



**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR UPDATE ON SERVICE TAX TO 8%
EFFECTIVE 1 MARCH 2024**

NO	QUESTION	ANSWER
GENERAL QUESTIONS		
1.	What is SST?	<p>SST refers to Sales and Service Tax. Sales Tax is charged on goods and Service Tax is charged on services.</p> <p><u>Sales Tax</u></p> <ul style="list-style-type: none">▪ Sales Tax is governed under the Sales Tax Act 2018 and charged by registered manufacturers of taxable goods and goods imported into Malaysia.▪ As a general rule, goods are subject to sales tax at a rate of 10%, however some goods are taxed at a reduced rate of 5%, specific rates and others are specifically exempt. <p><u>Service Tax</u></p> <ul style="list-style-type: none">▪ Service Tax is governed under Service Tax Act 2018 and is a consumption tax levied and charged on taxable services provided to customer and taxable services imported into Malaysia.
2.	Is TM registered for Sales Tax?	<p>No, TM (or now known as TM Technology Services Sdn. Bhd.) is not registered for Sales Tax as it is not a manufacturer of goods.</p> <p>Thus TM is prohibited from charging Sales Tax to its customers for sale of goods such as mobile phones, routers and other customer's premise equipment.</p>
3.	Is TM Tech registered for Service Tax?	<p>Yes, TM Tech is registered with the Royal Malaysian Customs Department for the following Service Types and the applicable service tax rate is as follows:</p>

NO	QUESTION	ANSWER																																			
		<table border="1"> <thead> <tr> <th>ST Registration Group - Code</th> <th>Custom's Service Type/ Revenue Category</th> <th>Rate prior 1 Mac 2024 (%)</th> <th>Rate starting 1 Mac 2024 (%)</th> </tr> </thead> <tbody> <tr> <td>I - 662</td> <td>Telecommunication</td> <td>6</td> <td>6</td> </tr> <tr> <td>I - 677</td> <td>Advertising</td> <td>6</td> <td>8</td> </tr> <tr> <td>G - 675</td> <td>Management Services</td> <td>6</td> <td>8</td> </tr> <tr> <td>G - 676</td> <td>Information Technology</td> <td>6</td> <td>8</td> </tr> <tr> <td>G - 674</td> <td>Consultancy</td> <td>6</td> <td>8</td> </tr> <tr> <td>G - 685</td> <td>Training and Coaching Services</td> <td>6</td> <td>8</td> </tr> <tr> <td>G - 690</td> <td>Domestic Digital Services</td> <td>6</td> <td>8</td> </tr> </tbody> </table>	ST Registration Group - Code	Custom's Service Type/ Revenue Category	Rate prior 1 Mac 2024 (%)	Rate starting 1 Mac 2024 (%)	I - 662	Telecommunication	6	6	I - 677	Advertising	6	8	G - 675	Management Services	6	8	G - 676	Information Technology	6	8	G - 674	Consultancy	6	8	G - 685	Training and Coaching Services	6	8	G - 690	Domestic Digital Services	6	8			
ST Registration Group - Code	Custom's Service Type/ Revenue Category	Rate prior 1 Mac 2024 (%)	Rate starting 1 Mac 2024 (%)																																		
I - 662	Telecommunication	6	6																																		
I - 677	Advertising	6	8																																		
G - 675	Management Services	6	8																																		
G - 676	Information Technology	6	8																																		
G - 674	Consultancy	6	8																																		
G - 685	Training and Coaching Services	6	8																																		
G - 690	Domestic Digital Services	6	8																																		
4.	When will ST 8% be charged?	Services that are taxed at 6% will be identified by a tax code of 'ST' and services that are taxed with service tax rate of 8% will be identified as 'S8'.																																			
5.	What is included under telecommunications services?	<p>Basic telecommunication services include end-to-end emission, transmission or reception of sound, data, text, visual images, signals or any other form or any combination of those forms. Such services include:</p> <ol style="list-style-type: none"> 1. Fixed network voice telephone 2. Analog/digital cellular/mobile telephone 3. Satellite telecommunication 4. Internet and other digital data transmission 5. International telecommunication basic infrastructure 6. Wireless paging 																																			
6.	Is subscription of broadcasting services provided by a Telco subject to the 6% tax?	Yes, from 1 March 2024 onwards, the provision of broadcasting services by a telco service provider is subject to service tax at 6%, as it is ancillary/ complementary to the service provided to customers.																																			
7.	Are Unifi TV contents billed in the Unifi bill subject to 8%?	No, because it is ancillary/ complementary to the service provided to customer. Thus, it will be taxed at 6%.																																			
8.	Is the supply of standalone contents such as	Contents bought via playtv.unifi.com.my are taxable at 8%.																																			

