

IMPORTANT TERMS & CONDITIONS TO NOTE BEFORE SIGNING UP FOR THE SERVICE

1. The Service is on a best effort basis. Speeds for wireless internet depend on factors such as location, distance from communications tower and number of simultaneous users.
2. The Service is only available in coverage areas. Before signing up, you should check at maxis.com.my/home to see if you are within the coverage area.
3. To ensure all our users enjoy quality browsing experience, Maxis will not assure constant connectivity if you use peer-to-peer or file sharing programs.
4. When you reach your subscribed package volume quota, your Internet connection will be reduced to 32 Kbps until the end of your billing cycle. Should you wish to continue enjoying regular speeds, you may purchase additional data volume via Myaccount portal through mylaunchpad.com.my
5. Every time you log on to our Service, a webpage may appear to communicate the latest information and to link you to your account management portal.
6. This Service does not support Fax service.
7. The SIM card must not be used by the customer with any other devices other than the modem provided for the Service and/or for any other usage contrary to the Service, as may be instructed by Maxis from time to time in any form of notification either via its website or public announcement. Maxis reserves the absolute right to suspend and/or terminate the Service if the SIM card is used in any other customer devices.
8. An activation fee of RM150 is applicable for each Wireless Internet package subscription. However, the activation fee from 1st October 2011– 30th June 2012 is only RM100.
9. This Service comes with a 12-month contract. Upgrade and downgrade within the Service is allowed. A penalty fee of RM 200 will be charged if the equipment is returned in good condition. A penalty fee of RM 300 will be charged if any part of the equipment is not returned or is not in good condition.
10. For existing Maxis customers or customers who have contracts or subscriptions with other service providers, Maxis will not bear any penalty fees that may be charged should you terminate your service before the end of your contract or subscription period with Maxis or the said service provider.
11. A deposit is required for every Maxis Service subscription even if the Maxis Service subscription is under the same name (applicable to non-Malaysian only).
12. Modems are provided under these Terms and Conditions on a “while stocks last” basis. Modems come with a 1 year warranty. Please visit your nearest Maxis Centre should you have any issues with the modem. The modem warranty does not cover
 - (a) normal wear and tear (including, without limitation, wear and tear of modem cover, SIM holder, and modem holder)
 - (b) damage, loss or defects caused by any act, omission, misuse, negligence including usage of the modem contrary to instructions provided by Maxis or the manufacturer (e.g. as set out in the modem’s user guide) and/or
 - (c) other acts beyond the reasonable control of Maxis.
13. To discontinue the Service, walk-in to any Maxis Centre.
14. The above terms are supplemental to the Our Customer Terms printed overleaf and on <http://www.maxis.com.my/home>.