

FAQ for Astro & Broadband

Astro & Broadband Offerings

1. What is the Astro & Broadband?

Astro & Broadband offers Astro content with Maxis high-speed fibre broadband or Allo City 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 by choosing their desired broadband speed from 30Mbps - 800Mbps to accompany their current Astro packages.

*As part of Astro & Broadband's latest promotion, new successful sign ups from 15th March 2021 till 31st August 2021 will also be upgraded to the next tier of TV bundle pack.

**Terms and Condition apply*

2. I am a New Astro customer, can I subscribe to Astro & Broadband? What box will I get?

Yes, new customers can subscribe to all Astro & Broadband offerings.

New customer will enjoy new Ulti Box with free installation across all bundle packs, and be upgraded* to the next tier of TV bundle pack with 24 months contract.

**Terms and Condition apply*

3. I am an existing Astro customer without any contract, can I subscribe to Astro & Broadband and get Ulti Box?

Yes, existing Astro customer can subscribe to all Astro & Broadband offerings.

Existing customer with Starter Pack and above will enjoy new Ulti Box with free installation with 24 months contract when they sign up.

Existing Astro customer on Family pack can choose to upgrade to the new Ulti box with an additional RM6/month (excluding SST) for 24 months. This charge will be reflected in customers next bill.

4. I am a New/Existing Astro customer, can I upgrade to the Ultra Box when I subscribe to Astro & Broadband?

Customers subscribed to Starter Pack and above can upgrade to Ultra Box with additional fee of RM10/month for 24 months contract.

Customers also get to enjoy FREE Ultra Box when subscribing to any speed from 100Mbps and above (Maxis/Allo) with Value Pack onwards.

5. I am currently subscribed to Family Pack (any combination from 30Mbps – 800Mbps), can I upgrade to Ultra Box?

Family Pack packages (any combination from 30 Mbps – 800Mbps) are not eligible for the Ultra Box. Customers interested in Ultra Box must opt for Starter Pack and above.

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

New and Existing customer will be able to enjoy a TV bundle pack upgrade with Astro & Broadband. Customer who subscribe to Astro & Broadband will be upgraded to the next tier of TV bundle pack and enjoy monthly saving discount between RM18 – RM35 based on selected package.

For E.g.:

Customers sign up for Broadband + Family Pack → will receive Broadband + Starter Pack

Customers sign up for Broadband + Starter Pack → will receive Broadband + Value Pack

7. I'm subscribed to Super Pack Plus, do I still get TV pack upgrade?

Customers who are subscribed to the highest pack, Super Pack Plus will not be upgraded anymore and will be entitled a monthly rebate/savings of RM32 instead.

8. I'm an existing Astro customer with Ultra Box, do I get additional box upgrade with Astro & Broadband?

No, there is no other box upgrade for Ultra Box. However, customers who are on Ultra Box will still get to enjoy TV bundle pack upgrade when subscribing to Astro & Broadband.

Astro & Broadband General Enquiries

1. I am an existing Astro customer; can I take up any of Astro & Broadband offerings?

Yes, however all outstanding bills must be settled prior to accepting this offer.

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

You may contact our Sales support via WhatsApp at 03-9543 3838 to sign up, or you can sign up online at <https://product.astro.com.my/broadband>.

3. Are all the pricings stated in Astro & Broadband website inclusive of tax?

All prices shown are excluding Government Tax and are subject to 6% Service Tax if applicable.

4. I'm an existing Astro customer that is 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 will supersede your existing Astro rebate from the date of activation of your new Astro & Broadband offer.

5. I'm an existing Astro customer with a contract. Can I still take up this Astro & Broadband offer?

Yes, even if you have 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 current promotion. However, you will be re-contracted for 24 months.

6. I am currently a 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, you will be entitled for bundle promotion of 24 months. These promotions come with 24 months contract, hence you will be re-contracted.

7. I took up SP + 30Mbps during sign up and 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 applied.

8. 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.

Astro & Broadband Billing & Payment

1. 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.

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

The monthly rebate is valid for the first 24 months.

3. 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.

4. 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 by calling 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.

5. 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.

6. 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.

7. 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 081XXXXXXX)
- c. Astro Online Self Service
- d. Message "Hi" to our WhatsApp number at 03-9543 3838 and follow the steps provided.

8. What will be included in my Astro bill?

Your bill statement will include details of your monthly subscription charges; e.g. 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.

Astro & Broadband Technical

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

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

2. What is the warranty period for the Astro Broadband mesh WiFi?

The warranty period will be 24 months.

3. I'm subscribing to 30/100/300Mbps broadband speed under Astro & Broadband. Am I entitled for the complimentary mesh WiFi?

Customers that sign up for 30/100/300Mbps broadband speed are not entitled for the complimentary mesh WiFi devices. However, you may walk into any Maxis Retail Stores to purchase the mesh WiFi devices, which priced at RM300 per unit.

4. 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.

5. I am subscribing to a lower speed 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.

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

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

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

The installation of Astro & Broadband is subject to location coverage serviceability and type of building to determine the installation of DTH or IPTV.

8. What is the difference between Astro & Broadband and Internet Protocol TV (IPTV)?

Astro & 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 landed property (SDU) and East Malaysia.

Internet Protocol TV (IPTV)

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 high rise buildings (MDUs) and Peninsular Malaysia.

9. What happen if I move to a new location during the contract period?

You will need to bring along all devices to your new place as no new devices will be issued. Relocation will be subjected to new 24 months recontract and standard relocation fee applies as below:

Broadband Service Provider	Condition		Treatment
Maxis	Relocate with Serviceability Coverage	Tenure > 6 months	Recontract Astro Pack
		Tenure < 6 months	Recontract Astro Pack + RM500 relocation fee
	Relocate without Serviceability Coverage/Port Full	Tenure > 6 months	50% penalty from early termination fee (prorated) + Recontract Astro Pack
		Tenure < 6 months	50% penalty from early termination fee (prorated) + RM500 relocation fee + Recontract Astro pack
Allo	Relocate with Serviceability Coverage	NA	Recontract Astro Pack + RM215 relocation fee
	Relocate without Serviceability Coverage/Port Full	NA	Recontract Astro Pack

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

Maxis

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 RM2,400 prorated.

RM106 (inclusive of Govt. Tax) per month for the remaining months within the contract period.

Allo

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 RM1,500 prorated.

RM66.25 (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.

11. 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.

12. 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.

13. 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.

Astro & Broadband (IPTV)

1. 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.

2. 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!

3. 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.

4. I'm a New/Existing Astro IPTV customer, can I choose to take up this Astro & Broadband offer with Ulti Box?

Unfortunately, Astro & Broadband offerings with Ulti box is not available to IPTV customer at the moment. However, IPTV customer will still get to enjoy Astro & Broadband with Ultra Box.