). However, customers who opted for Paper Bill will still be able to check their bills through Astro Self-Service Portal, IVR and Channel 200.

5. How does a customer that is still on paper bill switch to e-bill or SMS bill?

- a. Apply online at <https://selfservice.astro.com.my>
- b. **Account Settings** under Astro Self-Service Portal (log in to portal at <https://selfservice.astro.com.my/> OR Sign up at <https://bit.ly/2HmJ4yg>)
- c. **My Account** menu via My Astro app
- d. SMS us: Type ASTRO<space>EBILL<space>10-digit Astro Account No.<space>Email Address and send to 66688
- e. Go to CH 200 and Register for e-bill.
- f. Visit us at the Astro Lifestyle Centres or Customer Service Centres

6. When will fee be charged if customers continue to receive paper bill?

The fee will be charged on the date the paper bill is generated starting June 2018.

7. If customers have multiple Astro accounts, will they be charged paper bill fee for every account?

Yes, customers will be charged the Paper Bill Fee of RM 3.00 per bill every month for each account.

8. Can customers switch back to paper bill if they change their mind?

Yes, they can. Kindly inform customers that they will be charged the Paper Bill Charge of RM 3.00 per bill every month.

CSC action: Inform immediate supervisor, escalate the case for supervisor to perform the changes. Subsequently, the paper bill fee of RM3.00 will be imposed for each monthly paper bill.

9. After enrolment, how soon can customers expect to receive their first e-bill or SMS bill and stop receiving paper bill?

Customers' enrolment will be effective from their next billing cycle.

10. Will customers still receive the monthly paper bill(s) after they switch to e-bill or SMS bill?

Upon switching to e-bill or SMS bill, customers will stop receiving the paper bill. In addition, the Paper Bill Charge will be waived per bill every month.

11. If a customer terminates all their services with Astro, will they still receive their paper bill?

Upon completion of the termination process, customer will receive one last closing bill stating the total amount due to Astro according to their billing option.

For customers who had opted to switch their billing option to e-bill or SMS bill, they will receive their final bill accordingly.

For customers who opted for paper bill, they will receive the final bill via paper bill. (The paper bill charges will be applied.)

12. If a customer has few accounts with Astro, can they choose to receive e-bill or SMS bill for only one account and the others remain in paper bill?

Yes, customer may choose to have different billing method for each different account. Physical bill charging will only apply to the account that has opted for paper bills.

13. Will Astro send out notification to all its' customer that are on paper bill before charging them?

Yes, Astro will start sending out notifications on April 2018 and May 2018 to inform customer on the physical bill charging via physical letters, SMS and via our corporate social media channels.

14. What happens to previously undeliverable Mailing Addresses?

Mail not reaching to intended recipient/customer might be due to the incorrect, incomplete, or illegible address. Beginning June, all these customers will be automatically migrated to e-billing.

15. Will a customer that had previously opted for Auto Debit be charged the Paper Bill Charge?

From 1 June onwards, Astro will un-suppress the paper bill for auto debit customer who are still marked as paper bill. These group of customers will also be charged the standard RM 3.00 for paper bill Charge.

16. Will customers' bill be suppressed for the month if their bill falls below RM 5?

Yes, customers' bill will continue to be suppressed (with paper bill charge applies) if their bill falls below RM 5 for the month.

However, they will see a charge for the paper bill for the month of the paper bill issued. This fee will be waived manually in the following month.

17. What are the charges if customer would like to get their bill reprinted?

For customers who wish to have their physical tax invoices reprinted, there will be a flat fee of RM5.00 levied as part of the process which has been implemented since year 2015.

**Note: There is difference in charge between Physical Bill (RM 3.00) and Bill Reprint charge (RM 5.00). This is because bill reprinting is a manual process which requires us to re-extract the customer's bill from the system and send to print vendor for reprint before we can send it to customer.*

18. What are the charges for customers who are on multi frequency e.g. every 3 months, every 6 months etc.?

For multi-frequency customers, RM3.00 is charged per physical bill generated.

19. What if a customer has switched to e-bill or SMS bill but are still receiving paper bill?

Customers may contact us at:

- a. E-mail: wecare@astro.com.my
- b. Visit the Astro Customer Service Centre
- c. Contact the Astro Customer Call Centre (03-9543 3838)

20. Customers are not aware of the RM 3.00 paper bill charge effective June 2018.

Inform customers that communication was performed via leaflet and electronic mailer (e-mail) to their registered email address 2 months prior to the charging start date (June 2018).

21. Are there any exemptions for the Paper Bill Charge? (i.e. Customer with disabilities, Customers having difficulties accessing electronic statements, senior citizens (age 60 & above) etc.)

