

Going Paperless with e-Billing FAQs

1. What is this campaign about “Going Paperless”?

Astro is a strong believer in Going Green and encouraging greater sustainability practices amongst our customers. Also, we want to give our customers better control over managing their bills, and electronic bills (e-bills) are the best way to do that.

2. Why should I partake in this contest?

You stand a chance to win prizes! Plus, you get to keep all your bills and payment history on your email or [Astro Self Service](#)—available anytime, anywhere.

3. How long will this campaign run?

From 1st – 31st January 2017.

4. Am I eligible?

If you are an existing Astro subscriber, and you do not receive your bill via email, you are eligible!

5. What do I have to do?

It is simple and quick, you can do any of the following:

- i. SMS us: Send *ASTRO<space>EBILL<space>Your 10-digit account number<space>Email* to 66688
- ii. Apply online at <https://selfservice.astro.com.my>
- iii. Call us at 03 9543 3838
- iv. Visit us at the Astro Lifestyle Centres or Customer Service Centres

6. How do I win?

It is simple, if you are the 28,888th successful customer to switch over to e-Billing, a brand new Jet Black iPhone 7 Plus could be yours!

7. What does the e-bill look like?

It looks exactly like your paper bill, but as a PDF on your email. You do not have to relearn or adapt to a new format, it is exactly like the old one, but digital.

8. What do I need if I want to win?

You need your Astro account number and a valid email address.

9. What if I swap to e-billing and change my mind?

If you register to e-billing and swap to paper within 31 days of registering, then, unfortunately, you are no longer eligible for this contest.

10. I have tried e-billing before, and I did not like it.

We are sorry to hear that. We would love to hear why so that we can continue improving our services and serve you better.

11. Are you going to spam me?

Absolutely not! By registering for e-billing, we will only send you your e-bill, unless you have registered for newsletters and updates elsewhere on Astro.

12. If I win, where do I pick up the prize?

We will deliver the prize straight to your door! Alternatively you can come to Astro's main office to pick it up or we will advise a suitable pickup location.