

## FAQs: Disney+ Hotstar on Astro

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### 1. What is Disney+ Hotstar and how can I enjoy this on Astro?

Disney+ Hotstar is the highly anticipated streaming service which features over 800 films and 18,000 episodes of the biggest Disney favourites, Star Wars blockbusters, beloved Pixar animations, immersive Marvel universe and inspiring documentaries from National Geographic and Malaysian hits. Astro is an official distributor of Disney+ Hotstar in Malaysia, and customers can now subscribe to Disney+ Hotstar through the new, bigger and better Movies Pack.

Customers can discover Disney+ Originals like *The Mandalorian*, *WandaVision*, *The Falcon & The Winter Soldier*, and many more - with the convenience of one monthly bill. They can also enjoy the latest blockbuster releases and library content, including Marvel Studios' *Avengers: Endgame*, *Avengers: Infinity War*, and *Black Panther*; Disney's live action adaptations – *Mulan*, *Maleficent: Mistress of Evil*, *The Lion King*, *Aladdin*, and *Beauty and the Beast*; Animation favourites - Disney's *Frozen 1* and *2*, *Moana* and *Big Hero 6*, as well as Disney and Pixar's *Soul*, *Coco*, *The Incredibles 2* and *Finding Dory*. There will also be a robust catalogue of general entertainment series and films such as *The Walking Dead*, *Jojo Rabbit*, *Criminal Minds*, *Fresh off the Boat*, *The Simpsons*, *Grey's Anatomy*, *9-1-1* and many more.

Customers can subscribe to Disney+ Hotstar via [astro.com.my/Disney](https://astro.com.my/Disney), as well as via retailers and dealers.

### 2. Who can access Disney+ Hotstar?

As of 1 June, Movies Pack customers will have their services enhanced with the addition of Disney+ Hotstar with RM5 added to their subscription. We are working towards making Disney+ Hotstar available via the Ultra and Ulti connected boxes later this year.

Customers not on the Movies Pack can also subscribe to Disney+ Hotstar on Starter Plus Pack and Value Plus Pack at RM68.82 and RM87.50 respectively. Alternatively, customers can add on Disney+ Hotstar for RM54.90 for a 3-month pass. You can subscribe to Disney+ Hotstar via [astro.com.my/Disney](https://astro.com.my/Disney).

Please note all Movies Pack customers as well as customers on the Starter Plus Pack, Value Plus Pack, and Disney+ Hotstar (3 Months Pack) subscription as of 11.59pm, 5 June 2021 will enjoy access to Disney+ Hotstar on us in June. Please note that this bill adjustment is only applicable to the primary subscription and will be reflected in your next bill. Terms & conditions apply.

### 3. How to access Disney+ Hotstar with my Astro subscription?

- **Step 1** – Create and verify your Astro ID at [astro.com.my/astroID](https://astro.com.my/astroID). If you already have an existing Astro ID, go straight to Step 2.

- **Step 2** – Go to [astro.com.my/Disney](https://astro.com.my/Disney). Login with your Astro ID, activate with your mobile number and verify.
- **Step 3** - Download the Disney+ Hotstar app. Login with the mobile number provided in Step 2 and start streaming!

#### **4. I do not have an Astro ID. How do I get one?**

Create your Astro ID anytime by following these simple steps:

- Fill in your details at [astro.com.my/astroID](https://astro.com.my/astroID)
- Secure your account
- Verify your email

#### **5. Is Disney+ Hotstar available on Astro GO?**

Disney+ Hotstar is not available on Astro GO. Disney+ Hotstar app can be accessed on Android and iOS devices, selected connected TVs and the [DisneyPlusHotstar.my](https://DisneyPlusHotstar.my) website. We are working towards making Disney+ Hotstar available via the Ultra and Ulti connected boxes later this year. Stay tuned for new announcements.

#### **6. Why is there a price increase for my Movies Pack subscription?**

As the official distributor of Disney+ Hotstar, Astro is able to offer you Disney+ Hotstar at the best deal of an additional RM5 per month on top of your Movies Pack subscription. This is an incredible value as you can stream over 800 films and 18,000 episodes of amazing content from Disney+ Hotstar - with the convenience of one monthly bill for all your entertainment needs. The price revision will be prorated and will take effect on 1 June 2021.

Please note all Movies Pack customers as well as customers on the Starter Plus Pack, Value Plus Pack, and Disney+ Hotstar (3 Months Pack) subscription as of 11.59pm, 5 June 2021 will enjoy access to Disney+ Hotstar on us in June. Please note that this bill adjustment is only applicable to the primary subscription and will be reflected in your next bill. Terms & conditions apply.