NO	QUESTION	ANSWER																												
	movie rental via playtv.unifi.com.my subject to 6%?	<p>Subscription for standalone services do not require customers to subscribe to internet access services by Unifi.</p> <p>These charges are not billed in the monthly Unifi bills to customers.</p>																												
9.	Where can I obtain more information about SST?	<p>More information can be obtained from the Royal Malaysian Customs Department's website at https://mysst.customs.gov.my</p>																												
10.	What if I refuse to pay the additional ST charges?	<p>The new ST charges will be included in customers' monthly bill as it is a consumption tax.</p>																												
11.	What are the tax codes used in TM Tech?	<table border="1"> <thead> <tr> <th data-bbox="534 861 657 987">TAX CODE</th> <th data-bbox="657 861 911 987">TAX CODE DESCRIPTION</th> <th data-bbox="911 861 1034 987">TAX %</th> <th data-bbox="1034 861 1497 987">REMARKS</th> </tr> </thead> <tbody> <tr> <td data-bbox="534 987 657 1089">ST</td> <td data-bbox="657 987 911 1089">Service Tax at 6%</td> <td data-bbox="911 987 1034 1089">6.00</td> <td data-bbox="1034 987 1497 1089">Tax code for services that are taxable at 6%</td> </tr> <tr> <td data-bbox="534 1089 657 1190">S8</td> <td data-bbox="657 1089 911 1190">Service Tax at 8%</td> <td data-bbox="911 1089 1034 1190">8.00</td> <td data-bbox="1034 1089 1497 1190">Tax code for services that are taxable at 8%</td> </tr> <tr> <td data-bbox="534 1190 657 1270">NT</td> <td data-bbox="657 1190 911 1270">Non Taxable</td> <td data-bbox="911 1190 1034 1270">0.00</td> <td data-bbox="1034 1190 1497 1270">Tax code for non-taxable items</td> </tr> <tr> <td data-bbox="534 1270 657 1409">RR</td> <td data-bbox="657 1270 911 1409">Telco to Telco exemption at Customer Level</td> <td data-bbox="911 1270 1034 1409">0.00</td> <td data-bbox="1034 1270 1497 1409">Telecommunication services between 2 telco licensees are non taxable</td> </tr> <tr> <td data-bbox="534 1409 657 1545">SE</td> <td data-bbox="657 1409 911 1545">Telco to Telco exemption at Service Level</td> <td data-bbox="911 1409 1034 1545">0.00</td> <td data-bbox="1034 1409 1497 1545">Telecommunication services between 2 telco licensees are non taxable</td> </tr> <tr> <td data-bbox="534 1545 657 1875">EX</td> <td data-bbox="657 1545 911 1875">B2B ST exemption</td> <td data-bbox="911 1545 1034 1875">0.00</td> <td data-bbox="1034 1545 1497 1875"> <p>Services are exempted when the following criteria are met:</p> <ol style="list-style-type: none"> 1. The seller and buyer are in same group of ST Registration; 2. The same service bought by buyer will be sold to customer </td> </tr> </tbody> </table>	TAX CODE	TAX CODE DESCRIPTION	TAX %	REMARKS	ST	Service Tax at 6%	6.00	Tax code for services that are taxable at 6%	S8	Service Tax at 8%	8.00	Tax code for services that are taxable at 8%	NT	Non Taxable	0.00	Tax code for non-taxable items	RR	Telco to Telco exemption at Customer Level	0.00	Telecommunication services between 2 telco licensees are non taxable	SE	Telco to Telco exemption at Service Level	0.00	Telecommunication services between 2 telco licensees are non taxable	EX	B2B ST exemption	0.00	<p>Services are exempted when the following criteria are met:</p> <ol style="list-style-type: none"> 1. The seller and buyer are in same group of ST Registration; 2. The same service bought by buyer will be sold to customer
TAX CODE	TAX CODE DESCRIPTION	TAX %	REMARKS																											
ST	Service Tax at 6%	6.00	Tax code for services that are taxable at 6%																											
S8	Service Tax at 8%	8.00	Tax code for services that are taxable at 8%																											
NT	Non Taxable	0.00	Tax code for non-taxable items																											
RR	Telco to Telco exemption at Customer Level	0.00	Telecommunication services between 2 telco licensees are non taxable																											
SE	Telco to Telco exemption at Service Level	0.00	Telecommunication services between 2 telco licensees are non taxable																											
EX	B2B ST exemption	0.00	<p>Services are exempted when the following criteria are met:</p> <ol style="list-style-type: none"> 1. The seller and buyer are in same group of ST Registration; 2. The same service bought by buyer will be sold to customer 																											

