

TERMS & CONDITIONS
ASTRO 2023 YEAR END CAMPAIGN
("2023 Year End Campaign")

1. These terms and conditions for 2023 Year End 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 2023 Year End Campaign shall have the same meaning ascribed to it in the [General Terms and Conditions for Astro Services](#).
2. Under this 2023 Year End Campaign which will be held from 1 October 2023 until 31 January 2024 ("**Campaign Period**"), Astro will be offering its Customers, the following:

OFFERS FOR NEW ASTRO ACCOUNT SUBSCRIPTION

OFFER	DESCRIPTION	OFFER PERIOD
Offer 1	Twenty-Four (24) Months of 30% Discount Offer	1 October 2023 – 31 January 2024
Offer 2	Free One (1) Month Discount Offer (Online Exclusive)	
Offer 3	Twelve (12) Months Complimentary Viewing Add-On Offer	
Offer 4	Installation Fee Discount Offer	

3. The Customer who subscribes to new Astro account pursuant to this 2023 Year End 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 2023 Year End Campaign 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 2023 Year End 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:

On-ground subscription:

ASTRO TV PACK	24 MONTHS OF 30% DISCOUNT OFFER	12 MONTHS COMPLIMENTARY VIEWING ADD-ON OFFER	INSTALLATION FEE DISCOUNT OFFER
Primary	✓	✗	✓
Entertainment			
Movies			
Sports	✗	Up to two (2) of the following add-ons: <i>Kids</i> <i>Korean</i> <i>News & Documentaries</i> <i>Variety</i>	✓
Entertainment Plus			✓
Sports Plus			✓
Movies Plus			✓
Premium 1			✓
Premium 2			✓
Premium 3			✓
Premium 4			✓
Premium 5			✓
Platinum Lite		✗	✓
Platinum		✗	✓

Online subscription:

ASTRO TV PACK	24 MONTHS OF 30% DISCOUNT OFFER	FREE ONE (1) MONTH DISCOUNT OFFER	12 MONTHS COMPLIMENTARY VIEWING ADD-ON OFFER	INSTALLATION FEE DISCOUNT OFFER
Primary	✓	✗	✗	✓
Entertainment				
Movies				
Sports	✗	✓	Kids & Korean	✓
Entertainment Plus			News & Documentaries	✓
Sports Plus			Kids & Variety	✓
Movies Plus			Kids & Variety	✓
Premium 1			Kids & Korean	✓
Premium 2			News & Documentaries	✓
Premium 3			News & Documentaries	✓
Premium 4			News & Documentaries	✓
Premium 5			News & Documentaries	✓
Platinum Lite			✗	✓
Platinum			✗	✓

A. OFFER 1 – TWENTY-FOUR (24) MONTHS OF 30% DISCOUNT OFFER

- i. For every new Astro account subscribed by Customer during the Campaign Period and depending on the Astro TV pack (as set out in table at paragraph 6 above), the Customer is eligible to enjoy a 30% discount on the subscription fee for the Customer's selected Astro TV pack for a period of twenty-four (24) months **PROVIDED THAT** the Customer enrolled for an auto-debit method of payment upon signing up for Astro TV pack.
- ii. For clarity, auto-debit payment is a method that automatically pays Customer's Astro bill on the payment due date each month from a nominated credit, debit, or charge card issued by Malaysian financial institutions.

- iii. Customers will not be charged any extra charges for the enrollment to the auto-debit payment method. However, a temporary pre-authorization amount of Ringgit Malaysia One (RM1.00) ("**Temporary Pre-authorization**") will be charged, depending on the marketing communication channel. Astro shall verify the details of credit/debit card submitted during the registration for auto-debit payment (which includes verification by the card issuer) and the Temporary Pre-authorization will subsequently be returned to the registered credit/debit card within one (1) to five (5) business days upon completion of the registration and verification process.
- iv. Details of standard retail prices for Astro TV packs are set out below:

