

TERMS & CONDITIONS
ASTRO RAMADAN AND RAYA CAMPAIGN
("Ramadan & Raya Campaign")

1. These terms and conditions for Ramadan & Raya Campaign shall be read together with the [General Terms and Conditions for Astro Services](#). Unless otherwise specified, capitalized terms used in these terms and conditions for Ramadan & Raya Campaign shall have the same meaning ascribed to it in the [General Terms and Conditions for Astro Services](#).
2. Under this Ramadan & Raya Campaign which will be held from 24 March 2023 until 31 May 2023 ("**Campaign Period**"), Astro will be offering its Customers, the following:

OFFERS FOR NEW ASTRO ACCOUNT SUBSCRIPTION


OFFER	DESCRIPTION	OFFER PERIOD
Offer 1	Free One (1) Month Discount Offer (Online Exclusive)	24 March 2023 – 31 May 2023
Offer 2	Twenty-four (24) Months Complimentary Viewing Add-On Offer	<u>On-Ground:</u> 9 March 2023 – 31 May 2023
Offer 3	Installation Fee Discount Offer	<u>Online:</u> 24 March 2023 – 31 May 2023
Offer 4	Viu Premium Free Access Offer	9 March 2023 – 8 June 2023

3. The Customer who subscribes to new Astro account pursuant to this Ramadan & Raya Campaign shall maintain and keep the Astro subscription account active for a minimum period of twenty-four (24) months from the activation date of the Astro subscription account ("**Minimum Subscription Period**"). Early termination of the Astro subscription account prior to the expiry of the Minimum Subscription Period shall be subjected to an early cancellation fee of:
 - a. for Ulti Box – RM600 to be prorated over the Minimum Subscription Period x the remaining months of the Minimum Subscription Period; or
 - b. for Ultra Box – RM1,000 to be prorated over the Minimum Subscription Period x the remaining months of the Minimum Subscription Period.

The cancellation fee above is applicable to both the Plug & Play and installer-assisted set up method.

4. The Offers under this Ramadan & Raya Campaign:
 - 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 for Customers who subscribe to the Astro service bundled with any broadband service or Customers who upgrade the subscription from NJOI to Astro.

5. Astro reserves the right to change, revise or amend these terms and conditions for Ramadan & Raya Campaign without any prior notice to Customers and Customers will be notified of the change from time to time, if any.
6. Depending on the TV pack and mode of subscription selected by Customers, Customers may be entitled to all four (4) Offers set out in the table at paragraph 2 above. Further details of Customers' entitlement to the Offers are set out below:

ASTRO TV PACK	FREE ONE (1) MONTH DISCOUNT OFFER	ON-GROUND AND ONLINE SUBSCRIPTIONS (ONLINE WHATSAPP, SHOPEE, LAZADA)	ONLINE SUBSCRIPTIONS (ASTRO WEBSITE)	BOTH ON-GROUND AND ONLINE SUBSCRIPTIONS	
		24 MONTHS COMPLIMENTARY VIEWING ADD-ON OFFER		INSTALLATION FEE DISCOUNT OFFER	 viu PREMIUM FREE ACCESS OFFER
Primary	On-ground and online subscriptions: ✕	✕	✕	✓	Free access to VIU Premium until 8 June 2023 (via Viu website, Viu App on Ulti/Ultra Box and Mobile)
Entertainment	On-ground subscription: ✕ Online subscription: ✓	One (1) of the following add-ons: <i>Kids</i> <i>Korean News & Documentaries</i> <i>Variety</i>	News & Documentaries	✓	
Sports			Kids	✓	
Movies			Kids	✓	
Entertainment Plus			News & Documentaries	✓	
Sports Plus			Kids	✓	
Movies Plus			Kids	✓	
Premium 1			Kids	✓	
Premium 2			News & Documentaries	✓	
Premium 3			News & Documentaries	✓	
Platinum		Sports Extra	Sports Extra	✓	

A. OFFER 1 – FREE ONE (1) MONTH DISCOUNT OFFER (ONLINE EXCLUSIVE)

- i. This Offer 1 is exclusively available for online subscriptions made via either Astro website at www.astro.com.my, WhatsApp at [03-9543 3838] or Astro Official Stores in Shopee or Lazada and does not extend to any on-ground subscription.
- ii. For every new Astro account subscribed by Customer during the Campaign Period and depending on the TV pack and mode of subscription selected by Customer (as set out in the second column of the table at paragraph 6 above), the Customer is entitled to enjoy a free one (1) month discount on the subscription fee for the Customer's selected TV pack.
- iii. The one (1) month discount is made available on the second month of the Customer's Astro account subscription. As such, the Customer will be charged the standard retail price on the first month of the Customer's subscription and the subsequent months from the third month of the Customer's subscription.

