

FAQs: Disney+ Hotstar on Astro

General Access & Activation

1. Where can I access Disney+ Hotstar?

Starting 23 August 2022, Astro customers will progressively be able to access Disney+ Hotstar via the Ulti Box, in addition to the Ultra Box, mobile app and website.

2. Who can access Disney+ Hotstar on the Ultra Box or Ulti Box?

Customers with a Movies subscription via Movies, Premium 1, Premium 3 or Platinum Packs will be able to access Disney+ Hotstar on the Ultra Box and Ulti Box. Alternatively, customers can add on the 3-months Disney+ Hotstar pass for only RM54.90. Subscribe to Disney+ Hotstar via astro.com.my/Disney.

3. Will there be any special offers if I sign up for Disney+ Hotstar on Astro now?

Yes, until 31 August 2022, customers can subscribe to the Movies Pack for only *RM59.99/month or the Platinum Pack for only *RM99.99/month for 6 months as well as the Premium 1 or Premium 3 Pack for only *RM99.99/month for 6 months until 30 October 2022 and be entitled to access Disney+ Hotstar as part of their Astro subscription. To find out more about our latest promotions, please visit promotions.astro.com.my.

**This promotion is applicable to new customers on a 24-month contract only. The Astro Premium 1 & Premium 3 Packs RM99.99/month for 6 months offer will end 30 October 2022, whilst the Movies Pack RM59.99/month & Platinum Pack RM99.99/month for 6 months offer will end 31 August 2022*

4. How do I activate my Disney+ Hotstar access 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 to Step 2.

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.

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!

5. I have received an auto activation SMS, how do I log in to Disney+ Hotstar on my Ultra/Ulti Box?

Starting 29 August 2022 (for Ulti Box customers) and 2 September 2022 (for Ultra Box customers), you will be able to log in to Disney+ Hotstar using your registered mobile number by following these simple steps:

Step 1 – You will receive a Disney+ Hotstar auto-activation SMS on your registered mobile number.

Step 2 – Press the Home button on your Astro remote. Under the “Apps” rail, select “Disney+ Hotstar” and click on any show posters to receive the 4-digit verification code.

Step 3 – Visit tv.hotstar.com with your mobile phone and log in using the same mobile number in Step 1. Enter the 4-digit verification code.

Step 4 – You will receive a notification that you have successfully logged in via your TV. Click “Start Watching” and enjoy all your favourite Disney shows!

6. How do I access the Disney+ Hotstar app on the Ultra or Ulti Box?

Please ensure that Disney+ Hotstar access is included and has been activated as part of your Astro subscription. Once the activation process is complete, you can enjoy Disney+ Hotstar on the Ultra or Ulti Box by following these simple steps:

Step 1 – Press “Home” on your Astro remote control. Under the “Apps” rail, select “Disney+ Hotstar”. For first time users, please agree to Disney+ Hotstar’s Terms of Use and Privacy Policy by clicking “I agree”. Then, click on any show posters or go to “My Account” to log in.

Step 2 – Use your mobile phone or laptop and visit tv.hotstar.com. Log in with the same mobile number used to activate your Disney+ Hotstar access.

Step 3 – A 4-digit code will be displayed on your TV screen. Key in this code on your separate device and start streaming!

IMPORTANT: Please note that it may take up to 15 seconds for Disney+ Hotstar to load on the Ultra or Ulti Box.

7. 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 at 03-9543 3838. Alternatively, you may submit a request via our online Feedback Form here: astro.com.my/contactus/form.aspx.

8. I have logged in to Disney+ Hotstar with my mobile number on my browser but I see an error screen on my TV (Ultra or Ulti Box); what do I do now?

Please ensure that your Astro subscription comes with access to Disney+ Hotstar. You may visit astro.com.my/disney to learn more about the Packs that come with Disney+ Hotstar or to check if your Disney+ Hotstar access is activated.

Upon confirmation that your subscription comes with access to Disney+ Hotstar, if you still see an error screen on your TV with your Ultra or Ulti Box when logging in to Disney+ Hotstar, please call our Customer Contact Centre at 03 9543 3838 and an Astro agent will be available to assist you immediately.

9. I do not see the Disney+ Hotstar app on my Ulti Box Home Screen; what do I do now?

This Disney+ Hotstar software update will be rolled out progressively to all Ulti Box customers starting 23 August 2022. Please be assured that you will be able to access the Disney+ Hotstar app on your Ulti Box soon.

If you need further assistance, please call our Customer Contact Centre or WhatsApp “[DH Help](#)” at 03 9543 3838.

10. Can I view 4K UHD content from Disney+ Hotstar on the Ultra or Ulti Box?

At this point in time, 4K UHD content from Disney+ Hotstar is not available on the Ultra or Ulti Box. We are working to enable this on the Ultra Box in a future update.

11. Is there an option for Dolby audio for Disney+ Hotstar on the Ultra or Ulti Box?

At this point in time, the Disney+ Hotstar app on the Ultra or Ulti Box does not support Dolby audio. We are working to enable this in a future update.

