

## Astro FAQs for 6% Service Tax

Astro services rendered from period starting 1 September 2018 onwards will be subject to 6% Service Tax. The monthly Astro bill is issued in advance thus, 6% service tax charge back for September if any, will be reflected in the October bill.

### FAQ

**1. What are the services that are subject to 6% Service Tax?**

Based on the Guide issued by Royal Malaysian Customs Department (RMCD) the following Astro services will be subject to 6% Service Tax:

- a. Satellite (DTH) and IPTV services
- b. Pay per view / AF/AB / OD services
- c. Installation and after sales technical support services
- d. Admin fees (Switching fee, reconnection fee, Smartcard replacement fee)
- e. Prepaid TV services (NJOI Prepaid and CE Prepaid)

**2. I've not been charged 6% Service Tax in advance for September 2018 in my August bill. Will I be charged for the 6% Service Tax for service period in September?**

Yes, you will. Astro services are subject to 6% service tax starting 1 September 2018. The monthly Astro bill is issued in advance thus, 6% service tax charge back for September if any, will be reflected in the October bill.

**3. How are the prorated charges for Service Tax calculated?**

The prorated charges for service tax are calculated as per the example below:

- August 2018 bill for period between 16 August 2018 to 15 September 2018 with Family Pack at RM39.95.
- 6% Service Tax amounts to RM2.40.
- Charge Back of 6% Service Tax for period between 1 September 2018 to 15 September 2018  
 $RM2.40 / 31 \text{ days} * 15 = RM1.16$

**4. I've paid my bill in advance (monthly/quarterly/yearly). Will I be charged 6% Service Tax for period starting September 2018?**

For advance billing without 6% GST paid, a 6% service tax charge back will be reflected in October 2018 bill, for period starting 1<sup>st</sup> September 2018.

**5. Will I be charged 6% Service Tax for the purchase of prepaid credit as an NJOI customer?**

Yes, you will. Any purchase of NJOI prepaid credit starting 1 September 2018 is subject to 6% service tax.

**6. I upgraded my Astro package/reconnected my Astro service before 1 September 2018. Will I be charged 6% Service Tax?**

Yes, you will. Customers who upgrade their packages or reconnect their Astro service in August 2018 will be charged prorated 6% service tax for services rendered in September 2018 reflected in their October 2018 bill.

**7. I downgraded my pack/disconnected my Astro service before 1 September 2018, will I be reimbursed fully with 0% GST paid?**

Yes, you will be reimbursed the amount with 0% GST paid for period starting from the downgrade/disconnection date.

**8. If I purchased a package after 31 August 2018, will I be charged 6% service tax?**

Yes, you will be charged 6% service tax for packages purchased after 31 August 2018 due to the implementation of 6% Service Tax starting 1 September 2018.

**9. Will I be charged 6% Service Tax on switching fee for a future-date order that falls on or after 1 September 2018?**

Yes, you will be charged 6% Service Tax on switching fee for any services rendered on or after 1 September 2018.

**10. Will I be charged 6% Service Tax on reconnection fee if execution was done before 1 September 2018 bill?**

No, you will not be charged 6% service tax for reconnection performed before 1 September 2018. Only reconnections executed on or after 1 September 2018 is subject to 6% service tax.

**11. I purchased Astro First / Astro Best / Pay-per-View event in August, but the viewing period is starting September 2018. Will I be charged 6% Service Tax?**

Yes, you will. Customers who purchased Astro First / Astro Best / Pay-per-View event in August 2018 with viewing period in September will be charged 6% service tax, in their next bill.

**12. I requested for a technical visit / installation in August 2018 however the appointment is in September 2018. Will I be charged 6% Service Tax?**

Yes, you will be charged 6% service tax. Astro services including technical visit/installation are subject to 6% service tax starting 1 September 2018 to be reflected in October 2018 bill.

**13. Are the prices displayed on CH200 inclusive of 6% Service Tax?**

No, all package prices displayed on CH200 excludes 6% service tax. A pop-up message will serve as a reminder to notify customers of the 6% service tax charges, if applicable.

**14. Is there 6% Service Tax for paper billing?**

No, you will not be charged 6% service tax for paper billing option.

**15. Who can I contact for more information?**

Please visit us at [www.astro.com.my](http://www.astro.com.my) for more information.