NO	QUESTION	ANSWER
12.	If my Billing Account is charged with Service Tax, will the RM0.05 rounding adjustment be included in the calculation of total tax?	The RM0.05 rounding amount is calculated after total amount is being charged and is not subjected to ST.

QUESTIONS ON ST CHARGES FOR TM TECH PRODUCTS & SERVICES

13.	What are the services in TM Tech that are not subjected to ST?	Charges such as sale of goods, space rentals, penalty, rebate and stamp duty are not subject to the service tax.																																				
14.	Are supplies to Foreign Telcos subject to Service Tax?	Telco to telco exemption also applies to Foreign Telcos, thus services to Foreign Telcos are not subject to service tax.																																				
15.	Are International Supplies to Foreign non-Telcos subject to Service Tax?	No, it is not subject to Service Tax																																				
16.	Will I know which charges are subject to 6% and which are subject to 8% in my Unifi Bill?	<p>Yes, the item will be clearly stated in your Unifi bill with a Tax Code. Please refer to the example below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Residential Voice 03-40321948</th> <th></th> <th></th> <th></th> <th></th> <th></th> </tr> <tr> <th style="text-align: left;">Description</th> <th style="text-align: center;">Start Date</th> <th style="text-align: center;">End Date</th> <th style="text-align: center;">Gross (RM)</th> <th style="text-align: center;">Discount (RM)</th> <th style="text-align: center;">Amount (RM)</th> </tr> </thead> <tbody> <tr> <td>Voice STD 20 Monthly Fee (ST)</td> <td style="text-align: center;">25/5/2023</td> <td style="text-align: center;">24/6/2023</td> <td style="text-align: right;">20.00</td> <td style="text-align: right;">0.00</td> <td style="text-align: right;">20.00</td> </tr> <tr> <td>National Calls (ST)</td> <td style="text-align: center;">-</td> <td style="text-align: center;">-</td> <td style="text-align: right;">0.15</td> <td style="text-align: right;">-0.15</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>Mobile Calls (ST)</td> <td style="text-align: center;">-</td> <td style="text-align: center;">-</td> <td style="text-align: right;">6.10</td> <td style="text-align: right;">-6.10</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td colspan="5" style="text-align: right;">Total: RM 20.00</td> <td></td> </tr> </tbody> </table>	Residential Voice 03-40321948						Description	Start Date	End Date	Gross (RM)	Discount (RM)	Amount (RM)	Voice STD 20 Monthly Fee (ST)	25/5/2023	24/6/2023	20.00	0.00	20.00	National Calls (ST)	-	-	0.15	-0.15	0.00	Mobile Calls (ST)	-	-	6.10	-6.10	0.00	Total: RM 20.00					
Residential Voice 03-40321948																																						
Description	Start Date	End Date	Gross (RM)	Discount (RM)	Amount (RM)																																	
Voice STD 20 Monthly Fee (ST)	25/5/2023	24/6/2023	20.00	0.00	20.00																																	
National Calls (ST)	-	-	0.15	-0.15	0.00																																	
Mobile Calls (ST)	-	-	6.10	-6.10	0.00																																	
Total: RM 20.00																																						

