

TERMS & CONDITIONS
ASTRO 2025 “Tawaran Eksklusif untuk Penjawat Awam”

1. These terms and conditions for the Astro 2025 “Tawaran Eksklusif untuk Penjawat Awam” (**“Campaign Terms and Conditions”**) shall be read together with the [General Terms and Conditions for Astro Services](#). Unless otherwise specified, capitalised terms used in these Campaign Terms and Conditions shall have the same meaning ascribed to them in the [General Terms and Conditions for Astro Services](#).
2. The Astro 2025 “Tawaran Eksklusif untuk Penjawat Awam” will be held from 13 May 2025 until 12 August 2025, both dates inclusive (**“Campaign Period”**). Astro has the sole and absolute discretion to extend and/or vary the Campaign Period without prior notice to Customers. During this Campaign Period, Astro will be offering to Customers the following offers (**“Offers”**), subject to the eligibility requirements set out in paragraph 3 below:

Offers	Programming Package	Subscription Fees Retail Price	Campaign Entitlements		
			Campaign Subscription Fee	24 Months Complimentary Viewing	Installation Fee
Offer 1	Astro One Entertainment	RM49.99 per month	RM39.99 per month	Channels from ‘Kids Add-On’	RM99 for Standard
Offer 2	Astro One Sports	RM99.99 per month	RM69.99 per month		Free for Plug n Play

All prices set out above are exclusive of Government Tax.

3. **Eligibility:** In order to be eligible for the Offers, the Customer must:
 - a. be a currently serving or retired civil servant of public services of the Federal Government or a State Government in Malaysia; and
 - b. subscribe to either one of the Programming Packages as set out in paragraph 2 above during the Campaign Period.
4. The Customer who subscribes to a new Astro subscription account for any of the Programming Packages set out above in paragraph 2 shall maintain and keep the Astro subscription account active for a minimum continuous period of twenty-four (24) months starting from the activation date of such account (**“Minimum Subscription Period”**). The Campaign Subscription Fee and 24 Months Complimentary Viewing will be shown in the Customer’s first-month bill until the end of the Minimum Subscription Period. The applicable Installation Fee will be shown in the Customer’s first-month bill only.

5. Access to the 24 Months Complimentary Viewing will be activated within three (3) business days from the successful activation of the Customer's Astro subscription account with the selected Programming Package.
6. During the Minimum Subscription Period, should the Customer wish to change their selected Programming Package to another Programming Package, including subscribing to Astro's broadband service as an add-on:
 - a. the Customer will be charged the applicable administrative fee as determined by Astro (if any) for such a change; and
 - b. the Customer will no longer be entitled to the Campaign Subscription Fees and the 24 Months Complimentary Viewing after they have changed their Programming Package.
7. In the event the Customer's Astro subscription account is suspended or terminated for whatever reason prior to the expiry of the Minimum Subscription Period:
 - a. the Customer shall pay the applicable early cancellation fee as follows:
 - i. for Ulti Box: RM600 to be prorated based on the percentage of remaining months of the Minimum Subscription Period; or
 - ii. for Ultra Box: RM1,000 to be prorated based on the percentage of remaining months of the Minimum Subscription Period.

For example, if a Customer terminates their Astro subscription account for the Ultra Box and has 12 months remaining of their Minimum Subscription Period, the Customer will have to pay a cancellation fee of RM500 (50% of RM1,000); and
 - b. upon reconnection or reactivation of the Customer's Astro subscription account, the Customer will not be entitled to any of the Offers.
8. At the end of the Minimum Subscription Period, where the Customer continues their existing Astro subscription on the same Programming Package as their previously selected Offer, the Customer will not be entitled to the Campaign Entitlements (including the Campaign Subscription Fee) and will pay the Subscription Fees Retail Price for the relevant Programming Package. For example, if a Customer wishes to continue subscribing to 'Astro One Entertainment' and 'Kids Add-On' after completing the Minimum Subscription Period for Offer 1, they will pay the Subscription Fees Retail Price of RM49.99 per month for 'Astro One Entertainment' and RM9.99 per month for 'Kids Add-On' from the 25th month onwards until the termination of their account.

9. The Offers under this Astro 2025 “Tawaran Eksklusif untuk Penjawat Awam”:
 - a. are separate and independent of and will not be valid with any other on-going Astro promotions, offers or campaigns; and
 - b. are not applicable to Customers who subscribe to a Programming Package bundled with any broadband service or Customers who upgrade their NJOI subscription to a Programming Package.
10. Astro reserves the right to change, revise or amend these Campaign Terms and Conditions without any prior notice to Customers and Customers will be notified of such changes from time to time, if any.