



FAQ for Maxis Internet Security

Questions	Answers
1. How many times can I purchase MIS?	Purchases are allowed once for each MSISDN. However, if you have 3 numbers under your account, you can subscribe for 3 MIS services under those MSISDN.
2. Can I subscribe to MIS with anything other than a Maxis line?	No.
3. What happens if I key in the wrong shortcode or keyword?	You will receive a SMS notification: Sorry, invalid keyword entered. For further assistance, send HELP to 22132.
4. What should I do when I receive the subscription key?	You need to enter the subscription key into the boxes under the " Subscription key " window.
5. How many PCs can I use the same subscription key on?	You can share 1 subscription key among 3 PCs.
6. How do I share the subscription key among 3 PCs?	You need to download the client onto the 3 PCs and enter the same subscription key on each one.
7. What happen if I only use the subscription key on 2 PCs?	You can use the subscription key on the remaining PC.
8. If I don't use the remaining subscription key, will it expire?	Your subscription key will expire when you unsubscribe or do not renew your MIS service.
9. Can I use the MIS subscription key on my mobile phone?	No.

<p>10. If, for example, I subscribe on April 15, when is my expiry date?</p>	<p>Your expiry date will be May 14.</p>
<p>11. If, for example, I subscribe on April 15 and terminate on April 20, can I still use the MIS service?</p>	<p>Yes, you can use the MIS service until May 14.</p>
<p>12. Where is the RM8 billed to?</p>	<p>RM8 will be billed to the Postpaid/Prepaid MSISDN number – the MSISDN that you used to subscribe to the MIS service.</p>
<p>13. If I have problems with MIS, what number should I call?</p>	<p>You may call Customer Service at 1800 82 2000. They will assist you accordingly.</p>
<p>14. What happens if I don't respond to the renewal SMS?</p>	<p>If you don't send "STOP MIS" to 22132, your subscription will not be terminated and you will be charged RM8 in your bill. Your subscription will be continued.</p>
<p>15. Do I get the 30-day FREE Trial?</p>	<p>Yes, when you download MIS from maxis.com.my/mis</p>
<p>16. If I get the FREE Trial and then subscribe to MIS, what happens?</p>	<p>You will get another 30 days of FREE MIS service. This means you will enjoy 60 days of FREE MIS.</p> <p>If you didn't subscribe during the Trial period, you will only be entitled to 30 days of FREE MIS upon subscribing.</p>
<p>17. If I am already subscribed to MIS and my keys and validity period are still valid, what happens if I re-subscribe?</p>	<p>You will receive a message like so:</p> <p>RM0.00 You have already subscribed to Maxis Internet Security. Your subscription code is XXXX-XXXX-XXXX-XXXX-XXXX</p>