NO	QUESTION	ANSWER																																										
		<table border="1"> <thead> <tr> <th>Item</th> <th>Start Date</th> <th>End Date</th> <th>Gross (RM)</th> <th>Discount (RM)</th> <th>Amount (RM)</th> </tr> </thead> <tbody> <tr> <td>1 fixed IP (Add-On) (ST)</td> <td>01/5/2023</td> <td>31/5/2023</td> <td>200.00</td> <td>0.00</td> <td>200.00</td> </tr> <tr> <td>High Speeds Internet - Business Internet</td> <td>01/5/2023</td> <td>31/5/2023</td> <td>1,025.00</td> <td>0.00</td> <td>1,025.00</td> </tr> <tr> <td>30 Mbps (ST)</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>xxxxxxx (S8)</td> <td>XX/XX/XXXX</td> <td>XX/XX/XXXX</td> <td>XX.XX</td> <td>XX.XX</td> <td>XX.XX</td> </tr> <tr> <td colspan="3">TOTAL</td> <td>X,XXX.XX</td> <td>X.XX</td> <td>X,XXX.XX</td> </tr> <tr> <td colspan="4"></td> <td>SERVICE TOTAL</td> <td>X,XXX.XX</td> </tr> </tbody> </table>	Item	Start Date	End Date	Gross (RM)	Discount (RM)	Amount (RM)	1 fixed IP (Add-On) (ST)	01/5/2023	31/5/2023	200.00	0.00	200.00	High Speeds Internet - Business Internet	01/5/2023	31/5/2023	1,025.00	0.00	1,025.00	30 Mbps (ST)						xxxxxxx (S8)	XX/XX/XXXX	XX/XX/XXXX	XX.XX	XX.XX	XX.XX	TOTAL			X,XXX.XX	X.XX	X,XXX.XX					SERVICE TOTAL	X,XXX.XX
Item	Start Date	End Date	Gross (RM)	Discount (RM)	Amount (RM)																																							
1 fixed IP (Add-On) (ST)	01/5/2023	31/5/2023	200.00	0.00	200.00																																							
High Speeds Internet - Business Internet	01/5/2023	31/5/2023	1,025.00	0.00	1,025.00																																							
30 Mbps (ST)																																												
xxxxxxx (S8)	XX/XX/XXXX	XX/XX/XXXX	XX.XX	XX.XX	XX.XX																																							
TOTAL			X,XXX.XX	X.XX	X,XXX.XX																																							
				SERVICE TOTAL	X,XXX.XX																																							
17.	<p>Will I know how much I am required to pay based on the service tax rate?</p>	<p>Yes, the tax summary will be listed by the tax codes, as shown in below example:</p> <table border="1"> <thead> <tr> <th colspan="3">Tax Summary</th> </tr> <tr> <th>Description</th> <th>Total Before Tax (RM)</th> <th>Total Tax (RM)</th> </tr> </thead> <tbody> <tr> <td>Service Tax - ST</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td>Service Tax - S8</td> <td>XX.XX</td> <td>X.XX</td> </tr> <tr> <td>Service Tax - NT</td> <td>3,041.90</td> <td>0.00</td> </tr> </tbody> </table>	Tax Summary			Description	Total Before Tax (RM)	Total Tax (RM)	Service Tax - ST	0.00	0.00	Service Tax - S8	XX.XX	X.XX	Service Tax - NT	3,041.90	0.00																											
Tax Summary																																												
Description	Total Before Tax (RM)	Total Tax (RM)																																										
Service Tax - ST	0.00	0.00																																										
Service Tax - S8	XX.XX	X.XX																																										
Service Tax - NT	3,041.90	0.00																																										
18.	<p>Will I receive any notification regarding ST to 8% in my Unifi Bill?</p>	<p>Yes. Customers will be notified via bill message starting 1 March 2024. Example as shown below:</p> <div style="border: 1px solid black; padding: 10px;"> <p>SERVICE TAX (ST) In accordance with the change in rate of tax under the Service Tax Act 2018 from 6% to 8% with effect from 1 March 2024, provision of the following services are taxable at the rates:</p> <ol style="list-style-type: none"> 1. Telecommunications services (6%) 2. Information Technology Services (8%) 3. Digital Services and other prescribed taxable services (8%) <p>Tax Code: ST- Service tax at 6% rate S8 – Service tax at 8% NT - Not taxable services</p> </div>																																										
19.	<p>Are mobile prepaid cards and reloads, subject to ST?</p>	<p>ST on mobile prepaid cards and reloads are exempted for Malaysians. However, Foreigners are charged with service tax at 6% upon activation of mobile prepaid cards and reloads.</p>																																										
20.	<p>Is on-site support subject to 6% ST?</p>	<p>Yes, on-site support by TM's technicians are subject to service tax at 6% as these are ancillary to telecommunication services.</p>																																										

