

FAQ for Astro & Broadband

1. What is the Astro & Broadband offering?

Introducing Astro & Broadband, an offering of Astro content and broadband for customers to enjoy the best entertainment through Astro while staying connected with high-speed internet. Compliment your Astro packages with high-speed broadband to enjoy better value.

With the current Astro & Broadband plans, customers will enjoy substantial savings and rebates by choosing the 30Mbps speed at RM89 or 100Mbps speed at RM129 to accompany their current Astro packages.

2. What is the Astro & Broadband offer?

Maxis is the current ISP provider for the Astro & Broadband offering. The offering comprising Astro content and Maxis high-speed fibre broadband for customers to enjoy the best entertainment through Astro while staying connected with high-speed internet.

With the current Astro & Broadband plans, customers will enjoy substantial savings and rebates by choosing the 30Mbps speed at RM89 or 100Mbps speed at RM129 to accompany their current Astro packages.

Note:

- a) Customers are entitled to cash rebates according to their choice of Astro package
- b) Customers with SP+ (Super Pack Plus) and SP (Super Pack) will receive RM15 or RM25 rebate per month when they sign up for Broadband 30Mbps or 100Mbps respectively.
- c) Customers with Value Pack, will receive RM5 or RM15 rebate monthly when they sign up for Broadband 30Mbps or 100Mbps respectively.
- d) Customers with Family Pack or Family Pack with ala-carte packages (excluding Sports Pack) will receive HD service OR selected Sports Pack free preview for free for 3 months. For voluntary churn gating and voluntary churn winback customers, customers with Family Pack or Family Pack with ala-carte packages (excluding Sports Pack) will receive HD service OR selected Sports Pack free preview for free for 6 months.
- e) Customer who opted for Auto Debit during sign up will be entitled for additional RM5 monthly rebate across ALL PACKS.
- f) Price shown is exclusive of Govt. Tax.

3. What are some of the Astro & Broadband offer available?

With the current Astro & Broadband plans, customers will enjoy substantial savings and rebates by choosing the 30Mbps speed at RM89 or 100Mbps speed at RM129 to accompany their current Astro packages and enjoy the best of content and connectivity, and catch up on their favourite box sets, movies and sports on demand.

4. I'm a current Astro customer, can I choose to take up this Maxis Astro & Broadband offer?

Yes, you can upgrade your current package to include broadband as part of your existing subscription plan (upgrade to Astro & Broadband/IPTV). However, please note that you will be re-contracted for 24 months.

5. I am currently/previously subscribed to Super Pack / Super Pack Plus, what bundled discount am I entitled to if I sign up for the Astro & Broadband offer?

Yes, customers with Super Pack / Super Pack Plus will be able to enjoy a total of RM480 broadband bundled discount for 30Mbps and RM720 for 100Mbps over the period of 24 months from Astro due to the savings from rebate & Auto Debit.

6. I am currently/previously subscribed to Value Pack, what bundled discount am I entitled to if I sign up for the Astro & Broadband offer?

Yes, customers with Value Pack will be able to enjoy a total of RM240 broadband bundled discount for 30Mbps and RM480 for 100Mbps over the period of 24 months from Astro due to the savings from rebate & Auto Debit.

7. I am currently subscribed to Family Pack, what bundled discount am I entitled to if I sign up for the Astro & Broadband offer?

Yes, customers with Family Pack will be able to enjoy a total of RM120 broadband bundled discount for 30Mbps and 100Mbps over the period of 24 months from Astro due to the savings from Auto Debit. Family Pack/ Family Pack extra customers will also enjoy 90 days access to HD service or selected sports channel preview.

Unfortunately, Family Lite customers will not be entitled to this offer.

8. Can I upgrade my current Astro package while signing up for the Astro & Broadband?

Yes, customers can upgrade their Astro package while signing up for the 30Mbps or 100Mbps Astro & Broadband speed. However, please note that you will be re-contracted for 24 months.

9. What is the validity of the monthly rebate and Auto Debit rebate?

The monthly rebate is valid for the first 24 months.

10. What is the difference between current IPTV and this Astro & Broadband offering?

Both offerings include Astro content and high-speed internet through fibre broadband, however moving forward, Astro & Broadband will include other potential internet partners to offer high-speed internet with Astro's content through other options as well. Stay tuned for more updates to come!

11. Which ISP (Internet Service Provider) can I choose as part of this Astro & Broadband offering?

Maxis is the current ISP partner for the Astro & Broadband offering.

12. My housing area has Astro IPTV with TIME broadband only. Can I take up the Astro & Broadband offering?

This Astro & Broadband offer is only applicable to new customers that reside under Maxis fibre coverage area.

13. I'm a current Astro IPTV customer, can I choose to take up this Astro & Broadband offer?

This Astro & Broadband offer is applicable for new sign-ups and all existing IPTV customers, who will be re-contracted for 24 months upon accepting this offer.

14. When will the rebate be reflected in my bill?

The rebate will be reflected in the first month's bill onwards. Auto-debit rebate posting is done manually and if any rebate of the month is missed out, the rebate will be posted to your bill on the subsequent month.

15. What are the channels under Sports that the Free 3 months promotion is offering?

- eGG Network
- Astro SuperSport
- Astro SuperSport 2
- FOX SPORTS
- FOX SPORTS 2
- Eurosport
- Astro SuperSport 3
- Astro SuperSport 4
- FOX SPORTS 3
- beIN Sports
- beIN Sports MAX
- Arena HD
- FOX SPORTS 2 HD
- FOX SPORTS 3 HD
- Astro SuperSport HD
- FOX SPORTS HD
- Astro SuperSport 2 HD
- Astro SuperSport 3 HD
- Astro SuperSport 4 HD

16. I am a Family Pack/ Family pack Extra subscriber, when can I start enjoying the 90 days exclusive sports channel preview?

