FAQ: Astro X3 & Samsung Smart TV 11.11 Promotion

FAQs

1. **What is the new offer about?**
   In conjunction with the 11.11 promotion, Astro is offering exclusive bundle deals that combine a Samsung Smart TV with an Astro X3 package. Customers can choose from selected Samsung 55-inch and 65-inch Smart TVs, with flexible payment options including a 0% interest Easy Payment Plan (EPP) and monthly instalments from as low as RM106 per month.

Samsung Smart TV	Astro X3 Pack	Bundle Price (TV + Astro X3)	EPP (24 Months)
Samsung 55" (RRP: RM3,199.00)	Astro X3 Entertainment 12 (RRP: RM518.27/12 months)	RM2,539	RM106/month
Samsung 65" (RRP: RM4,299.00)		RM3,309	RM138/month
Samsung 55" (RRP: RM3,199.00)	Astro X3 Sports 12 (RRP: RM907.07/12 months)	RM2,999	RM125/month
Samsung 65" (RRP: RM4,299.00)		RM3,919	RM163/month

** Offer prices reflect promotional bundle pricing during the campaign period. All prices quoted include SST rates*

2. **What Samsung TV models are available under this offer?**
   Customers can choose from the following Samsung Smart TV models under this offer:
   - 55" Mini LED M70H 4K Samsung Vision AI Smart TV (2026) (UA55M70HAKXXM)
   - 65" Mini LED M80H 4K Samsung Vision AI Smart TV (2026) (UA65M80HAKXXM)

3. **Is there a contract for the Astro X3 package under this offer?**
   Yes. This offer includes a 12-month Astro X3 package commitment, which is bundled together with your Samsung Smart TV purchase.

4. **Who is eligible for this offer?**
   This offer is available to both new and existing Astro customers.
   For existing customers, a new Astro account will be created for the selected Astro X3 package.

5. **Can I add this offer to my existing Astro account?**
   Unfortunately, no. To take up this offer, customers will need to sign up to new Astro X3 package to be eligible for this offer.

6. **When is the campaign period?**
   The Astro x Samsung TV Bundle promotion is available from 11 November to 30 November 2026, while stocks last.

7. **How can I sign up for the offer?**
   You can sign up for the offer through any of the following channels:
   1. Visit any Astro Authorized Experience Partners (AEP)
   2. Visit any Astro Experience Stores (AES)
   3. Sign up online at https://www.astro.com.my/promotions/details/samsung-x3
      If signing up online, simply:
      - **Choose your bundle** – Select the Astro X3 package and Samsung Smart TV bundle that best suits your needs.
      - **Enter your details** – Complete the required information in the sign-up form.
      - **Review and make payment** – Review your order summary and choose either a one-time payment or a 0% interest Easy Payment Plan (EPP) of up to 24 months.
      - **Complete eKYC verification** – Verify your identity to complete your order.
      - **Schedule your delivery** – Once your order is confirmed, you will receive a WhatsApp notification to select your preferred delivery date and time for your Samsung Smart TV.

8. **Do I need to make an upfront payment to subscribe to this offer?**
   Yes. To enjoy this bundle, customers are required to make a payment covering their selected Samsung Smart TV and a 12-month Astro X3 package subscription. Once the order is confirmed, customers will receive a one-time Astro bill reflecting the total amount payable. Alternatively, customers may choose to pay via a 0% interest Easy Payment Plan (EPP) with participating bank credit cards, allowing the bundle cost to be spread into monthly instalments over 6, 12 or 24 months.

9. **Why do I need to pay for Astro X3 packages for 12 months in advance?**
   Customers are required to pay for the 12-month Astro X3 package upfront because the Samsung Smart TV and Astro X3 package are offered together as a bundled promotion. The bundle includes a 12-month Astro X3 subscription commitment, which is paid upfront together with the selected Samsung Smart TV. Customers may alternatively choose a 0% interest Easy Payment Plan (EPP) with participating bank credit cards to spread the cost over 6, 12 or 24 months.

10. **What are the available Easy Payment Plan (EPP) tenures?**
    Customers can choose from 6, 12 or 24-month tenures under the 0% interest Easy Payment Plan (EPP), subject to participating bank terms and approval. Available tenures may vary from time to time at the discretion of the participating banks.

11. **What are the participating banks for the Easy Payment Plan (EPP)?**
    Customers may apply for a 0% interest Easy Payment Plan (EPP) using eligible credit cards from participating banks, namely Maybank, Affin Bank, Alliance Bank, AmBank, HSBC, OCBC, RHB and UOB, subject to the respective bank's terms and approval.

