

FAQs: Disney+ Hotstar on Astro

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 Astro's newly launched Movies, Premium 1, Premium 3 and Platinum packs.

Customers can discover Disney+ Originals like *Loki*, *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' *Shang-Chi and the Legend of the Ten Rings*, *Black Widow*, *Avengers: Endgame*, *Avengers: Infinity War*, and *Black Panther*; Disney's live action adaptations – *Cruella*, *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, as well as via retailers and dealers.

2. Who can access Disney+ Hotstar?

Customers with a Movies subscription will be able to access Disney+ Hotstar including through the following Astro packs: Movies, Premium 1, Premium 3 and Platinum. 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.

We are working towards making Disney+ Hotstar available via the Ultra and Ulti connected boxes later this year.

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

- **Step 1** – Create and verify your Astro ID at 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. 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

- 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 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 should I subscribe to Disney+ Hotstar with Astro instead of going directly on the app?

Astro customers can subscribe to Disney+ Hotstar with the following packs: Movies, Premium 1, Premium 3 and Platinum - 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.

7. 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 to enjoy Global and Malaysian Hits with the best bundle deals in town.

8. 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 subscription which allows two concurrent streams on Disney+ Hotstar.

9. I opted out of the Movies subscription. How do I add it back on for Disney+ Hotstar access?

Please visit astro.com.my/Disney to resubscribe.

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

If you are subscribed to the following Astro packs: Movies, Premium 1, Premium 3 and Platinum, you will be required to maintain your subscription for minimum 12-months from when you first subscribed to this pack. Any of your existing Astro contracts will be superseded when you subscribe to the Astro's new packages, and new contract terms shall apply.

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

Customers on the following Astro packs: Movies, Premium 1, Premium 3 and Platinum, with a 12 or 24 month contract, or the Disney+ Hotstar (3 Months Pack) subscription will have their contract auto-renewed. You will be notified 30 days before the expiry on the renewal of subscription contract and can opt-out from auto renewal at least two (2) days before the auto-renewal 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.

12. Why am I seeing an expiry date on my Disney+ Hotstar app?

The expiry date is when your current Disney+ Hotstar entitlement ends, except if your Astro subscription is out of contract, in which case this expiry date may not apply to you. For details

on your subscription expiry date, 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.

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 with the following Astro packs: Movies, Premium 1, Premium 3 and Platinum.

14. I have signed up for my Disney+ Hotstar app directly with Disney but 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, as per your pack subscription.

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

Yes, Disney+ Hotstar is available with Movies subscription. We are working towards making Disney+ Hotstar available via the Ultra and Ulti connected boxes later this year.

20. 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 or email: disneyplus.my@hotstar.com

21. 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 or any retailers and dealers.

22. 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 as of 1st June. 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, call or WhatsApp us at 03 9543 3838 and select billing services to download a copy of your billing statement.