

## FAQs: One-time bill adjustment for Disney+ Hotstar access

**1. Why is Astro offering customers this one-time bill adjustment?**

To make up to some of our Movies Pack customers who have experienced delays in activating their Disney+ Hotstar access, please enjoy Disney+ Hotstar in June on us. Please note terms & conditions apply.

**2. Who will receive this one-time bill adjustment?**

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 much is this one-time bill adjustment?**

This one-time bill adjustment will depend on your subscription and will be only for one month in June. This one-time adjustment will be reflected in your next bill.

**4. What period is this one-time bill adjustment for?**

This one-time bill adjustment is applicable for the first month access in June to Disney+ Hotstar starting from the date of your entitlement and will be reflected in your next bill.

**5. Can I defer my one-time bill adjustment to another month?**

No, this one-time bill adjustment is only applicable for the first month access in June to Disney+ Hotstar starting from the date of your entitlement and will be reflected in your next bill.

**6. If I purchase packs with a Disney+ Hotstar entitlement after 5 June, can I still get my one-time bill adjustment?**

No. The one-time bill adjustment in June only applies to all active Movies Pack customers as well as Starter Plus Pack, Value Plus Pack, Disney+ Hotstar (3 Months Pack) subscription up until 11.59pm, 5 June 2021.

**7. How can customers activate this one-time bill adjustment?**

Eligible customers do not need to do anything as the one-time bill adjustment in June will be automatically provided as long as you remain an active customer for the first month from the start of your entitlement to Disney+ Hotstar.