

Astro is going green! We have embarked on providing a more convenient and environmentally conscious billing option by going paperless at NO COST to you!

By implementing the Paper Bill Charge, we aim to encourage our valuable customers to switch to digital bill platforms to reduce paper wastage and conserve our forest. E-billing is convenient, easily accessible to you on various platforms, and allows for bill payment without the hassle of waiting for your monthly paper bill.

### **1. What is the Paper Bill Charge and who will be charged?**

Effective June 2018, there will be a Paper Bill Charge of RM 3.00 (Inclusive of 0% GST) per bill every month as part of our initiative to go green and to encourage paperless billing. The Paper Bill Charge will be waived for customers who opt for e-Billing to receive their bills through digital platforms.

### **2. How can I avoid the RM 3.00 (inclusive of 0% GST) Paper Bill Charge?**

You can go paperless simply by switching to e-billing which is available to you at no cost.

### **3. How do I subscribe to e-Billing?**

It is easy! You can go paperless by:

- Apply online at <http://astrobill.com.my>
- *Account Settings* under Astro Self-Service Portal (log in to portal at <https://selfservice.astro.com.my/> OR Sign up at <https://bit.ly/2HmJ4yg> )
- *My Account menu* via My Astro app (Download the app via Google Playstore & Apple Appstore or click [here](#) to download)
- SMS us: Type ASTRO<space>EBILL<space>10-digit Astro Account No.<space>Email Address and send to 66688
- Go to CH 200 and Register for e-bill
- Visit us at Astro Lifestyle Centres or Customer Service Centres

**4. What are the available Digital Bill Platforms for customers to check their bill?**

- Astro Self-Service Portal (log in to portal at <https://selfservice.astro.com.my/> OR Sign up at <https://bit.ly/2HmJ4yg> )
- SMS bill (Updated bill will be sent to a registered mobile phone number)
- E-bill (Bill will be sent to a valid registered e-mail address)
- IVR (dial-in your 10-digit Astro account number)
- Channel 200 (Updated bill can be viewed with a Set-Top-Box connected to the internet)
- My Astro app (Download the app via Google Playstore & Apple Appstore or click [here](#) to download)

**5. I have few accounts with Astro, can I choose to receive e-bill or SMS bill for only one account and have the others remain in paper bill?**

Yes, you may choose to have different billing method for each different account. Physical bill charging will only apply to the account that has opted for paper bills.

**6. What are the charges if I would like to get my bill reprinted?**

If you wish to have a physical tax invoices reprinted, there will be a flat fee of RM5.00 (inclusive of 0% GST) levied as part of the process which has been implemented since year 2015.

**7. I am currently on multi frequency billing (e.g. every 3 months, every 6 months), how will I be charged?**

For multi-frequency customers, RM3.00 (Inclusive of 0% GST) is charged per physical bill generated.

**8. have switched to e-bill or SMS bill but I am still receiving paper bill. What should I do?**

You may contact us via the following channels and we will gladly assist you.

- E-mail us at: [wecare@astro.com.my](mailto:wecare@astro.com.my)
- Visit the Astro Customer Service Centre
- Contact the Astro Customer Call Centre (03-9543 3838)

**9. Are there any exemptions for the Paper Bill Charge? (i.e. Customer with disabilities, Customers having difficulties accessing electronic statements, senior citizens (age 60 & above) etc.)**

As mentioned above, this is part of Astro 'Go GREEN' initiative to promote paperless billing. Objective of the paper bill charge is to encourage customers to opt for e-Bill which is more convenient and efficient way to receive your bills compared to the physical bill. Hence, the RM 3.00 charge will be applicable to all Astro's existing and new customer who opt for physical bills.

**10. What if I have difficulties getting access to the electronic statements, are there any alternatives way I can get access to my bill and avoid the paper bill charge?**

Yes, IF you have difficulties in getting access to electronic statements, you may request to switch to SMS bill which is available to you at no cost.

You can switch to SMS bill via:

- *Account Settings* under Astro Self-Service Portal (log in to portal at <https://selfservice.astro.com.my/> OR Sign up at <https://bit.ly/2HmJ4yg> )
- Contact the Astro Customer Call Centre (03-9543 3838)
- E-mail us at [wecare@astro.com.my](mailto:wecare@astro.com.my)
- Visit us at Astro Lifestyle Centre or Customer Service Centre
- My Astro app (Download the app via Google Playstore & Apple Appstore or click [here](#) to download)

**11. Are the fees and charges at the back of Astro's Tax Invoice T&C section still inclusive of 6% GST? (Refer to the screenshot below):**

**1. Fees and Charges**

- Failure to make payment before the Due Date may result in suspension or termination of your subscription without notice.
- An Administration Fee of RM10.60 ✓ will be charged to your account thirty (30) days AFTER the initial disconnection of service due to non-payment. This will be reflected in your following month's Tax Invoice.
- A Reconnection Fee of RM21.20 ✓ will be charged to your account for reactivating a subscription that has been suspended or terminated.
- A Switching Fee of RM10.60 ✓ will be charged to your account upon downgrading of package or change of package of the same price.

*All records shown are deemed to be correct unless Astro is notified of any discrepancy within thirty (30) days from the Tax Invoice Date.*

Kindly be informed that all fees and charges in the T&C section are still inclusive of 6% GST due to the bills are being pre-printed before the announcement of changes in GST rate from 6% to 0%. However, do inform customer the actual charges will be imposed based on 0% GST effective June 2018 onwards (e.g. Administration Fee at RM 10.00 instead of RM 10.60; Reconnection Fee at RM 21.00 instead of RM 21.20; Switching Fee at RM 10.00 instead of RM 10.60).

*\*The new changes to the Fees and Charges in T&C section will only be reflected from August's tax invoice onwards.*