NO	QUESTION	ANSWER																																										
		<p>However, any on-site support for IT services are subject to service tax at 8%, as these are ancillary to IT services which are subject to 8%.</p>																																										
21.	<p>If the billing for the international telecommunication service is sent to the recipient who resides in Malaysia, is the supply taxable?</p>	<p>There will be no changes in service tax treatment with the implementation of service tax to 8% for international telecommunication service.</p> <p>The billing address is not relevant in determining ST charges.</p> <p>The tax treatment for the service is determined by the following:</p> <ol style="list-style-type: none"> 1) Non Taxable – for all services to Foreign TelCos; 2) Service tax at 6% or 8%– for all services to Malaysian/ company incorporated in Malaysia; and <p>For customers, who are foreign Non TelCos, the following matrix is referred:</p> <table border="1" data-bbox="488 835 1544 1171"> <thead> <tr> <th>#</th> <th>Contracting Party (Beneficiary)</th> <th>Foreign Telco</th> <th>Service Location - From</th> <th>Service Location - To</th> <th>Service In</th> <th>ST -Tax Code</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Outside Malaysia</td> <td>NO</td> <td>Malaysia</td> <td>Malaysia</td> <td></td> <td>ST/ S8</td> </tr> <tr> <td>2</td> <td>Outside Malaysia</td> <td>NO</td> <td>Malaysia</td> <td>Outside Malaysia</td> <td></td> <td>NT</td> </tr> <tr> <td>3</td> <td>Outside Malaysia</td> <td>NO</td> <td>Outside Malaysia</td> <td>Outside Malaysia</td> <td></td> <td>NT</td> </tr> <tr> <td>4</td> <td>Outside Malaysia</td> <td>NO</td> <td></td> <td></td> <td>Malaysia</td> <td>ST/ S8</td> </tr> <tr> <td>5</td> <td>Outside Malaysia</td> <td>NO</td> <td></td> <td></td> <td>Outside Malaysia</td> <td>NT</td> </tr> </tbody> </table>	#	Contracting Party (Beneficiary)	Foreign Telco	Service Location - From	Service Location - To	Service In	ST -Tax Code	1	Outside Malaysia	NO	Malaysia	Malaysia		ST/ S8	2	Outside Malaysia	NO	Malaysia	Outside Malaysia		NT	3	Outside Malaysia	NO	Outside Malaysia	Outside Malaysia		NT	4	Outside Malaysia	NO			Malaysia	ST/ S8	5	Outside Malaysia	NO			Outside Malaysia	NT
#	Contracting Party (Beneficiary)	Foreign Telco	Service Location - From	Service Location - To	Service In	ST -Tax Code																																						
1	Outside Malaysia	NO	Malaysia	Malaysia		ST/ S8																																						
2	Outside Malaysia	NO	Malaysia	Outside Malaysia		NT																																						
3	Outside Malaysia	NO	Outside Malaysia	Outside Malaysia		NT																																						
4	Outside Malaysia	NO			Malaysia	ST/ S8																																						
5	Outside Malaysia	NO			Outside Malaysia	NT																																						
22.	<p>If a service is used in Malaysia but the billing for the supply is sent to an address outside Malaysia, will the supply be considered as international telecommunication services?</p>	<p>The fact that a billing address for a service is not in Malaysia does not necessarily mean that the service is not consumed in Malaysia. Tax treatment is determined as explained in Q21 above.</p>																																										
23.	<p>For free services that are provided as part of a package, will that free services be charged with ST?</p>	<p>No, ST is already charged on the overall package price.</p>																																										

