

## **Astro & Broadband Product Offer Terms and Conditions (“Campaign Terms and Conditions”)**

1. The Astro & Broadband with [Maxis Services](#) or [City Broadband Services](#) (“**Astro & Broadband Bundle Package**”) is subject to the **Customer General Terms and Conditions for Astro Services**, contained in the Application Form (Customer General Terms and Conditions”) respectively. Unless otherwise specified, capitalised terms used in this Product Offer Terms and Conditions shall have the same meaning ascribed to it in the Customer General Terms and Conditions. This Product Offer Terms and Conditions shall be read in conjunction with the Customer General Terms and Conditions.
2. This Product Offer is valid from **15<sup>th</sup> March** until **31<sup>st</sup> August 2021** (“Product Offer Period”). The Astro & Broadband Bundle Package offered pursuant to this Product Offer is subject to coverage availability.
3. **New and Existing Astro customers** whom activate their Astro & Broadband Bundle Package during the Product Offer Period will be entitled to a TV pack upgrade when they subscribe to Astro & Broadband Bundle Package.
4. TV pack upgrade is applicable to all Astro & Broadband Bundle Package except for:
  - a) Maxis 30Mbps + Family Pack @ RM99 (Existing Astro customers)
  - b) Maxis 30Mbps + Family Pack @ RM105 (New customers)
  - c) City Broadband 50Mbps + Family Pack @ RM99 (Existing Astro customers)
  - d) City Broadband 50Mbps + Family Pack @ RM105 (New customers)
5. **New customers** whom activate their Services Package during the Product Offer Period are eligible to a free Ulti box when they subscribe to any Astro & Broadband Bundle Packages.
6. **Existing customers** whom activate their Astro & Broadband Bundle Package during the Product Offer Period are eligible to a free Ulti box when they subscribe to Astro & Broadband Starter Pack and above only
7. **Existing customers** who are on Family Pack across all speeds are eligible for Ulti box upgrade with a payment of an additional RM6/per month
8. **New and Existing Astro customers** are eligible for Ultra Box upgrade with additional payment of RM10/per month when they subscribe to Astro & Broadband Starter Pack and above only.
9. **New and Existing Astro customers** are eligible for free Ultra Box upgrade when they subscribe to these Astro & Broadband Bundle Packages:
  - a) Broadband speed: 100Mbps & above only
  - b) TV package: Value pack (free upgrade to SPL) & above only
10. All Family Pack packages (30Mbps – 800Mbps) are not eligible for Ultra Box upgrade.
11. **New and Existing** Astro customers who subscribe to Super Pack Plus are entitled for monthly rebate of RM32 without TV pack upgrade.
12. No installation fee for both Ulti and Ultra Box.
13. Ulti Box is not eligible for New and Existing Astro IPTV customers.
14. Existing Astro customer (for upgrades) and New Customers signing up to this Product Offer will be required to maintain their subscription to the Astro Service via this Product Offer for a minimum 24 continuous months from the date of their upgrade /account activation.
15. Customers who register for Astro & Broadband with Maxis Services service online at <https://product.astro.com.my/broadband> during the Product Offer period, will receive a one off 1-month waiver for Broadband fee of the Services Package which the customers had opted for during their sign-up. The aforesaid waiver will be credited into their active Astro account on the Customers’ second bill.

16. Customers who has registered for auto-debit via a credit or debit card are eligible for auto-debit rebates of RM5 x 24 months. The aforesaid rebate will be credited into their active Astro account on a monthly basis.
17. All outstanding Astro bills must be settled prior to accepting this offer.
18. All prices described herein exclude Government Tax.
19. Early service cancellation/termination before the expiry of the contract (24 months) will be subjected to an early termination fee respectively.
20. Relocation or transfer of subscription to new address is subjected to new 24 months recontract and standard relocation fee applies respectively.
21. Promotion rebate will expire upon fulfillment of the 24 months as set out in Item 14 above. Prices (subscription fee) will be switched to Recommended Retail Price (RRP) of current pack subscribed.