Customer FAQ: UEFA EURO 2020™ on ACM

GENERAL OVERVIEW

As the official broadcaster, Astro offers the most comprehensive coverage and premium viewing experience for UEFA EURO 2020™. Watch on the Ultra Box with all 51 live matches in 4K on 2 dedicated UHD and HD channels, and stream on Astro GO.

1. **How can I watch the UEFA EURO 2020™ on Astro?**

   All active Sports Pack subscribers get to enjoy complimentary access to the UEFA EURO 2020™. Complimentary UEFA EURO 2020™ access is available for:
   - Existing Sports Pack subscribers as at 31 March 2021
   - Astro customers who upgrade to Sports Pack (bundled or a-la-carte) from 1 April 2021*
   - New customers who subscribe to Sports Pack (bundled or a-la-carte) from 1 April 2021*

   Will be subjected to a 12-month contract on Sports Pack and contract will be activated within 4 working days. Terms & Conditions Apply

2. **When can I begin watching UEFA EURO 2020™ content?**

   Customers who have access to UEFA EURO 2020™ can watch on two dedicated HD channels (CH810 and CH809), which will show all UEFA EURO 2020™ qualifying matches, highlights, friendly matches and magazine shows from 1 June 2021, before the tournament kicks off on 12 June 2021.

3. **What can I watch on the UHD channels on Ultra Box prior to the kick-off of UEFA EURO 2020™?**
   The UHD channels (CH781 and CH782) will open beginning with the first match on 12 June, 3am (Malaysian Time), and will show live matches in 4K UHD, and repeat matches only.

4. **How can Astro customers to subscribe to Sports Pack?**
   - **Channel 200**: Customers may select the Sports package or ala carte under "Sports" category
   - **www.astro.com.my/shop:** Purchases will be automatically charged to the customer's next billing cycle
   - **WhatsApp Us at +603 9543 3838:** Select 'Type 5 for Pack Purchase' and key in **EURO** to proceed
   - Non-Astro customers can sign-up at www.astro.com.my/shop

5. **How can I enter the contest to win a 4K TV?**
   Sports Pack customers are eligible to win. Learn more at https://promotions.astro.com.my/