NO	QUESTION	ANSWER
24.	When I am given a rebate on payment, will my ST amount be reduced?	No, the ST charged is a standard amount regardless rebate received as the rebate is given to reduce customer's payment.
25.	When I am given a discount/ adjustment, will my ST amount increase/ reduce?	If discount/adjustment is provided to customer, the ST amount will be increased/ reduced accordingly based on the service tax rate that was initially charged to you.
26	I am a non-Malaysian customer subscribing to TM service; will I be charged for Service Tax (ST)?	Yes, for non-Malaysians staying in Malaysia using services provided in Malaysia, your bills will be charged with service tax.
27	What type of customer services that is impacted due to new service tax?	List of TM services that impacts customer is as per below: 1. Standalone content subscription from playtv.com.my 2. Cloud Services 3. Digital Marketing Solution 4. Security Services

QUESTIONS ON UNIFI BILL AFTER THE IMPLEMENTATION OF ST TO 8%

28.	Will my Unifi monthly bill be similar to previous monthly bills?	<p>Yes. Unifi monthly bill will be similar to the previous monthly bills except for changes as highlighted below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="6" style="text-align: left; padding: 5px;">Residential Voice 03-40321948</th> </tr> <tr> <th style="text-align: left; padding: 5px;">Description</th> <th style="text-align: left; padding: 5px;">Start Date</th> <th style="text-align: left; padding: 5px;">End Date</th> <th style="text-align: left; padding: 5px;">Gross (RM)</th> <th style="text-align: left; padding: 5px;">Discount (RM)</th> <th style="text-align: left; padding: 5px;">Amount (RM)</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">Voice STD 20 Monthly Fee (ST)</td> <td style="padding: 5px;">25/5/2023</td> <td style="padding: 5px;">24/6/2023</td> <td style="padding: 5px;">20.00</td> <td style="padding: 5px;">0.00</td> <td style="padding: 5px;">20.00</td> </tr> <tr> <td style="padding: 5px;">National Calls (ST)</td> <td style="padding: 5px;">-</td> <td style="padding: 5px;">-</td> <td style="padding: 5px;">0.15</td> <td style="padding: 5px;">-0.15</td> <td style="padding: 5px;">0.00</td> </tr> <tr> <td style="padding: 5px;">Mobile Calls (ST)</td> <td style="padding: 5px;">-</td> <td style="padding: 5px;">-</td> <td style="padding: 5px;">6.10</td> <td style="padding: 5px;">-6.10</td> <td style="padding: 5px;">0.00</td> </tr> <tr> <td colspan="5" style="text-align: right; padding: 5px;">Total: RM 20.00</td> <td></td> </tr> </tbody> </table>	Residential Voice 03-40321948						Description	Start Date	End Date	Gross (RM)	Discount (RM)	Amount (RM)	Voice STD 20 Monthly Fee (ST)	25/5/2023	24/6/2023	20.00	0.00	20.00	National Calls (ST)	-	-	0.15	-0.15	0.00	Mobile Calls (ST)	-	-	6.10	-6.10	0.00	Total: RM 20.00					
Residential Voice 03-40321948																																						
Description	Start Date	End Date	Gross (RM)	Discount (RM)	Amount (RM)																																	
Voice STD 20 Monthly Fee (ST)	25/5/2023	24/6/2023	20.00	0.00	20.00																																	
National Calls (ST)	-	-	0.15	-0.15	0.00																																	
Mobile Calls (ST)	-	-	6.10	-6.10	0.00																																	
Total: RM 20.00																																						