12. I need further assistance with my Disney+ Hotstar access; who can I contact?

For any access related queries on Disney+ Hotstar, please call or WhatsApp “[DH Help](#)” to our Customer Contact Centre at 03 9543 3838 for further assistance. Alternatively, you may submit a request via our online Feedback Form here: astro.com.my/contactus/form.aspx.

For any technical support or queries on Disney+ Hotstar features, please reach out to Disney+ Hotstar’s Support Team at disneyplus.my@hotstar.com.

13. Who can enjoy Disney+ Hotstar on Astro?

Astro is an official distributor of Disney+ Hotstar, the dedicated streaming home for global, and Malaysian hits. Astro customers can now subscribe to Disney+ Hotstar through the new, bigger and more diverse Packs, i.e.: Movies, Premium 1, Premium 3 or Platinum Pack. The streaming service brings together blockbuster movies from Hollywood to Hallyu and award-winning content from Disney, Marvel, Star Wars, Pixar, National Geographic, FX, 20th Century Studios and more including exclusive premieres from leading Malaysian studios. Take your family entertainment to the next level with Disney+ Originals like *I am Groot*, *Prey*, *Baymax*, *Obi-Wan Kenobi*, *She-Hulk*, *IN THE SOOP: Friendcation* and more - with the convenience of one monthly bill for all your entertainment needs.

Movies Pack, Premium 1, Premium 3 and Platinum customers as well as customers on the Starter Plus Pack, Value Plus Pack, and Disney+ Hotstar (3-months Pass) can enjoy Disney+ Hotstar on Astro.

Customers can subscribe to Disney+ Hotstar via astro.com.my/Disney, as well as via authorised retailers and dealers.

14. How will I be charged for the Disney+ Hotstar add-on 3-months pass subscription?

Please note that charges will be on a monthly basis (RM18.30/month) and this subscription is subject to a 3-months contract.

15. Is Disney+ Hotstar available on Astro GO?

Disney+ Hotstar is available to Astro customers on the Disney+ Hotstar app on Android and iOS devices and website (DisneyPlusHotstar.my) which is accessible on tablets and connected TVs. Unfortunately, Disney+ Hotstar is not available on Astro GO. However, customers can enjoy it on the big screen via the Ultra or Ulti Box.

16. Is Disney+ Hotstar available on NJOI?

Disney+ Hotstar is currently not available on NJOI. Please click [here](#) for more details on the Movies, Premium 1, Premium 3 and Platinum Packs and become an Astro subscriber to enjoy access to Disney+ Hotstar in addition to all the biggest global and Malaysian hits with better value and savings.

17. When will my access to Disney+ Hotstar begin?

Customers who subscribe to the Movies, Premium 1, Premium 3 or Platinum Pack will be able to access Disney+ Hotstar immediately and start streaming all their favourite Global, Regional and Malaysian hits upon activation.

18. I do not have an Astro ID; how can I get one?

Create your Astro ID anytime by following these simple steps:

Step 1: Fill in your details at astro.com.my/astroID

Step 2: Secure your account

Step 3: Verify your email

19. I have not activated my Disney+ Hotstar access; will I still be charged?

Yes, please WhatsApp "[DH Help](#)" to us now at 03 9543 3838 for further assistance.

20. 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?

Unfortunately, you cannot link your direct Disney+ Hotstar 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 your Astro subscription. If you do not have an alternative mobile number to nominate, kindly contact Disney+ Hotstar's customer service directly at disneyplus.my@hotstar.com for details on how to cancel your direct subscription.

21. I have a Disney+ Hotstar subscription but not via Astro; can I access the Disney+ Hotstar app on my Ultra/Ulti Box?

Yes, all Astro customers with a Disney+ Hotstar subscription can access the app on the Ultra/Ulti Box. To access the app, please refer to Q6.

22. I am entitled to Disney+ Hotstar with my Astro subscription; can I use a non-Malaysian mobile number to register and activate my Disney+ Hotstar access?

No, please use a Malaysian mobile number registered with a local network service to register and activate access for Disney+ Hotstar with your Astro subscription.

23. I do not have enough data to stream Disney+ Hotstar shows at home/on mobile; what can I do to fix this?

You can add on Astro Fibre, our own internet service to your existing TV Pack for even more value and savings. Please click [here](#) to learn more about Astro Fibre.

Additional Subscription Information

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

Astro is an official distributor of Disney+ Hotstar, the dedicated streaming home of global, and Malaysian Hits. Astro customers can now subscribe to Disney+ Hotstar through our Movies, Premium 1, Premium 3 or Platinum Pack and enjoy award-winning entertainment with Disney+ Hotstar alongside Astro's much-loved local content for even better value and savings. Now, customers can enjoy Disney+ Hotstar on their Ultra or Ulti Box, mobile app or web! In addition, customers who have multiple primary Astro accounts will be entitled to multiple entitlements to Disney+ Hotstar.