12. **I tried to make payment, but payment failed. What is the next step?**
    If the payment fails at the payment gateway page, the customer will need to submit a new application, reselect the preferred bundle package, and proceed with the payment again. If the payment status remains pending for an extended period, customer may resubmit the application and make the payment again.

13. **Since my bundle includes 12 months of Astro X3 subscription. What happens after the 12 months period end?**
    From month 13 onwards, regular monthly charges for the selected Astro X3 package will apply and be reflected in your monthly Astro bill. You can view your bills, payment history and account details via the My Astro App. Customers who opted for the Easy Payment Plan (EPP) will have to continue their instalment payments with the participating bank until the selected EPP tenure ends.

14. **Can I discontinue my Astro X3 subscription after my 12-month commitment ends?**
    Yes. Once your 12-month bundled package commitment has ended, you may choose to discontinue your Astro X3 subscription.

15. **Can I change my Astro X3 package during the contract period?**
    Yes. You may change your Astro X3 package or purchase add-ons during the contract period. Any additional charges will be adjusted accordingly and calculated on a prorated basis where applicable. A revised bill reflecting the updated charges will then be issued.

16. **Can customers terminate their Astro subscription during the campaign period?**
    Yes, customer may terminate their subscription at any time, However, as this offer includes a 12-month prepaid subscription commitment, no refund will be provided for any upfront payments made under the bundle. Customer who has opted for the Easy Payment Plan (EPP) will also remain responsible for completing their monthly instalment payments to the participating bank, subject to the bank’s terms and conditions.

17. **How will my Samsung TV be delivered?**
    Once payment is successful, the customer will receive a **TV appointment confirmation link** via WhatsApp within 30 minutes from Astro’s appointed logistic partner, MTT Solutions (012 – 440 4996).

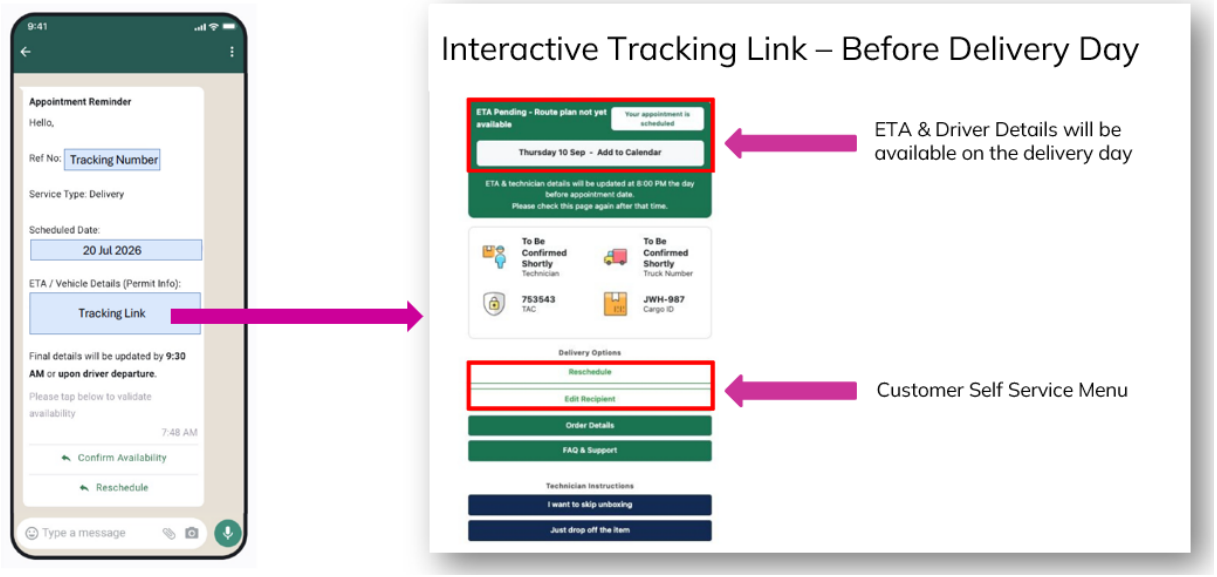
The customer must complete the required information within 24 hours, including:

- delivery address
- preferred delivery date
- preferred time slot
- installation preference:

a. Delivery Only (without installation): Free of charge
b. Delivery + install TV stand: Free of charge
c. Existing Wall Bracket + installation: RM75
d. New Wall Bracket + drilling+ installation: RM150
After submission customer will see an **Order Successful** confirmation page displaying the delivery appointment and order details.

