

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 and November 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 or November bill with the term "Service Tax".

3. In my bill statement, why are there two (2) line entries displaying a "suspend and reconnect" amount of my current monthly subscription fee?

We are currently upgrading our systems and these two lines for "suspend and reconnect" does not affect your bill and are temporary during this period. We apologise for any inconvenience caused

4. 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
 $RM2.40 / 31 \text{ days} * 15 = RM1.16$

5. 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 or November 2018 bill, for period starting 1st September 2018.

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 or November 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. Example illustrated as per below:

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 or November 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 for more information.