

FAQ for Astro & Broadband

1. What is the Astro & Broadband?

Astro & Broadband offers Astro content and Maxis high-speed fibre broadband for customers to enjoy the best entertainment through Astro while staying connected with high-speed internet.

With the current Astro & Broadband plans, customers will enjoy substantial savings and rebates by choosing their desired broadband speed from 30Mbps at RM89 all the way to 800Mbps at RM299 to accompany their current Astro packages.

Note:

- a) All rebate will be reflected in customer's first bill.
- b) All Family Pack packages (any combination 30Mbps – 800Mbps) are not eligible for Ultra Box. Customers interested in Ultra Box must opt for Starter Pack or above.
- c) Customers registered via credit card or debit card bill payment are eligible for auto debit rebates (RM5 X 24 months)
- d) All outstanding bills must be settled prior to accepting this offer.
- e) Subject to 24 months contract for both existing Astro customer upgrades and new customers.
- f) Product and campaign are subject to coverage availability.
- g) All prices exclude Government Tax, and are subject to 6% Service Tax if applicable.
- h) Customers that sign up with 500 or 800Mbps broadband speed will be entitled for 2 complimentary mesh WiFi devices worth RM600 (RM300 per unit).
- i) Customers that sign up for 30/100/300Mbps broadband speed are not entitled for the complimentary mesh WiFi devices. However, they can purchase the mesh WiFi separately at any Maxis retail stores at RM300 per unit.
- j) Price shown is exclusive of Govt. Tax

2. How do I subscribe to the Astro & Broadband offer?

You may call our Sales support at 03 7491 9879 to sign up, or you can sign up online at <https://product.astro.com.my/broadband>

3. I am an existing Astro customer, what offer / rebate am I entitled to if I sign up for Astro & Broadband?

Existing customer will be able to enjoy a total RM840 for broadband bundle over the period of 24 months from Astro due to the savings from rebate (RM720) & Auto Debit (RM120).

4. I am a new Astro customer, what offer / rebate am I entitled to if I sign up for the Astro & Broadband?

New customer will be able to enjoy a total RM600 for broadband bundle over the period of 24 months from Astro due to the savings from rebate (RM480) & Auto Debit (RM120).

5. Can I upgrade my current Astro package while signing up for the Astro & Broadband?

Yes, customers can upgrade their Astro package while signing up for the 30/100/300/500/800Mbps Astro & Broadband speed. However, please note that you will be re-contracted for 24 months-

6. I'm an existing Astro customer that's enjoying certain monthly rebates from the recent promotion. Will I still be entitled to my existing Astro rebate once I take up this Astro & Broadband offer?

The new Astro & Broadband offer will supersede your existing Astro rebate from the date of activation of your new Astro & Broadband offer.

7. I'm an existing Astro customer that is still under contract. Can I still take up this Astro & Broadband offer?

Yes, even if you are currently under an existing contract with Astro, you can still upgrade your current package to include broadband as part of your existing subscription plan and you will be entitled for the rebate promotion. However, you will be re-contracted for 24 months.

8. I am a current Astro and Maxis Home Fibre customer who wants to take up Astro & Broadband offer. Why am I being re-contracted for 24 months?

By taking up Astro & Broadband services (VP and above), you will be entitled for bundle discounts of 24 months (depending on the pack subscriptions). These bundle rebates come with 24 months contract, hence you will be re-contracted.

For those who are on Family Pack, you will be entitled for free HD PVR services for as long as your account remains active (under IPTV), hence you will be re-contracted for 24 months.

9. What is the eligibility for the RM5 monthly rebate for Auto Debit?

Only customers who are registered via credit card or debit card bill payment during sign up are eligible for the Auto Debit rebate. The monthly rebate will be valid for up to 24 months if the account remains active with no outstanding balance.

Once there is a failed CC transaction, the automatic auto debit rebate will be void. Customers would need to re-register a new credit card to re-activate the auto-debit offer.

10. What is the validity of the monthly rebate and Auto Debit rebate?

The monthly rebate is valid for the first 24 months.

