

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 1<sup>st</sup> – 31<sup>st</sup> October 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, the 18,888<sup>th</sup> successful customer to switch over to e-Billing, a OnePlus 5 mobile phone 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.