NO	QUESTION	ANSWER															
		<table border="1"> <thead> <tr> <th colspan="3" data-bbox="487 325 1567 409">Tax Summary</th> </tr> <tr> <th data-bbox="487 409 982 451">Description</th> <th data-bbox="982 409 1307 451">Total Before Tax (RM)</th> <th data-bbox="1307 409 1567 451">Total Tax (RM)</th> </tr> </thead> <tbody> <tr> <td data-bbox="487 451 982 483">Service Tax - ST</td> <td data-bbox="982 451 1307 483">0.00</td> <td data-bbox="1307 451 1567 483">0.00</td> </tr> <tr> <td data-bbox="487 483 982 514">Service Tax - S8</td> <td data-bbox="982 483 1307 514">XX.XX</td> <td data-bbox="1307 483 1567 514">X.XX</td> </tr> <tr> <td data-bbox="487 514 982 556">Service Tax - NT</td> <td data-bbox="982 514 1307 556">3,041.90</td> <td data-bbox="1307 514 1567 556">0.00</td> </tr> </tbody> </table>	Tax Summary			Description	Total Before Tax (RM)	Total Tax (RM)	Service Tax - ST	0.00	0.00	Service Tax - S8	XX.XX	X.XX	Service Tax - NT	3,041.90	0.00
Tax Summary																	
Description	Total Before Tax (RM)	Total Tax (RM)															
Service Tax - ST	0.00	0.00															
Service Tax - S8	XX.XX	X.XX															
Service Tax - NT	3,041.90	0.00															
29.	Are there any changes in the pricing for services provided by TM?	No, the pricing for TM's services (excluding ST) remains the same.															
30	What if TM wrongly charged new taxation on my bill?	It will follow the current adjustment process (BAU)															
31	Any adjustment for the previous charges before bill 1 March will apply which tax rate?	Any adjustment request with regards to charges billed before 1 March 2024, will be subjected to service tax at 6% only															
32	Any adjustment for the charges in bill 1 March onwards will applies which tax rate?	Any adjustment request with regards to charges in bill Billing Period (BP) 1 March onwards, shall apply 6% and 8% accordingly															
33	I am currently subscribing to the digital services and being billed at 6%. Will I be charged with 8% after 1 March and receive ST debit adjustment?	Yes, you will be charged with an additional 2% debit adjustment on the service tax amount in your next bill.															
34	When will I be charged with the	Your March 2024 bill will not yet be reflected with the new rate. The new Service Tax rate will be reflected in your monthly bill starting April 2024, depending on your billing cycle.															