11. When will the rebate be reflected in my bill?

The rebate will be reflected in the first month's bill onwards. Auto-debit rebate posting is done manually and if any rebate of the month is missed out, the rebate will be posted to your bill on the subsequent month.

12. Can I register for Auto Debit after my account is activated? (E.g. registering for Auto Debit after 3 months of sign up for the Astro & Broadband offer)

Yes, you can sign up Auto Debit after your account is activated on our website (<https://www.astro.com.my/autodebit/howtosignup.aspx>) or call our Customer Service at 03-9543 1543. After Auto Debit is activated, you will be entitled for the RM5 auto debit monthly rebate for the next 24 months. The rebate will be reflected in your next bill.

13. Can I get the RM5 rebate if I do not opt for Auto Debit for my bill payment?

Unfortunately, no. Only customers who opt for the Auto Debit payment method are eligible for the RM5 rebate.

14. Will I still be entitled for the monthly rebate if my account is suspended during the 24 months period?

The monthly rebate will only be credited into an active account only. In the event the account is suspended, the account is no longer considered active and the monthly rebate will not be applicable.

15. How can I check my Astro & Broadband bill?

You may check your bills by using:

- a) Channel 200
- b) SMS (Type ASTRO<space>BAL<space>AC<space>10-Digit Astro Account No and send to 66688. E.g.: ASTRO BAL AC 081XXXXXX)
- c) Astro Online Self Service (<https://www.astro.com.my/selfservice>)
- d) Message "Hi" to our WhatsApp number at 03-9543 3838 and follow the steps provided.

16. What will be included in my bill?

Your bill statement will include details of your monthly subscription charges; i.e. charges for your chosen Astro packages and Broadband service. It will also show the time period of which your first bill will cover, as well as indicate how much the total charges are and when the payment due date is.

17. I took up SP + 30Mbps during sign up and am currently enjoying the RM20 monthly rebate but have decided to downgrade my pack to VP + 30Mbps after a few months. Will I be charged a penalty fee for downgrading my pack?

There will be a switching fee of RM10.60 (inclusive of Govt. Tax) for lateral or downgrade of pack. The new monthly rebate will follow your new pack subscription and be reflected in your next bill (for the remaining months from the initial contract).

If you choose to upgrade your pack (for example from FP to VP, or from VP to SP), no switching fee will be applicable, and the new monthly rebate will maintain. The new rebate will be reflected in your next bill (for the remaining months from the initial contract).

18. Can I change my package after I signed up via online?

Yes. Astro will be in touch with you within 2 business days upon your submission via online for validation purpose. You can change / upgrade your package during that call.

19. What is the warranty period for the mesh WiFi?

The warranty period will be 24 months.

20. Where can I purchase additional units for the mesh WiFi?

You may walk into any Maxis Retail Stores to purchase the mesh WiFi devices, which priced at RM300 per unit.

21. I am subscribing to 500/800Mbps broadband speed under Astro & Broadband and received 2 complimentary mesh WiFi devices. Who should I contact if there's any issues with the devices?

You may contact our Customer Service at 03- 9543 1543 for further assistance.

22. I am subscribing to the lower speed's broadband (30/100/300Mbps) under Astro & Broadband and purchased the mesh WiFi on my own at Maxis Retail Store. Who should I contact if there's any issues with the mesh WiFi?

You may call in to 603-7804 8450 AZ-Technology Sdn Bhd for technical support. However, please note that you will need to provide proof of purchase (POP) for verification purpose.

23. How can I get the free mesh WiFi devices?

You just need to subscribe to Astro & Broadband with the broadband speed or 500 or 800Mbps and you will be entitled for 2 free mesh WiFi devices.

24. Can I buy just 1 unit of mesh WiFi?

No. The minimum requirement for the mesh WiFi must come in pair (2 units).

25. Tell me more about the installation for the Astro & Broadband offer.

Installation of Astro & Broadband will depend on the type of housing and your location. Currently Astro offers two types of installation:

- Direct To Home (DTH) + Broadband: Astro will transmit its TV content via Direct to Home (DTH) satellite feed while the broadband component serves as a standalone feature that provides internet service in your premise. There is no dependency between your Astro (TV content) and the broadband service. This solution is mainly for SDU (landed property) and East Malaysia.
- Internet Protocol (IP) – This solution transmits the TV content through high speed fibre optic cables, hence it is highly dependent on the broadband connectivity. This solution is mainly for MDUs (high rise building) and Peninsular Malaysia.