ASTRO TV PACK	STANDARD RETAIL PRICE	TWENTY-FOUR (24) MONTHS OF 30% DISCOUNT OFFER
Primary	RM59.99	RM41.99
Entertainment	RM89.99	RM62.99
Movies	RM94.99	RM66.49
Sports	RM99.99	Not Applicable
Entertainment Plus	RM129.99	
Sports Plus		
Movies Plus		
Premium 1		
Premium 2	RM149.99	
Premium 3	RM154.99	
Premium 4	RM124.99	
Premium 5	RM124.99	
Platinum Lite	RM164.99	
Platinum	RM 194.99	

- v. All prices set out above are exclusive of Government Tax.
- vi. The discounted rate will be reflected from the Customer's first-month bill until the 24th month bill provided that the Customer shall:
 - a. 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 fulfilment for twenty-four (24) months of 30% discount offer, the Customer will not be entitled to continue to enjoy the discounted rate upon reconnection or reactivation of the Customer's Astro subscription account;
 - b. maintain auto-debit as the payment method for throughout the twenty-four (24) months fulfilment period for this Offer 1. If for whatever reason during the twenty-four (24) months fulfilment period, the Customer opts out of auto-debit payment or the Customer's auto-debit transaction is declined, the 30% discount entitlement for that particular month and the remaining months shall be forfeited. Any re-registration of auto-debit payment thereafter shall not entitle the Customer to continue enjoying the 30% discount offer; and

- c. not change the selective Astro TV Pack that the Customer subscribed to for twenty-four (24) continuous months from the date the selected Astro TV Pack is activated by Astro.

B. OFFER 2 – FREE ONE (1) MONTH DISCOUNT OFFER (ONLINE EXCLUSIVE)

- i. This Offer 2 is exclusively available for online subscriptions made via either Astro website at www.astro.com.my, WhatsApp or Chatbot through Astro website or Astro official stores in Shopee or Lazada ONLY 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 Astro TV pack and mode of subscription selected by Customer (as set out in 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 Astro TV pack.
- iii. The one (1) month discount is made available on the third month of the Customer's Astro account subscription. As such, the Customer will be charged the standard retail price on the first and second months of the Customer's subscription and the subsequent months from the fourth 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 Applicable
Entertainment	RM89.99	
Movies	RM94.99	
Sports	RM99.99	Available on the third month only
Entertainment Plus	RM129.99	
Sports Plus		
Movies Plus		
Premium 1		
Premium 2	RM149.99	
Premium 3	RM154.99	
Premium 4	RM124.99	
Premium 5	RM124.99	
Platinum Lite	RM164.99	
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 third month of bill (depending on the mode and package of subscription) provided that the Customer shall:
- a. 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 reconnection or reactivation of the Astro subscription account; and

- b. not change the Astro TV pack that the Customer subscribed to prior to the date of fulfillment for free one (1) month discount offer.

C. OFFER 3 – TWELVE (12) MONTHS COMPLIMENTARY VIEWING ADD-ON OFFER

- i. 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 up to two of the following add-ons; i.e. Kids, Korean, News & Documentaries or Variety (as set out in the table at paragraph 6 above).
- ii. The access to the complimentary add-ons will be activated within three (3) working days from successful activation of Astro subscription account.
- iii. The Customer must maintain an active Astro subscription account for a period of twelve (12) 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 twelve (12) months period, the Customer will not be entitled to continue to enjoy access to the complimentary add-ons upon reconnection or reactivation of the Astro subscription account.
- iv. The access to the complimentary add-ons will be active for only twelve (12) months from the date the Customer's selected Astro TV pack is activated by Astro and will not be renewed on the 13th month of active account subscription.

D. OFFER 4 - 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 or Chatbot through Astro website, Astro	Ultra/Ulti (Standard)	RM99	RM99 (no rebate)
	Ultra/Ulti (Plug & Play)	RM39	Free (rebate of RM39)

Official Store in Shopee and Lazada)	Upgrade to Ultra (Standard)	RM199	RM199 (no rebate)
	Upgrade to Ultra (Plug & Play)	RM59	RM20 (rebate of RM39)