#### **7. Why should I subscribe to Disney+ Hotstar with Astro instead of going directly on the app?**

Astro customers can subscribe to Disney+ Hotstar through the new, bigger and better Movies Pack - with the convenience of one monthly bill for all your entertainment needs. Enjoy compelling entertainment with Disney+ Hotstar alongside Astro's much-loved local content via amazing price-to-value bundles.

#### **8. I am not an Astro customer. Can I subscribe to Disney+ Hotstar with Astro?**

You will need to have an Astro subscription before you can enjoy Disney+ Hotstar as an add-on service. To become an Astro customer, please click here: [astro.com.my](https://astro.com.my) to enjoy Global and Malaysian Hits with the best bundle deals in town.

#### **9. I am a Movies Pack customer. Can I sign-up for multiple access to Disney+ Hotstar?**

Please note that only one Disney+ Hotstar access is bundled to each Movies Pack subscription which allows two concurrent streams on Disney+ Hotstar.

**10. I opted out of the Movies Pack. How do I add it back on for Disney+ Hotstar access?**

Please visit [astro.com.my/Disney](https://astro.com.my/Disney) to resubscribe.

**11. I want to subscribe to Movies Pack however will be re-contracted for 12-months. What will happen to my existing Astro contract?**

If you are subscribing to Movies Pack as an add-on or bundle you will be contracted for 12-months to maintain Movies Pack as part of your subscription. This will be in parallel to any existing contracts.

**12. Will my subscription contract to Disney+ Hotstar be auto-renewed?**

Customers on the Disney+ Hotstar (3 Months Pack) subscription will have their contract auto-renewed. You will be notified one (1) month before the expiry on the renewal of subscription and can opt-out from auto renewal at least (2) days before the expiry date by contacting our Customer Contact Centre at 03 9543 3838. Alternatively, please WhatsApp us at 03 9543 3838 and type [DH Help](#) for further assistance.

**13. I am an Astro customer but I subscribed to Disney+ Hotstar directly. Can I transfer my direct subscription to Astro and enjoy bundle pack deals?**

We are not able to transfer your existing Disney+ Hotstar access. To enjoy our bundle rates with one of our packages, simply sign-up or renew your subscription to any of our Movies Pack bundle.

**14. If I have signed up for my Disney+ Hotstar app directly with Disney but have just realised I also have this entitlement with my Astro subscription. What can I do?**

Please contact our Customer Contact Centre at 03 9543 3838. Alternatively, please WhatsApp us at 03 9543 3838 and type [DH Help](#) for further assistance.

**15. I have not activated my Disney+ Hotstar access, will I still be charged?**

Yes. With access to Disney+ Hotstar, the new, bigger and better Movies Pack now comes at an additional RM5 per month added automatically to your subscription.

Please note all Movies Pack customers as well as customers on the Starter Plus Pack, Value Plus Pack, and Disney+ Hotstar (3 Months Pack) subscription as of 11.59pm, 5 June 2021 will enjoy access to Disney+ Hotstar on us in June. Please note that this bill adjustment is only applicable to the primary subscription and will be reflected in your next bill. Terms & conditions apply.

**16. I have purchased Disney+ Hotstar directly via the app/website but I am also entitled to Disney+ Hotstar via my Astro subscription. Can I link it to my Astro account?**

You cannot link your Disney+ Hotstar direct subscription to your Astro account. Please ensure that the mobile number used for your direct subscription to Disney+ Hotstar is different from the mobile number used to activate Disney+ Hotstar entitlement via Astro subscription. If you do not have an alternative mobile number to nominate, please contact

Disney+ Hotstar customer service directly at: [disneyplus.my@hotstar.com](mailto:disneyplus.my@hotstar.com) for details on cancelling your direct subscription.

**17. I am entitled to Disney+ Hotstar with my Astro subscription. Can I use a non-Malaysian mobile number to activate and register on Disney+ Hotstar?**

Please use a Malaysian mobile number registered with a local network service to activate and register for Disney+ Hotstar with your Astro subscription.

**18. I do not have enough data to stream Disney+ Hotstar shows at home/on mobile.**

You can subscribe to an Astro TV pack with a Broadband add-on.

**19. When will the price revision take effect?**

The price revision will be prorated, and is in effect from 1 June 2021. However, please note all Movies Pack customers as well as customers on the Starter Plus Pack, Value Plus Pack, and Disney+ Hotstar (3 Months Pack) subscription as of 11.59pm, 5 June 2021 will enjoy access to Disney+ Hotstar on us in June. Please note that this bill adjustment is only applicable to the primary subscription and will be reflected in your next bill. Terms & conditions apply.

