

FAQs for ACM: 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 will feature 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 will be able to subscribe to Disney+ Hotstar through the new, bigger and better Movies Pack on 1 June 2021.

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 WhatsApp +603-95433838, Channel 200, astro.com.my/Disney, as well as via retailers and dealers.

2. I am eligible for Disney+ Hotstar on Astro. How can I access Disney+ Hotstar?

Upon launch on 1 June 2021, Disney+ Hotstar will be available to Astro customers on the Disney+ Hotstar mobile app and website accessible on tablets and connected TV. We are working towards making Disney+ Hotstar available via the Ultra and Ulti connected boxes later this year. We will keep our customers updated with new announcements.

3. How do I activate my Disney+ Hotstar access?

From 1 June 2021, you can activate your Disney+ Hotstar access:

- Please go to astro.com.my/Disney/activate and login with your Astro ID.
- Once you have logged in, you will see the activation page for Disney+ Hotstar.
- Follow the steps for activation.
- Once you have activated your access, you can download the Disney+ Hotstar app or go to DisneyPlusHotstar.my, login with your mobile number that you used to activate your Disney+ Hotstar.
- Start streaming on the app and/or web.

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

Astro customers will be able to 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.

5. 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: www.astro.com.my to enjoy Global and Malaysian Hits with the best bundle deals in town.

- 6. 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.
- 7. I opted out of the Movies Pack. How do I add it back on for Disney+ Hotstar access?**
Please visit Channel 200 to resubscribe.
- 8. 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.
- 9. 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.
- 10. 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.
- 11. 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 will come at an additional RM5 per month added automatically to your subscription starting 1 June 2021.
- 12. 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?**
If you have purchased Disney+ Hotstar directly via the app/website and would like to enjoy it via your Astro's subscription instead, you will need to cancel your direct subscription on the Disney+ Hotstar app/website and follow the activation steps on astro.com.my/Disney/activate.
- 13. 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.
- 14. 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.
- 15. When will the price revision take effect?**

The price revision will be prorated and will take effect on 1 June 2021.

16. Why is there a price increase for Movies Pack customers?

Disney+Hotstar is the highly anticipated streaming service which will feature 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 will be able to subscribe to Disney+ Hotstar through the new, bigger and better Movies Pack on 1 June 2021. Customers can discover Disney+ Originals like *The Mandalorian*, *WandaVision*, *The Falcon & The Winter Soldier*, and many more - with the convenience of one monthly bill. With additional quality entertainment from Disney+ Hotstar, our customers enjoy more value. That being said, the additional RM5 to the Movies Pack is the best bundle deal in town.

For more support and options for your subscription, please call us or send us a message on WhatsApp (short code: *DH Help*) at 03 9543 3838. Alternatively, you may go to www.astro.com.my/Disney for more information.

17. 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.

18. 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.

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

The price revision takes effect on 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 2 June 2021, then your bill dated 2 June 2021 will show the effected price revision.

20. 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 will apply 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, call or WhatsApp us at 03 9543 3838 and select 'billing services' to download a copy of your billing statement.

21. 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 will be entitled to stream Global and Malaysian Hits on Disney+ Hotstar for an additional RM5 per month, from 1 June 2021.

22. 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.

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

As you are entitled to Disney+ Hotstar access with your Astro subscription, please disregard the expiry date on the app.

24. What will happen to my Disney+ Hotstar access if my Astro service is suspended?

Your Disney+ Hotstar will be paused. Your Disney+ Hotstar access will resume once your Astro service is reinstated.

25. What will happen to my Disney+ Hotstar access if my Astro service is terminated?

Unfortunately, your Disney+ Hotstar access with Astro will be terminated as well.

26. I have questions about Disney+ Hotstar app functions.

For information about the Disney+ Hotstar app functions and specifications, please visit help.hostar.com or email: disneyplus.my@hotstar.com

27. I received notification that my subscription to Disney+ Hotstar will be renewed, however I do not want the auto-renewal. How do I opt-out?

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.

28. I do not want this price increase/ I want to opt out of the Movies Pack.

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 subscription rules for new Movies Pack customers.

29. I am on the Movies Pack. If I opt out of the auto-renewal, does this mean I am also opting-out of the Movies Pack?

Yes, if you are currently on the Movies Pack, opting out of the auto-renewal of your Disney+ Hotstar access means you will also be opting out of the Movies Pack. Do note that if you choose to add the Movies Pack again to your subscription, you will be subject to a 12-month re-contract as per subscription rules for new Movies Pack customers.

30. How do I contact Astro for more information?

Please call or send us a message via WhatsApp at 0395433838, visit astro.com.my/Disney or any retailers and dealers.