As mentioned above, this is part of Astro 'Go GREEN' initiative to promote paperless billing. Objective of the paper bill charge is to encourage customers to opt for e-Bill which is more convenient and efficient way to receive your bills compared to the physical bill. Hence, the RM 3.00 charge will be applicable to all Astro's existing and new customer who opt for physical bills.

22. What if customers have difficulties getting access to the electronic statements, are there any alternatives way they can get access to their bill and avoid the paper bill charge?

Yes, IF they have difficulties in getting access to electronic statements, customers may request to switch to SMS bill which is available to them at no cost.

Customers can switch to SMS bill via:

- a. Astro Self-Service Portal (log in to portal at <https://selfservice.astro.com.my/> OR Sign up at <https://bit.ly/2HmJ4yg>)
- b. *My Account menu* via My Astro app
- c. E-mail us at wecare@astro.com.my
- d. Visit us at Astro Lifestyle Centre or Customer Service Centre

23. Can customer request for his/her paper bill to be sent out If their bill is being suppressed due to the total amount due that month is below RM 5? What are the fees that customer will be charged?

Yes, customer can request to have his/her bill to be sent out. However, CSC/CSE will need to make sure to inform customer they must agree to pay RM 5.00 fee and not RM 3.00 for the bill to be sent to them.

**Note: Reasons customer will have to pay RM 5.00 instead of RM 3.00 is because this request will be considered as a bill reprint request.*

24. **When was this clause inserted to customer's contact?**

As per our Subscriber Terms & Conditions, Astro has the sole discretion to revise its services and subscription fees, and we will use reasonable endeavors to notify customers of such revisions. In this matter, our communications have been extended on TV, Radio, online and digital including leaflets, social media postings, digital banners and EDM at least 2 months ago (April & May 2018)

25. **Does Astro need to get approval from any ministries to implement the billing charge?**

Kindly be informed that Astro is not required to seek approval from any ministries to implement a paper bill fee of RM3 per bill every month as part of our go green CSR initiative.

26. **Why are some of the customers still receiving paper bill and being charged RM 3.00 even after switching to e-Bill?**

In general, RM 3.00 paper bill charge will not be charged once customer convert from paper bill to other types of bill format (e-Bill/SMS Bill) and this change will be reflected in their next coming tax invoice.

However, in cases where the conversion of customers' bill format take place during their bill being generated (*bill generation is accordance to Cycle Date*), customer will still be charged for the RM 3.00 Paper Bill Charge and will receive their Tax Invoice via paper or selected media or both during their first month of the conversion. This is due to the change of bill format will takes up to 24 hours to be reflected in the system. If customer missed the cut off date (based on customer's cycle date) by making any changes to bill format, customer will still get charged RM 3.00 paper bill charge for that month as bill has already been generated by the system.

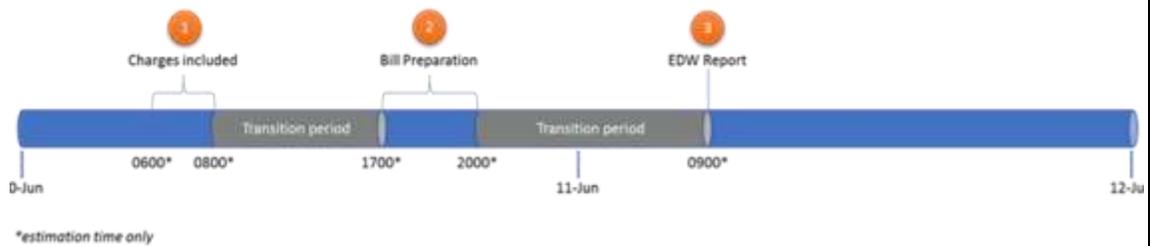
Kindly refer to the example scenario below:

Customer A cycle date is on the 10th and bill format is under Paper Bill

During “**Process 1**” the input of charges is being applied by the system if customer bill format is under P bill. Hence, The RM 3.00 charge will be applied to the customer A’s bill.

During “**Process 2**” where bill preparation starts, customer A tax invoice is grouped/prepared based on what’s customer current bill format.

If customer convert their bill format during the transition period (as stated below), customer may be charged for the Paper Bill charge and received their tax invoice via paper or selected media (e-Bill/SMS Bill) or both for that month. However, for their next tax invoice onwards customer will receive only their choice of selected media (e-Bill/SMS Bill) and no longer will receive paper bill.



*** For any second/high level escalation (legal/regulatory queries), agents kindly refer to respective Team Leader and then Team Leader will escalate the issue to SRU team for further clarifications if necessary.*