You can start enjoying the Sports channels upon successful activation of Astro & Broadband package.

17. I'm an existing Astro customer that's enjoying certain monthly rebates from the recent promotion. Will I still be entitled to my existing Astro rebate once I take up this Astro & Broadband offer?

The new Astro & Broadband offer will supersede your existing Astro rebate from the date of activation of your new Astro & Broadband offer.

18. I'm an existing Astro customer that is still under contract. Can I still take up this Astro & Broadband offer?

Yes, even if you are currently under an existing contract with Astro, you can still upgrade your current package to include broadband as part of your existing subscription plan and you will be entitled for the rebate promotion. However, you will be re-contracted for 24 months.

19. What is the eligibility for the RM5 monthly rebate for Auto Debit?

Only customers who are registered via credit card or debit card bill payment during sign up are eligible for the Auto Debit rebate. The monthly rebate will be valid for up to 24 months if the account remains active with no outstanding balance.

Once there is a failed credit card transaction, the automatic auto debit rebate will be void. Customers would need to re-register a new credit card to re-activate the auto-debit offer.

20. Can I register for Auto Debit after my account is activated? (E.g. registering for Auto Debit after 3 months of sign up for the Astro & Broadband offer)

Yes, You can sign up Auto Debit after your account is activated on our website (<https://www.astro.com.my/autodebit/howtosignup.aspx>) or call our Customer Service at 03- 9543 1543. After Auto Debit is activated, you will be entitled for the RM5 auto debit monthly rebate for the next 24 months. The rebate will be reflected in your next bill.

21. Can I get the RM5 rebate if I do not opt for Auto Debit for my bill payment?

Unfortunately, no. Only customers who opt for the Auto Debit payment method are eligible for the RM5 rebate.

22. Will I still be entitled for the monthly rebate if my account is suspended during the 24 months period?

The monthly rebate will only be credited into an active account only. In the event the account is suspended, the account is no longer considered active and the monthly rebate will not be applicable.

23. How can I check my Astro & Broadband bill?

You may check your bills by using:

- a) Channel 200
- b) SMS (Type ASTRO<space>BAL<space>AC<space>10-Digit Astro Account No and send to 66688. E.g.: ASTRO BAL AC 081XXXXXX)
- c) Astro Online Self Service (<https://www.astro.com.my/selfservice>)

24. What will be included in my bill?

Your bill statement will include details of your monthly subscription charges; i.e. charges for your chosen Astro packages and Broadband service. It will also show the time period of which your first bill will cover, as well as indicate how much the total charges are and when the payment due date is.

25. How do I subscribe to the Astro & Broadband offer?

You may call our Sales support at 03 7491 9879 to sign up, or you can message “Hi” to our WhatsApp number at 03-9543 3838 and follow the steps provided.

26. Tell me more about the installation for the Astro & Broadband offer.

Installation of Astro & Broadband will depend on the type of housing and your location. Currently Astro offers two types of installation:

- Direct To Home (DTH) + Broadband: Astro will transmit TV its content via Direct to Home (DTH) satellite feed while the broadband component serves as a standalone feature that provides internet service in your premise. There is no dependency between your Astro (TV content) and the broadband service. This solution is mainly for SDU (landed property) and East Malaysia.
- Internet Protocol (IP) – This solution transmits the TV content through high speed fibre optic cables, hence it is highly dependent on the broadband connectivity. This solution is mainly for MDUs (high rise building) and Peninsular Malaysia.

27. Is there a cancellation fee if I terminate my service?

Should you discontinue the Astro & Broadband services before the expiry of the contract (24 months), you will be subjected to an early termination penalty per contractual obligations. There is no cancellation fee if you have exceeded the 24 months contract period for Astro & Broadband services.

28. Do I need to return all the devices after cancellation?

Yes, we will schedule for the equipment collection after you have discontinued Astro IPTV and Broadband services. In the event that equipment is damaged or lost, penalty fee of RM 530 (inclusive of Govt. Tax) will be charged.

29. I am a current Astro and Maxis Home Fibre customer who wants to take up Astro & Broadband offer. Why am I being re-contracted for 24 months?

By taking up Astro & Broadband services (VP and above), you will be entitled for bundle discounts of 24 months (depending on the pack subscriptions). These bundle rebates come with 24 months contact, hence you will be re-contracted.

For those who are on Family Pack, you will be entitled for free HD PVR services for as long as your account remains active (under IPTV), hence you will be re-contracted for 24 months.

30. I took up SP + 30Mbps during sign up and am currently enjoying the RM15 monthly rebate but have decided to downgrade my pack to VP + 30Mbps after a few months. Will I be charged a penalty fee for downgrading my pack?

There will be a switching fee of RM10.60 (inclusive of Govt. Tax) for lateral or downgrade of pack. The new monthly rebate will follow your new pack subscription and be reflected in your next bill (for the remaining months from the initial contract).

If you choose to upgrade your pack (for example from FP to VP, or from VP to SP), no switching fee will be applicable, and the new monthly rebate will follow your new pack subscription. The new rebate will be reflected in your next bill (for the remaining months from the initial contract).

31. Can I change my package after I signed up via Whatsapp?

Yes. Astro will be in touch with you within 2 business days upon your submission via Whatsapp for validation purpose. You can change / upgrade your package during that call.