18. How do I track the TV delivery status?

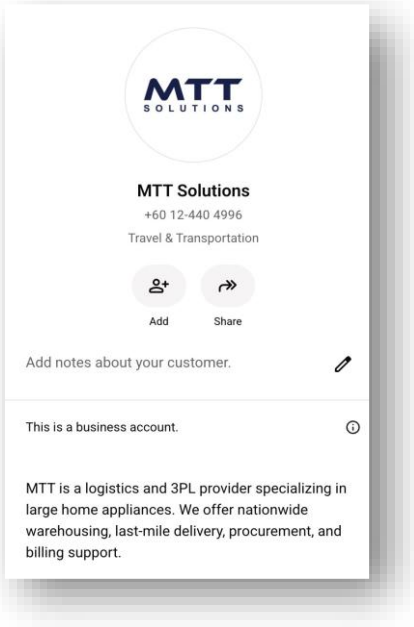
A WhatsApp message will be sent to the customer one day before the scheduled delivery date. The message will include a **Delivery Tracking Link,** which allows customers to track the delivery details, driver information and the real-time estimated time of arrival (ETA).



19. What happens if I do not complete the TV appointment confirmation within 24 hours?

If the customer does not complete the TV appointment confirmation within 24 hours, the TV delivery appointment will be automatically scheduled by Astro's appointed logistic partner based on the next delivery slot. The customer will receive a WhatsApp reminder message one day before the scheduled delivery date, which will include the delivery details and tracking link

20. **What WhatsApp number will I receive updates from regarding TV delivery?**
    Customers will receive WhatsApp updates regarding their Samsung Smart TV delivery from Astro's appointed logistics partner at 012-440 4996. Customers are advised to verify that delivery-related messages are sent from this number to avoid responding to suspicious or unauthorised messages.



21. **Can I reschedule the delivery date?**
    Yes, customer may reschedule the delivery appointment via the **Reschedule** button available in the **Tracking Link**, which will be sent via WhatsApp by Astro's appointed logistic partner, MTT Solutions (012 – 440 4996), one day before the scheduled delivery date. Customer may select a new preferred delivery date and time slot, subject to availability.

22. **Can I cancel my bundle offer after scheduling a delivery appointment?**
    Yes, but only before the TV Delivery Tracking Link is sent to you via WhatsApp. The TV Delivery Tracking Link will be sent by Astro's logistics partner, MTT Solutions, one day before your scheduled delivery date. Once the Tracking Link has been sent, the bundle order can no longer be cancelled. To request a cancellation, please contact your sales agent or reach out to Astro via WhatsApp or by calling +60 3-9543 3838.

23. **How do I pay for additional installation services such as wall mounting or drilling?**
    If you have selected any additional services through the TV appointment confirmation link, any additional charges are required to be paid in advance (via the link itself) to complete the order details. No payment will be collected by installer during the installation day.

24. **The TV has been successfully installed at my home. What do I need to do next?**
    Once your Samsung Smart TV has been installed, simply download the Astro Smart TV app and follow the setup steps to activate your service. After completing the setup, you can start enjoying Astro content on your TV.

25. **What is the warranty for the Samsung TV?**
    The Samsung TV comes with a 2-year manufacturer's warranty from the date of the purchase. Upon receiving the device, customers are encouraged to register their TV on the Samsung website to facilitate warranty and support services. to facilitate warranty and support services.

26. **If I encounter any issues regarding the TV, who do I reach out to?**
    For assistance with Samsung TV-related issues, including warranty claims and technical support, customers may contact the Samsung Support centre directly at 1800 88 9999 or via Samsung's Online Chat Support.

27. **If I encounter any issues with the TV delivery process, who do I reach out to?**
    For any issues regarding the delivery process, customers may reach out to Astro's appointed logistic partner; MTT Solutions via email at **Helpdesk@myalphabet.net** or by calling their customer support agent at **010-240 0013**.

28. **Where can I get more information about this offer?**
    For more information, visit https://www.astro.com.my/promotions/details/samsung-x3 or reach out to Astro's Contact Centre via WhatsApp or call +60 3-9543 3838. Customers may also visit any nearest Astro Experience Partner (AEP) or Astro Experience Stores.