

FAQs: Disney+ Hotstar on Astro

Disney+ Hotstar app is now available to Astro customers on the Ultra and Ulti Box will be able to enjoy the app on the big screen and stream all their favourite blockbuster movies from Hollywood to Hallyu and award-winning shows from Disney, Marvel, Star Wars, Pixar, National Geographic, FX and 20th Century Studios!

Frequently Asked Question About Disney+ Hotstar

1. What is Disney+ Hotstar?

Disney+ Hotstar is a streaming app which contains blockbuster movies from Hollywood to Hallyu and award-winning shows from Disney, Marvel, Star Wars, Pixar, National Geographic, FX and 20th Century Studios!

2. How much is Disney+ Hotstar with Astro?

Customers with a Movies subscription via Movies, Premium 1, Premium 3 or Platinum Packs will be able to access Disney+ Hotstar Basic on the Ultra Box and Ulti Box at no additional cost. Alternatively, customers can add on the 3-months Disney+ Hotstar Basic pass for only RM54.90. Subscribe to Disney+ Hotstar via astro.com.my/Disney.

3. Where can I purchase Disney+ Hotstar Basic with Astro?

You can upgrade your pack in order to be enjoy to Disney+ Hotstar Basic at no additional cost. Alternatively, you can purchase Disney+ Hotstar Basic as an add on with Astro via the following channels:

- [Disney+ Hotstar | Astro](#)
- MyAstro App
- Ultra Box/Ulti Box home page

If you would like to upgrade your pack or know more about Disney+ Hotstar with Astro, kindly reach out to us via WhatsApp by typing “hi”.

4. I am a Movies Pack customer with Astro, what happens to my Disney+ Hotstar subscription?

Disney has recently introduced a new pricing model with tiered plans. We will be transitioning Astro customers to the Basic Tier, which allows our customers to continue enjoying their favorite shows within the same bundle and at the same price.

5. I purchased Disney+ Hotstar with Astro, what happens to my Disney+ Hotstar subscription? Will there be an increase in price?

No. You will continue to pay RM54.90 quarterly which will be billed monthly at RM18.30 (RRP:RM24.90/month). However, we will be transitioning Astro customers to the Disney+ Hotstar Basic, which allows our customers to continue enjoying their favorite shows within the same bundle and at the same price.

6. Is Disney+ Hotstar Premium Plan available on Astro?

Disney+ Hotstar Premium plan is not available on Astro currently. However, stay tuned and visit our website astro.com.my for updates in the futures.

7. What is the Disney+ Hotstar Basic subscription?

Disney+ Hotstar Basic plan will allow users to create up to 7 profiles with 1 concurrent streaming and a maximum device login of 3 devices per account. You can enjoy contents in full HD (1080p).

8. Where can I access Disney+ Hotstar?

Astro customers will be able to access Disney+ Hotstar Basic via the Ultra Box, Ulti Box, mobile app and website. If you are interested in upgrading to our latest Ultra/Ulti box and/or subscribing to Disney+ Hotstar subscription, please reach out to us via WhatsApp by typing "Hi" at 03-9543 3838.

9. How do I activate my Disney+ Hotstar Basic access with my Astro Subscription?

1. For customers on the Ultra and Ulti Box:

- a. Step 1: Open the Disney+ Hotstar app at your Home Page and use your mobile number to activate your account
- b. Step 2: After validating your mobile number with the OTP code, log in to the app using the same mobile number following the simple steps under Q4

2. For non-Ultra/Ulti Box customers:

- a. Step 1 – Create and verify your Astro ID at astro.com.my/astroID. If you already have an existing Astro ID, go to Step 2.
- b. Step 2 – Go to astro.com.my/Disney. Log in with your Astro ID, activate with your mobile number and verify via a one-time passcode (OTP) that will be sent to your mobile number.
- c. Step 3 – Download the Disney+ Hotstar app or log in via web and sign in with the mobile number that you have provided in Step 2. Now, just start streaming all your favourite shows!

10. How do I log into Disney+ Hotstar app on the Ultra and Ulti Box?

Once you have completed the activation process, you can log in to Disney+ Hotstar on your Box by following the steps below. Kindly note that this Login process is only required for first-time launches of the app on your Box.

Step 1 – Press "Home" on your Astro remote control. Under the "Apps" rail, select "Disney+ Hotstar". Please agree to Disney+ Hotstar's Terms of Use and Privacy Policy by clicking "Agree and Continue".

Step 2 – Log in to your Disney+ Hotstar account with the mobile number used when activating your Disney+ Hotstar access

Step 3 – Enter the OTP sent to your mobile number and you are now logged in. Start streaming
IMPORTANT: Please note that it may take up to 15 seconds for Disney+ Hotstar to load on the Ultra or Ulti Box.

11. I didn't get the OTP on my mobile phone to activate Disney+ Hotstar; what do I do now?

Kindly ensure that your mobile number is the same as the registered phone number of the Astro account holder as the OTP will only be sent to the registered number. For further assistance, please call or WhatsApp us on 03-9543 3838. Alternatively, you may submit a request via our online Feedback Form here: astro.com.my/contactus/form.aspx.

12. How many devices can I use to stream Disney+ Hotstar Basic at the same time?

You can stream up to 1 screen concurrently; however, you are allowed to have up to 3 logged in devices (including your Ultra/Ulti Box). Kindly log out from devices that are not being used.

13. Can I download content on Disney+ Hotstar for offline viewing?

Subscribers can download the majority of titles on up to 10 supported phones and tablets. (iOS and Android devices only). You can watch these downloaded titles without an internet connection at your convenience.

14. Are there any subtitles or dubbing available for the content on Disney+ Hotstar?

Yes, English subtitles are available for all contents. However, dubbing is currently unable for Disney+ Hotstar contents.

15. I am an existing Disney+ Hotstar subscriber, can I still enjoy Disney+ Hotstar on my Ultra or Ulti box?

Yes, you can! Kindly refer to the step above and log in with your Disney+ Hotstar details. However, kindly take note if you are interested to enjoy Astro's exclusive pricing, you would need to terminate your personal Disney+ Hotstar subscription and then WhatsApp us "Hi" to 03-9543 3838 and subscribe via Astro!

App Issues

16. I purchased Disney+ Hotstar Basic as an Add-on with Astro, why is my subscription showing "Disney+ Hotstar Basic Yearly (Astro) on my Disney+ Hotstar App? Is this a one year contract?

No, you are still only committing to a quarterly contract and billed on a monthly basis.

17. Who may I contact if I encounter any problems with Disney+ Hotstar?

Please reach out to the Disney+ Hotstar team by emailing them at (Disney service centre) if you have any enquiries or require assistance with the app.

If you would like to contact Astro, you may reach out to our Customer Service Centre by:

1. Submitting a feedback form here: www.astro.com.my/contactus/form; or
2. Reaching to us via WhatsApp by typing "Hi" at 03-9543 3838 for assistance

18. Will my personal information be protected?

Yes, Astro is bounded by the PDPA. All information received will be used in accordance with ours [Privacy Notice](#).