- iv. Details of standard retail prices for Astro TV packs are set out below:

ASTRO TV PACK	STANDARD RETAIL PRICE	FREE ONE (1) MONTH DISCOUNT OFFER
Primary	RM59.99	Not available
Entertainment	RM89.99	Available on the second month only
Movies	RM94.99	
Sports	RM99.99	
Entertainment Plus	RM129.99	
Sports Plus		
Movies Plus		
Premium 1		
Premium 2	RM149.99	
Premium 3	RM154.99	
Platinum	RM 194.99	

- v. All prices set out above are exclusive of Government Tax.
- vi. The discounted rate will be reflected on the Customer's second month of bill (depending on the mode and package of subscription) provided that the Customer shall:
- maintain an active Astro subscription account from the date the Customer's selected Astro TV pack is activated by Astro. If for whatever reason the Customer's Astro subscription account is suspended or terminated prior to the date of fulfillment for free one (1) month discount offer, the Customer will not be entitled to continue to enjoy the discounted rate upon reactivation of the Astro subscription account; and
 - not change the Astro TV pack that the Customer subscribed to prior to the date of fulfillment for free one (1) month discount offer.

B. OFFER 2 – TWENTY-FOUR (24) MONTHS COMPLIMENTARY VIEWING ADD-ON OFFER

- For every new Astro account subscribed by Customer during the Campaign Period and depending on the mode and package of subscription, the Customer is entitled to enjoy a complimentary viewing of channels from one of the following add-ons; i.e. Kids, Korean, News & Documentaries, Variety or Sports Extra (as set out in the third column of the table at paragraph 6 above).
- The access to the complimentary add-ons will be activated within three (3) working days from successful activation of Astro subscription account.
- The Customer must maintain an active Astro subscription account for a period of twenty-four (24) months from the date the Customer's selected Astro TV pack is activated by Astro. If for whatever reason the Customer's Astro subscription account is suspended or terminated within the said twenty-four (24) months period, the Customer will not be entitled to continue to enjoy access to the complimentary add-ons upon reactivation of the Astro subscription account.
- The access to the complimentary add-ons will be active for only twenty-four (24) months from the date the Customer's selected Astro TV pack is activated by Astro and will not be renewed on the 25th month of active account subscription.

C. OFFER 3 - INSTALLATION FEE DISCOUNT OFFER

- i. For every new Astro account subscribed by Customers during the Campaign Period, Astro is offering a discounted fee for the installation of Astro set top box to Customers who sign up to any Astro TV pack.
- ii. Details of the discounted fee for installation of Astro set top box are set out below:

Subscription Platform	Astro Set Top Box	Standard Installation Fee	Discounted Installation Fee
On-ground	Ultra/Ulti (Standard)	RM99	RM65 (rebate of RM34)
	Ultra/Ulti (Plug & Play)	RM39	RM15 (rebate of RM24)
	Upgrade to Ultra (Standard)	RM199	RM165 (rebate of RM34)
	Upgrade to Ultra (Plug & Play)	RM59	RM35 (rebate of RM24)
Online (Astro website, WhatsApp, Astro Official Store in Shopee and Lazada)	Ultra/Ulti (Standard)	RM99	RM99 (no rebate)
	Ultra/Ulti (Plug & Play)	RM39	Free (rebate of RM39)
	Upgrade to Ultra (Standard)	RM199	RM199 (no rebate)
	Upgrade to Ultra (Plug & Play)	RM59	RM20 (rebate of RM39)

D. OFFER 4 - VIU PREMIUM FREE ACCESS OFFER

- i. For every new Astro account subscribed by Customer during the Campaign Period, Customer is entitled to enjoy a FREE access to Viu Premium which MUST be activated via the Viu App on Ulti/Ultra Box. Once it is activated, Customer may enjoy the free access to Viu Premium either via the Viu App on Ulti/Ultra Box, Viu website at www.viu.com or Viu Mobile App. A notification will be provided in the event if there is any change and that the free access to Viu Premium is also made accessible via other platforms.
- ii. The free access to Viu Premium is only available until 8 June 2023.
- iii. Viu App is only accessible within Malaysia.
- iv. The free access to Viu Premium will automatically expire after 8 June 2023. Customer may continue to access to Viu Premium by adding the subscription to Viu Premium to the Customer's Astro subscription account at an exclusive price. Further details on subscription to Viu Premium is available at <https://product.astro.com.my/apps/VIU>.