



FAQ

1. Do I have to pay any upfront fee if I want to subscribe for any of the packages?

Yes, you will need to pay RM75 for a Fixed Line if you are not our POTS subscriber and an additional RM120 non-refundable upfront fee for the bundled packages which will include a HSDPA modem, residential gateway (wi-fi router) that works with our HSDPA modem

2. How long is the contract term?

The contract term is 18 months for all the offered packages.

3. How much do I need to pay if I breach the contract?

You will be charged your standard remaining months X monthly commitment.

4. If I terminate the service before the contract ends, do I need to return the residential gateway and modem to Maxis?

No, the residential gateway and modem will be the property of the customers.

5. Is there a 7-day cooling off period?

No.

6. Will I get a separate bill on both ADSL and Wireless Broadband?

You will only receive one bill for your bundle offering. However, you will receive a wireless broadband bill if you have any extra usage such as SMS and or any music purchases.

7. Can I change the ADSL package from non-bundled to bundle?

Yes, but your contract will restart and a waiver will be provided for the old plan penalty.

8. Can I change the ADSL package from bundled to non-bundle?

No, as we have provided free residential gateway, HSDPA modem and free VAS on the bundled package. However upgrades and downgrades of the packages within the bundle are allowed.

9. Can I upgrade/downgrade the wireless broadband package that comes with the Home Bundle?

Yes, please refer to monthly subscription. You may do so via the My Account portal.

10. Can I upgrade/downgrade the ADSL package?

Yes, and the contract will resume from the start of the previous contract.

11. What is FUP in ADSL and what happens when I have breached the quota?

Fair Usage Policy (to be determined) is to ensure that all customers can enjoy a good browsing experience and to prevent abusers from hogging the bandwidth impacting other users. When customers have breached their allocated quota, their internet speed will be managed to ensure other users are not impacted.

12. Can I buy quota upgrades for ADSL?

Not at this point in time, but we are looking into providing such a VAS when there is enough demand from customers.

13. Can I buy quota upgrades for Wireless Broadband?

Yes, please login to your MyAccount portal to buy additional quota once you have exhausted your allocated quota. It will be charged to your bill.

14. Can I upgrade my wireless modem to a different modem?

No, it is bundled with E1552.

15. What is the warranty period for the residential gateway, ADSL modem and wireless modem?

The warranty is 12 months for residential gateway and wireless modem. The warranty for ADSL modem is 18 months.

16. What if I lost my wireless modem?

You can purchase a replacement modem at any of our Maxis Centres provided you are still an active customer.

17. What if the residential gateway is faulty after 12 months?

You can purchase a replacement modem at any of our Maxis Centres provided you are still an active customer.

18. What if the ADSL modem is faulty after 18 months?

You can purchase a replacement modem at any of our Maxis Centres provided you are still an active customer.

19. How do I register for my ONEMusic service?

You will first need to register via www.musicunlimited.com.my using your wireless broadband HSDPA MSISDN and create a user id. Your password will be sent via SMS to your wireless broadband dongle. Please login using the created id and password.

20. How do I download songs using my bundle ONEMusic service?

You will need to login to www.musicunlimited.com.my. Then go to the ONEMusic portal. You may download songs from this website for free.

21. What if I download songs that are not from the ONEMusic portal?

Songs which are not on the ONEMusic portal will be charged and billed to your wireless broadband account.

22. Can I still purchase any other music out of the ONEMusic offerings?

Yes, you may purchase music outside the ONEMusic offering. However it will be charged as pay per use.

23. When can I start using my ONEMusic service?

You may use your ONEMusic service 24 hours after you have received your wireless broadband service.