25. 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 subscribe to Disney+ Hotstar as an add-on service via Astro or enjoy any Astro bundle promotions. Please click [here](#) to subscribe to our Movies, Premium 1, Premium 3 or Platinum Pack to enjoy all your favourite Global and Malaysian hits for even better value and savings!

26. I am currently subscribed to the Movies/Premium 1/Premium 3/Platinum Pack; can I add on a Disney+ Hotstar 3-months pass?

If you are already subscribed to the Movies/Premium 1/Premium 3/Platinum Pack, you are automatically entitled to access Disney+ Hotstar. Therefore, you will not be able to add on the Disney+ Hotstar 3-months pass.

27. 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 call our Customer Contact Centre or WhatsApp us "[DH Help](#)" at 03 9543 3838 for further assistance.

28. Why am I seeing a 'zero charge' on my Disney+ Hotstar app?

The charge for your Disney+ Hotstar subscription is reflected in your Astro subscription, and not on the Disney+ Hotstar app/website. For details on your subscription, please call our Customer Contact Centre or WhatsApp us "[DH Help](#)" at 03 9543 3838 for further assistance.

29. I received a notification that my Disney+ Hotstar (3-months pass) subscription will be renewed, however, I do not want the auto-renewal; how do I opt out?

You will be notified 30 days before the expiry on the renewal of subscription and can opt out from auto renewal at least (2) days before the auto-renewal date.

If you want to opt out of your auto-renewal for Disney+ Hotstar, please contact our Customer Contact Centre at 03 9543 3838 and speak to one of our customer service executives to change your package according to what suits you best at least two (2) days before the next auto-renewal date. Alternatively, please WhatsApp us at 03 9543 3838 and type "[DH Help](#)" for further assistance.

30. Why has the expiry date for my Disney+ Hotstar (3-months pass) subscription been deferred?

We noticed that you've recently requested for a change in your Astro account.

As this change will affect your overall monthly subscription, the expiry date for your Disney+ Hotstar (3-months Pass) subscription has been deferred to xxx (date) to consolidate the final monthly subscription pricing.

31. I want to opt out of my Disney+ Hotstar (3-months pass) subscription but my expiry date has been deferred; will I still have to make the payment for the additional days of deferment?

Yes, your charges during the deferment days will be pro-rated and reflected in your next bill. Please note that due to the recent requested change in your Astro account, the expiry date

for your Disney+ Hotstar (3-months pass) subscription has been deferred to xxx (date) to consolidate the final monthly subscription pricing.

32. I have opted out of my Disney+ Hotstar (3-months pass) subscription but the charges are still reflected in my bill.

Please note that your request to opt out has been processed, and payment for Disney+ Hotstar is not required. Your bill adjustment will be reflected in your next bill.

33. 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 the agreed upon date.

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

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

35. 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.

36. If I cancel my Astro subscription with Disney+ Hotstar entitlement; will I no longer be able to access Disney+ Hotstar?

Unfortunately, you will no longer be able to access Disney+ Hotstar via Astro if you cancel your Astro subscription with Disney+ Hotstar entitlement.

37. How do I cancel my Disney+ Hotstar 3-months add-on pass with Astro?

Please call our Customer Contact Centre or WhatsApp "[DH Help](#)" at 03 9543 3838 to cancel your Disney+ Hotstar 3-months add-on pass with Astro.

38. I have a 3-months pass add-on for Disney+ Hotstar but want to cancel this pass early; can I get a rebate/refund?

Rebates/refunds are not provided. Early termination of the 3-months pass add on is subject to an early termination fee prorated to RM54.90 for the remaining months.

39. 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 new Packs for even better value and savings. Please visit astro.com.my to find out more.

40. I am an Astro TV Pack customer and have access to Disney+ Hotstar; can I sign up for multiple access to Disney+ Hotstar?

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

41. I have subscribed to Disney+ Hotstar as an add-on option (3-months pass); will I be able to sign up for a TV Pack with Disney+ Hotstar entitlement?

Yes, you can. If you are an existing Astro customer with the Disney+ Hotstar add-on option, your Disney+ Hotstar add-on option will be converted without any early termination charge upon your successful re-contract to eligible bundle packages.

Disney+ Hotstar Product

42. How do I cast Disney+ Hotstar on my TV?

Disney+ Hotstar is available on Chromecast (Gen 2 onwards, firmware 1.43 & above) and with the latest version of the Disney+ Hotstar app on iPhone, iPad and Android mobile.

Follow these instructions to cast your film/series:

- Make sure your mobile device and your Chromecast are on the same WiFi network
- Log into your Disney+ Hotstar app
- Select a film/series that you want to cast
- Press 'Play'
- Once the film/series has started, tap on the casting icon
- Select the screen you wish to cast to
- The film/series should then be cast onto your screen

43. I have questions about Disney+ Hotstar content, product features and app functions; who can I contact?

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