



1. There is a minimum subscription period for the Maxis Services subscribed herein unless specifically stated otherwise by Maxis for a particular service (hereafter "the Service").
2. The Service is only available in certain coverage areas. Call 123 (from your mobile) or 1800 82 4663 or log onto www.maxis.com.my/broadband to check if you are within the Service coverage area.
3. We will call you within seven (7) days of your application for the Services to inform you of our acceptance or rejection of your application. Provision of the Services is at Maxis' sole discretion.
4. Upon acceptance of your application and your registration for the Services, we may install the Services within seven (7) days of our acceptance or a date as stated by us;
5. You consent for us and/or our agents to gain access to your premises with prior notice to place our equipment and install the Services in your premises;
6. The Services will be installed at the address provided above, if you need to relocate from the premises stated herein, you shall provide us prior notice. Any such relocation shall be subject to our Service coverage area and relocation charge as may be charged by us. We also have an option to terminate the Services with notice to you if we cannot relocate.
7. You are responsible for the safety of our equipment in your premises at all times. Upon termination of the Service, our equipment must be returned in good condition, failing which you may be charged for any loss or damage for up to RM800 per device.
8. You may subscribe for additional Services from Maxis by way of a request to us and the relevant Service terms and conditions shall be deemed to be accepted by you upon your usage of such additional Service. This applies to services that may be bundled or provided as a package by Maxis as well.
9. The Services as subscribed by you are subject to the Our Customer Terms printed overleaf or as made available on our website at www.maxis.com.my/personal/general/tnc_main.asp.

This page provides a summary of Our Customer Terms for the Maxis Service subscribed by you ("Services") and gives you some important information about what those term cover and your rights and obligations. Please read the information below carefully, as there are some important consequences for you.

Please visit our website at www.maxis.com.my/personal/general/tnc_main.asp or visit your nearest Maxis Centre to obtain a full copy of Our Customer Terms. The full customer terms will also be displayed when you log onto the Maxis Services.

OTHER TERMS YOU SHOULD BE AWARE OF:

What we will do: We are committed to providing the Services to you on an "as is" basis and within a reasonable timeframe only if the Service is available in your area or is technically feasible, if you meet our credit policy requirements and comply with our registration requirements and Our Customer Terms.

What you must do to get the Service: You will need to:

- provide us with accurate and complete information at all times as may be required for availing our Services.
- consent to your personal information being used by us for any purpose related to our provision of the Service.
- read and accept Our Customer Terms.
- ensure that you have necessary equipment to use the Service.
- consent to us and/or our agents to gain access to your premises with prior notice to place our equipment and install our Services.
- promptly pay for the monthly service charges and other charges relating to the Service. You will be responsible for all service charges of the Service, whether or not you were the one using the Service.
- make sure that payments to us are in full, without any deductions. At our discretion, we can set off, consolidate or combine accounts or transfer monies outstanding in any of your accounts with Maxis or its related companies towards reducing any amounts you owe us for the Service.

Your obligations when you use the Service: You must:

- not disclose your log on details to anyone else, or share your Service.
- comply with the –
 - Maxis Fair Usage Policy (www.maxis.com.my/personal/broadband/termncon.asp),

- Maxis Service Terms and Conditions as applicable for the Services or value added services as may be subscribed by you (www.maxis.com.my/personal/general/tnc_main.asp), and
- General Terms and Conditions (www.maxis.com.my/personal/general/tnc_general.asp#aur)

(collectively 'Our Customer Terms').

- not use the Service:
 - to send spam or unsolicited email messages, and against public interest;
 - for commercial business purpose or resell Services unless permitted by Maxis; and
 - for any unlawful purpose such as vice or gambling, infringement of other people's intellectual property, publishing any defamatory or abusive material;

Upgrade of service plan: Request for a change of plan is allowed with our approval and with you bearing all related charges.

When we can suspend or cancel your Service: We may suspend or cancel your Service in a number of circumstances, such as where you breach Our Customer Terms, you do not pay your bill on time, where it is necessary to restore or maintain our network, there is an emergency, the law allows or requires us to do so, you leave your premises, or you become bankrupt or insolvent. If the Service is cancelled or suspended, you are required to pay charges outstanding as at cancellation/ suspension date. Reconnection charge is payable before we reconnect a cancelled/ suspended Service.

When we can alter the Service: We may alter the Service or Our Customer Terms after giving you prior notice. If you are not agreeable to such alteration, you can choose to terminate the Service by notifying us in writing prior to the effective date of such alteration.

Our/Your liability: We aim to provide but do not guarantee continuous or fault free services. We are not liable to you in contract, tort (including negligence), or otherwise for any loss or damage (e.g. lost profits or business or consequential losses that you may suffer in connection with the Service (or a failure to provide the Service)). You agree to indemnify and keep us indemnified against any loss, damage, liability or expenses arising from any claims whatsoever including for libel, invasion of privacy, infringement of intellectual property rights or breach of any law or regulation arising from the use of your Service, whether by you or any other person.