NO	QUESTION	ANSWER																																										
	<p>new Service Tax rate?</p>	<p>The 2% debit adjustment on the service tax amount will be reflected in your next bill, starting April 2024, in addition to your current monthly charges.</p>																																										
QUESTIONS ON BUSINESS ACCOUNTS																																												
<p>35</p>	<p>How to derive tax treatment of a service with ST to 8% implementation?</p>	<p>a. Services provided to Foreign Telcos are not subject to service tax (NT). b. Services to Malaysian customers/business incorporated in Malaysia are all subject to Service Tax: <ul style="list-style-type: none"> • Telecommunication Service is at 6% (ST) • Other taxable service is at 8% (S8) c. For Foreign non-Telco customers, the following tax treatment applies:</p> <table border="1" data-bbox="483 779 1555 1100"> <thead> <tr> <th>#</th> <th>Contracting Party (Beneficiary)</th> <th>Foreign Telco</th> <th>Service Location - From</th> <th>Service Location - To</th> <th>Service In</th> <th>ST -Tax Code</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Outside Malaysia</td> <td>NO</td> <td>Malaysia</td> <td>Malaysia</td> <td></td> <td>ST/ S8</td> </tr> <tr> <td>2</td> <td>Outside Malaysia</td> <td>NO</td> <td>Malaysia</td> <td>Outside Malaysia</td> <td></td> <td>NT</td> </tr> <tr> <td>3</td> <td>Outside Malaysia</td> <td>NO</td> <td>Outside Malaysia</td> <td>Outside Malaysia</td> <td></td> <td>NT</td> </tr> <tr> <td>4</td> <td>Outside Malaysia</td> <td>NO</td> <td></td> <td></td> <td>Malaysia</td> <td>ST/ S8</td> </tr> <tr> <td>5</td> <td>Outside Malaysia</td> <td>NO</td> <td></td> <td></td> <td>Outside Malaysia</td> <td>NT</td> </tr> </tbody> </table>	#	Contracting Party (Beneficiary)	Foreign Telco	Service Location - From	Service Location - To	Service In	ST -Tax Code	1	Outside Malaysia	NO	Malaysia	Malaysia		ST/ S8	2	Outside Malaysia	NO	Malaysia	Outside Malaysia		NT	3	Outside Malaysia	NO	Outside Malaysia	Outside Malaysia		NT	4	Outside Malaysia	NO			Malaysia	ST/ S8	5	Outside Malaysia	NO			Outside Malaysia	NT
#	Contracting Party (Beneficiary)	Foreign Telco	Service Location - From	Service Location - To	Service In	ST -Tax Code																																						
1	Outside Malaysia	NO	Malaysia	Malaysia		ST/ S8																																						
2	Outside Malaysia	NO	Malaysia	Outside Malaysia		NT																																						
3	Outside Malaysia	NO	Outside Malaysia	Outside Malaysia		NT																																						
4	Outside Malaysia	NO			Malaysia	ST/ S8																																						
5	Outside Malaysia	NO			Outside Malaysia	NT																																						
<p>36</p>	<p>If my contract is a bundled contract with services subject to 6% and 8%, what are the tax rate for the contract?</p>	<p>The billing charges for your contract will be segregated with services charged at the different rates.</p>																																										
<p>37</p>	<p>If my contract is bundled with free services (which are taxable at 8% if purchased separately) will I be charged with the tax?</p>	<p>No, free services that are provided as a packaged price to the contract is not subject to service tax.</p> <p>In addition, any free services provided with a package will not be billed into your bill.</p>																																										
<p>38</p>	<p>Will the quote provided to me specify the rate of tax?</p>	<p>Yes, quotes provided to you will be specified with the tax rates for each service type. Example:</p> <ul style="list-style-type: none"> • Telecommunications (ST) • IT services (S8) 																																										

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> Equipment (NT) Installation of network infrastructure (NT)
QUESTIONS ON TRANSITIONAL RULES		
39.	If PO is issued before 1 March 2024 but delivered after 1 March 2024, can additional ST be added on the supply/ bill?	<p>If PO is issued before 1 March 2024 for services which are subject to 8% but delivered after 1 March 2024, the supplies are subjected to ST at 8%.</p> <p>The rate of service tax is determined based on when the service is provided to customers ie:</p> <ul style="list-style-type: none"> If provided before 1 March 2024 – 6% If provided on or after 1 March 2024 – 8%
40.	I have not been invoiced but have made full payment for services that is provided on or after 1 March 2024. Will I be charged with 6% or 8% in my Bill?	<p>Services provided on or after 1 March 2024:</p> <ul style="list-style-type: none"> This will be subject to the new tax rate of 8%. However, if the full payment is received before the effective date, the tax rate remains at 6%.
41	I have services spanning the effective date, what is the rate of service tax?	<p>For services spanning the effective date, the Service Tax will need to be apportioned based on the service duration:</p> <ul style="list-style-type: none"> Portion before the effective date – 6% Portion on or after the effective date – 8% <p>If the full payment is received before the effective date, the tax rate remains at 6%.</p>
42	I am billed for services subject to ST 8% after 1 March 2024 for usage before 1 March 2024. Will I be charged with 6%?	<p>Yes, the service is subject to 6%.</p> <p>However, if you are billed with 8%, we will issue an ST credit adjustment to you.</p>