26. What happen if I move to a new location during the contract period? (Relocation)

You will need to bring along all devices to your new place as no new devices will be issued. Standard relocation fee applies.

27. Is there a cancellation fee if I terminate my service?

Should you choose to discontinue the Astro & Broadband services before the expiry of the contract (24 months), you will be subjected to an early termination fee of RM106 (inclusive of Govt. Tax) per month for the remaining months within the contract period.

For existing Astro & Broadband customers, shall you discontinue the Broadband services only and maintain Astro services before the expiry of the contract (24 months), you will be subjected to an early termination fee of RM53 (inclusive of Govt. Tax) per month for the remaining months within the contract period. Upon discontinuing of broadband services, customer will be re-contracted again with Astro for a period up to 24 months depending on the box type and package selected.

There is no cancellation fee if you have exceeded the 24 months contract period for Astro & Broadband services.

28. Do I need to return all the devices after cancellation?

Yes, we will schedule for the equipment collection after you have discontinued Astro & Broadband services. If equipment is damaged or lost, penalty fee of RM 530 (inclusive of Govt. Tax) will be charged.

29. If I terminate the Astro & Broadband contract within 24 months, will I need to pay additional penalty fees for the mesh WiFi devices on top of the existing penalty fee of RM106/month for the remaining months?

Yes, you will need to pay additional RM12.50 per remaining contract months per unit on top of the standard RM106/month for the remaining months' penalty fee, should you terminate the contract within 24 months.

30. Do I need to return my complimentary mesh WiFi devices if I downgraded my broadband speed from 500/800Mbps to a lower speed (30/100/300Mbps) during my contract period within the 24 months?

No, you do not have to return the mesh WiFi devices, however you will need to pay RM12.50 per remaining contract months per unit as the penalty fee, should you terminate the contract within 24 months.

Ultra Box IPTV

31. I'm an existing/new Astro IPTV customer. Can I upgrade to Ultra Box?

Current Astro subscription	Broadband service provider	Connectivity	Eligible for upgrade to Ultra Box	Remarks
IPTV	Maxis	Fibre	Yes	Yes, you may swap your current box to the Ultra Box
IPTV	Maxis	VDSL	No	No. Ultra Box will be introduced at a later stage
IPTV	Maxis (TM)	Fibre	Yes	Yes, you may swap your current box to the Ultra Box
IPTV	Maxis (TM)	VDSL	No	No. Ultra Box will be introduced at a later stage
IPTV	TIME	All	No	No. Ultra Box will be introduced at a later stage

* All eligible upgrades to Ultra Box via IPTV does not requires a satellite dish for the transmission of our content including 4K UHD channels.

**Ultra Box is only offered to new customers and those without contract.

32. I am currently an existing IPTV customer under contract, can I upgrade to Ultra Box?

Unfortunately, existing customers who are currently under a contract are not eligible for the Ultra Box upgrade yet.

33. What are some of the Astro & Broadband offer available?

With the current Astro & Broadband plans, customers will enjoy substantial savings and rebates by choosing their desired broadband speed from 30Mbps at RM89 all the way to 800Mbps at RM299 to accompany their current Astro packages and enjoy the best of content and connectivity, and catch up on their favourite box sets, movies and sports on demand.

34. What is the difference between current IPTV and this Astro & Broadband offering?

Both offerings include Astro content and high-speed internet through fibre broadband, however moving forward, Astro & Broadband will include other potential internet partners to offer high-speed internet with Astro's content through other options as well. Stay tuned for more updates to come!

35. My housing area has Astro IPTV with TIME broadband only. Can I take up the Astro & Broadband offering?

This Astro & Broadband offer is only applicable to new customers that reside under Maxis fibre coverage area.

36. I'm a current Astro IPTV customer, can I choose to take up this Astro & Broadband offer?

This Astro & Broadband offer is applicable for new sign-ups and all existing IPTV customers, who will be re-contracted for 24 months upon accepting this offer.