

FREQUENTLY ASK QUESTIONS (FAQs)

1. Q : How to register?

A : Taxable person who provides prescribed taxable services and having turnover more than RM500,000 is required to apply for registration via online by submitting SST-01 form to MySST system.

2. Q : How to submit return and make payment?

A : A registered person needs to submit service tax return SST-02 form and make payment electronically (MySST) or by post to the Customs Processing Centre in Kelana Jaya. The payment methods are either by cheque or by bank draft. For more information refer to the Return and Payment Guide.

3. Q : Does a registered person need to issue an invoice?

A : Every transaction by a registered person must be issued with an invoice. However, the registered person can apply to use other documents to replace the invoice but subject to approval by the Director General. For more information, please refer to the General Guide.

4. Q : Who is PTBS provider?

A : PTBS provider who provide PTBS and who is licensed under the Communications and Multimedia Act 1998.

5. Q : How does service tax on prepaid services supplied by PTBS provider?

A : Prepaid services supplied by PTBS are subject to service tax.

6. Q : Is Njoy installation subject to service tax?

A : Yes, Njoy installation is subject to service tax.

7. Q : Is the sale of Njoy prepaid card subject to service tax?

A : Yes, the sales are subject to service tax because with the prepaid card customer may enjoy *pay-TV* services.

8. Q : Is the sales value of prepaid card inclusive of service tax?

A : Yes, the sales value of prepaid card inclusive of service tax. If the prepaid card value is RM5, service tax will be at $(6/106) \times RM5 = RM0.28$.

9. Q : Does Njoy need to issue an invoice with regards to the sale of prepaid card?

A : Yes, Njoy needs to issue an invoice with regards to the sale of prepaid card. However Njoy may apply not to issue invoices for the sales of prepaid card from **Director General of Customs**

10. Q : The PTBS provider charge an upfront payment for one year of service. When should the PTBS provider account service tax for the services?

A : The PTBS provider should account service tax when payment received from the customer even though the service has not been rendered.

11. Q : Would the service tax be applicable on the distribution of free TV services?

A : No, free TV services supplied free of cost to any party should not be liable to service tax.

12. Q : Is there any service tax charge for viewing channel / streaming at additional device provide by the provider?

A : Yes, it is subject to service tax if the service is chargeable by the provider.

13. Q : What is the tax treatment when a PTBS provider allows the viewing channel / streaming on extra devices for free?

A : No, free viewing channel / streaming on extra devices is not subject to service tax.

14. Q : Is specific channel subscription on pay-per-view basis subject to service tax?

A : Yes, the services are subject to service tax.