**20. I did not agree to this price revision. Is Astro allowed to make this price revision?**

Yes, as per terms & conditions which can be retrieved [here](#), Astro can make changes to its packages.

**21. Were customers informed about this price revision?**

Yes, customers were informed from 4 May 2021 via updates on EDMs, SMS's, the Astro website, Channel 200, bill statements, and a media announcement.

**22. When will this price revision be reflected in my bill?**

The price revision is in effect from 1 June 2021. This revision will be prorated and will be reflected in your next bill issued after 1 June 2021.

For example, if your billing date is on 3 June 2021, then your bill dated 3 June 2021 will show the effected price revision.

However, please note all Movies Pack customers as well as customers on the Starter Plus Pack, Value Plus Pack, and Disney+ Hotstar (3 Months Pack) subscription as of 11.59pm, 5 June 2021 will enjoy access to Disney+ Hotstar on us in June. Please note that this bill adjustment is only applicable to the primary subscription and will be reflected in your next bill. Terms & conditions apply.

**23. I am not sure if I have a price revision in my bill/ if I am subscribed to the Movies Pack. How do I check?**

The price revision applies to all customers with Movies Pack. To check your Astro packages, kindly refer to your latest monthly billing statement. You may also check your subscription details by logging in to [astro.com.my](http://astro.com.my), call or WhatsApp us at 03 9543 3838 and select billing services to download a copy of your billing statement.

Please note all Movies Pack customers as well as customers on the Starter Plus Pack, Value Plus Pack, and Disney+ Hotstar (3 Months Pack) subscription as of 11.59pm, 5 June 2021 will enjoy access to Disney+ Hotstar on us in June. Please note that this bill adjustment is only applicable to the primary subscription and will be reflected in your next bill. Terms & conditions apply.

**24. I am currently subscribed to the Movies Pack and have opted to add on a broadband service. Am I entitled to Disney+ Hotstar access?**

Yes, customers on the new, bigger and better Movies Pack can now stream Global and Malaysian Hits on Disney+ Hotstar for an additional RM5 per month. We are working towards making Disney+ Hotstar available via the Ultra and Ulti connected boxes later this year.

Please note all Movies Pack customers as well as customers on the Starter Plus Pack, Value Plus Pack, and Disney+ Hotstar (3 Months Pack) subscription as of 11.59pm, 5 June 2021 will enjoy access to Disney+ Hotstar on us in June. Please note that this bill adjustment is only applicable to the primary subscription and will be reflected in your next bill. Terms & conditions apply.

**25. I am entitled to Disney+ Hotstar with my current subscription. However, I also have existing offers with Astro. Will these offers be impacted?**

Your existing offers with us will not be affected and will continue until agreed upon date.

**26. I have questions about Disney+ Hotstar content, product features, app functions.**

For information about the Disney+ Hotstar app functions and specifications, please visit [help.hotstar.com](http://help.hotstar.com) or email: [disneyplus.my@hotstar.com](mailto:disneyplus.my@hotstar.com)

**27. I am on the Movies Pack but want to opt out.**

Customers who wish to opt out of the Movies Pack can do so by calling our Customer Contact Centre at 03 9543 3838. At the IVR menu after language selection, select 'option 3' (Manage Account) and speak to one of our customer service executives to change your package according to what suits you best. Alternatively, please WhatsApp us at 03 9543 3838 and type [DH Help](#) for further assistance.

However, please note that if you opt-out of the Movies Pack and later decide to add it back on to your subscription, you will be subject to a 12-month re-contract as per the subscription rules for new Movies Pack customers.

**28. Are there more updates that Movies Pack customers can look forward to in time to come?**

We are committed to bring customers quality global and Malaysian entertainment at amazing value bundles, offering choice and convenience. Our new Movies Pack will be bigger and better with Disney+ Hotstar offering 800 films and 18,000 episodes alongside HBO, HBO Go app, Cinemax for the best Hollywood and Asian hits, and tvN Movies for the hottest Korean hits. Our partnership with global streaming services consolidates Astro's

position as the ultimate entertainment destination for Malaysians by offering the best streaming services alongside our own best-loved originals, vernacular signatures, live sports and local blockbuster movies.

**29. How do I contact Astro for more information?**

Please call or send us a message via WhatsApp at 03 95433838, visit [astro.com.my/Disney](https://astro.com.my/Disney) or any retailers and dealers.