

# FAQs: Astro Refreshes Content Line Up with New Channels

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## 1. Why is Astro changing its channel line up?

Our customers will continue to receive the best in entertainment and information, and as part of the new Astro experience, we are refreshing our content line up to offer greater choices, great value and flexible options. Customers will be able to enjoy new channels offering a variety of genres – **HBO Hits, HBO Family, SHOWCASE MOVIES, Paramount Network, Lifetime, PRIMETIME, BBC Lifestyle, and BBC Earth** from 15 Sept as well as new sports channels **Astro Arena 2, Astro SuperSport 5** and **SPOTV** on 1 Oct on TV, On Demand and Astro GO. **BBC Brit** and **BBC First** will also be available On Demand from 15 Oct.

These new offerings are timely, given that Disney recently announced that it will be discontinuing certain linear channels in the region as part of its strategy to grow its streaming services. As a result of this global shift, all regional South East Asia partners including Astro will cease broadcast of the following linear channels belonging to Disney from 1 October 2021: FOX, FOX Life, FX, FOX Movies, FOX Action Movies, FOX Family Movies, FOX Sports, FOX Sports 2, FOX Sports 3, and Nat Geo People. Additionally, as part of Astro's efforts to refresh content for its English entertainment segment, both Discovery Science and Hello channels will cease broadcast from 1 October 2021.

Given the encouraging growth from linear to streaming platforms, Astro customers who have activated the Disney+ Hotstar app will be able to continue to enjoy selected content from the FOX channels.

Our customers remain at the heart of everything we do. We would like to thank our customers for their understanding and regret any inconvenience caused. For more information, please visit [www.astro.com.my/newchannels](http://www.astro.com.my/newchannels)

## 2. What are the packages impacted by the channel movements?

Selected content from ceasing channels will be on the Disney+ Hotstar streaming app, available for customers who have activated the app. These new channel brands will be on TV and On Demand for your enjoyment from 12am, 15 September 2021:

- Family Pack: Lifetime (Ch 703), PRIMETIME (Ch 704), Astro Arena 2 (Ch 802). PRIMETIME will offer popular series including *Marvel's Agents of S.H.I.E.L.D.*, *Riviera*, *Law & Order: Special Victims Unit*, *Criminal Minds*, *MasterChef*, *Keeping Up with the Kardashians*, and more.
- Movies Pack: HBO Family (Ch 414), HBO Hits (Ch 415), and SHOWCASE MOVIES (Ch 413). SHOWCASE MOVIES will feature flagship titles like *Avengers*, *Doctor Strange*, *Thor*, *Captain America: Civil War*, *Star Wars: The Force Awakens*, *Maze Runner*, *Pirates of the Caribbean*, *Percy Jackson*, *The Transporter*, and more.
- Variety Pack: Paramount Network (Ch 713), BBC Lifestyle (Ch 717). BBC Brit and BBC First will also be available On Demand from 15 October 2021.
- Learning Pack: BBC Earth (Ch 554).

- Sports Pack: Astro SuperSport 5 (Ch 815) with *UFC*, *Formula 1*, and SPOTV (Ch 816) for *MotoGP*, *Wimbledon*, *US Open*, from 6am, 1 October 2021.

**3. With all the new channels, will I be charged more?**

No, there will be no changes to your bill amount.

**4. Where can I view a list of all the new channels & channel numbers?**

Please send a message on WhatsApp to 03 9543 3838 and type NEW CHANNELS.

**5. Where can I get more information?**

For more information, please go to [content.astro.com.my](https://content.astro.com.my). For further assistance, please submit a feedback form at <https://www.astro.com.my/contactus/form.aspx>