

Astro FAQs for 0% GST (Residential Customers Only)

Astro services are at 0% GST starting June 2018. The monthly Astro bill is issued in advance thus rebates and adjustments for GST charged in May will be reflected in the July 2018 bill.

FAQ

1. I've been charged 6% GST in advance for June 2018 in my May bill. Will I be reimbursed for the 6% GST charged in June?

Yes, you will. Astro services are at 0% GST starting June 2018. The monthly Astro bill is issued in advance thus rebates and adjustments for GST charged in May will be reflected in the July 2018 bill.

2. How are the prorated charges for GST calculated?

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

- May 2018 bill for period between 16th May 2018 to 15th Jun 2018 with Family Pack at RM39.95 + RM2.40.
- Refund 6% GST for period between 1st June 2018 to 15th June 2018
 $RM2.40 / 31 \text{ days} * 15 = RM1.16$

3. I've paid my bill in advance (monthly/quarterly/yearly). Will I be reimbursed for the 6% GST charged?

According to Royal Malaysian Customs, any advance payment made before 1st June 2018 for Astro services starting June 2018 is subject to 6% GST. However, special rebates and adjustment will be reflected in your upcoming July bill. Example as below:

- Apr 2018 bill for period between 16th Apr 2018 to 15th Jul 2018 with Family Pack at RM119.85 + RM7.20.
- Approx. 6% rebate for period between 1st June 2018 to 15th Jul 2018.
 $RM7.20 / 91 \text{ days} * 45 = RM3.56$

4. I upgraded my Astro package/reconnected my Astro service before 1 June 2018. Will I be charged 6% GST?

Yes, you will. Customers who upgrade their packages or reconnect their Astro service in May 2018 will be charged prorated 6% GST in their July 2018 bill for services rendered in May. Customers will also be charged a reconnection fee at 6% GST which will be reflected in their June bill.

5. I downgraded my pack/disconnected my Astro service before 1 June 2018 but I was charged 6% GST in my previous bill. Will I be reimbursed for the 6% GST paid?

Yes, you will be reimbursed. Customers who have been charged 6% GST in May 2018 will be reimbursed the 6% GST for the duration where services were downgraded or disconnected, in their July 2018 bill.

6. If I purchase packages after 31 May 2018, will I be charged 6% GST?

No, you will not be charged 6% GST for packages purchased after 31 May 2018 due to the implementation of 0% GST starting 1 June 2018.

7. Will I be charged a 6% GST on switching fee for a future-date order that falls on or after 1 June 2018?

No, starting 1 June 2018, GST charges are 0%.

8. I purchased AF / AB/ PPV event in May but the viewing period is until June. Will I be charged 6% GST?

Yes, you will. Customers who purchased AF / AB/ PPV event in May 2018 will be charged 6% GST in their next bill.

9. I made an order to add packages in May to be effective in June. Will I be charged 6% GST?

No, you will not be charged 6% GST for packages purchased after 31 May 2018 due to the implementation of 0% GST starting 1 June 2018.

10. I requested for a technical visit/installation in May 2018 however the appointment is in June 2018. Will I be charged 6% GST?

No. Astro services including technical visit/installation are at 0% GST starting June 2018.

11. Why is there still a GST column in my bill?

The display of GST in tax invoice is also in compliance with GST rules.

12. My Astro Tax Invoice still has GST-included fees and charges on the back. Do they still apply?

No, these printed GST-included fees and charges do not apply to customers starting 1 June 2018.

13. How will my bill look like starting 1 June 2018?

Sign up for e-Billing now at www.astro.com.my/ebilling

Account Number (Nombor Akaun) :
Invoice Date (Tarikh Invois) : 04/06/18
Invoice Period (Tempoh Invois) : 04/06/18 - 03/07/18
Invoice Number (Nombor Invois) : 859217060

Please be informed that Ambank and RHB Bank will cease to receive Astro bill payments effective 1 Sept 2017. Pay your Astro bills with JomPAY with any banks today. Biller Code: 9639.

Invoice Summary (Ringkasan Invois)

Previous Month Balance Baki Belum Laku	Payment Received Bayaran Diterima	Overdue Charges Baki Belum Dibayar	New Charges Caj Baru	Adjustments Percyalarasan	New Charges Due Caj Baru Perlu Dibayar	Total Amount Due Jumlah Perlu Dibayar
RM 56.10	RM 0.00	RM 56.10 PAY IMMEDIATELY	RM 55.90	RM 0.00	RM 55.90 PAY BY 04/07/18	RM 112.00

Transaction Transaksi	Period/Date (dd/mm/yy) Tempoh/Tarikh	Amount, RM Amaun	Total, RM Jumlah
Previous Month Balance			56.10
Total Overdue Charges (Jumlah Baki Belum Dibayar)			56.10

New Charges Caj Baru	Period/Date (dd/mm/yy) Tempoh/Tarikh	Amount, RM Amaun	Service Tax @ 6%, RM Cukai Perkhidmatan	GST @ 0% @ 6%, RM GST	Total, RM Jumlah
CURRENT BILL CHARGES (Caj Bill Semasa)					
G Paper Bill	03/06/18 - 03/06/18	3.00	-	0.00	3.00
SMC 011077311444					
G Family	04/06/18 - 03/07/18	39.95	-	0.00	39.95
G Mustika Plus Package	04/06/18 - 03/07/18	12.95	-	0.00	12.95
Total New Charges (Jumlah Caj Baru)		55.90	-	0.00	55.90

Total Amount Due (Jumlah Perlu Dibayar)	55.90	-	0.00	112.00
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Legend: S = Service Tax | G = Standard Rated | E = Exempt | Z = Zero Rated | O = Out of Scope | R = Relief Order

Astro Circle Points Summary/ Ringkasan Ganjaran Astro Circle (www.astro.com.my/astrocircle)

Previous Balance Baki Terdahulu	Points Earned Mata Diperolehi	Bonus Points Mata Bonus	Points Adjustment Percyalarasan Mata	Points Redeemed Mata Ditebuskan	Total New Balance Baki Terkini	Points Expiring Mata Luput	Expiry Date Tarikh Luput
1,750	70	0	0	0	1,820	210	JUN-18

14. Who can I contact for more information?

Please email us at wecare@astro.com.my or visit us at www.astro.com.my for more information.