

MAXIS HIGH SPEED INTERNET - FAQ

- 1. Do I have to pay any upfront fee if I want to subscribe to any of the packages?**
Yes. There is a deposit of RM75 for VOIP services. In addition, a one month advance payment of RM158 will be charged on your first month's bill.
- 2. Who can enjoy this offer?**
This offer is extended to existing ADSL and postpaid subscribers living in our FTTH areas.
- 3. How long is the contract?**
The contract is 24 months long.
- 4. How much do I need to pay if I breach the contract?**
A penalty, calculated by multiplying the remaining months in your contract with your access fee, will be imposed if you terminate within the contract period.
- 5. If I terminate the service before the contract ends, do I need to return the devices?**
We only require you to return the Broadband Terminal Unit. All other devices belong to you. Our installers will come and collect the Broadband Terminal Unit from your home.
- 6. Is the 7-day cooling off period applicable?**
No, the 7-day cooling off period is not applicable. A 10-day cooling off period is only applicable for customers via the Telesales channel.
- 7. Can I upgrade the basic package to the bundled package?**
Yes you may upgrade your package to the bundled package. However, your contract will be restarted.
- 8. Can I change the bundled package so it doesn't have Wireless Broadband?**
No, as we provide a free HSDPA modem. However, you may upgrade or downgrade the Wireless Broadband.
- 9. Can I upgrade/downgrade the Wireless Broadband package that comes with the Home Bundle?**
Yes you may. Please call customer support or visit your nearest Maxis Centre. However, the contract of your packages will be restarted.
- 10. Can I upgrade/downgrade the Fixed Broadband package?**
Yes you may. Please call customer support or visit your nearest Maxis Centre. However, the contract of your packages will be restarted.
- 11. If I have a Wireless Broadband MyAccount account, do I need to create another account for my Fixed Broadband?**
For the time being, you will need to create an account for your Wireless Broadband. However, we are working to enhance our services to allow you to view your Fixed Broadband details online.

12. What is the Fair Usage Policy for my Fixed Broadband? What happens if I exceed my Fair Usage Policy?

The Fair Usage Policy is in place to ensure that all customers get a good browsing experience and to prevent abusers from hoarding bandwidth, impacting other users. When customers have breached their allocated quota, their internet speed will be managed to ensure that other users are not impacted.

The Fair Usage Policy is 40 GB for 6 Mbps.

13. Can I buy quota upgrades for my Fixed Broadband?

Not at this point in time. However, we are enhancing our systems to offer you that service in the near future.

14. Can I buy quota upgrades for Wireless Broadband?

Yes. You can do so through the Wireless Broadband MyAccount portal.

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

The warranty is 12 months for both the residential gateway and the wireless modem.

16. What happens if I lose my wireless modem?

You can purchase a replacement modem by calling our hotline or visiting your nearest Maxis Centre.

17. What happens if the residential gateway / DECT phone is faulty / gets lost after the warranty period of 12 months?

You will be able to purchase a replacement by calling our hotline.

18. What if the fixed modem is faulty after 24 months?

You can request a replacement by calling our hotline.

19. Can I use my fax service for VOIP?

No. Fax service for VOIP is not currently supported but we are working on it for the near future.

20. If I have another Panasonic cordless phone can I use it as extension?

We recommend that customers use the same model as the DECT phone provided by Maxis for VOIP; we can assist with the configuration. We cannot provide confirmation on other cordless phone brands.

21. I am an existing ADSL customer. Once I upgrade to FTTH, will the ADSL service be terminated automatically?

FTTH and ADSL are 2 different accounts and services. If you wish to terminate the ADSL service, please visit your nearest Maxis Centre.

22. Is IPTV (Internet Protocol Television) included in the FTTH package?

No, it is currently not. The IPTV offering is currently a work in progress and once it is available, we will let all our subscribers know.

23. What is the Wi-Fi coverage area?

It covers a 100m radius but it can be limited according to your house structure. For example, if your walls are thick then your coverage will be lessened.

24. Does rain affect the FTTH transit signal?

No, it does not affect the signal.

25. Can I use torrents or peer to peer downloads?

In order to create a good customer experience for all our customers, we highly encourage you not to use torrents or perform peer to peer downloads.

26. If the DECT phone or residential gateway becomes faulty within the warranty period, what should I do?

Please call our hotline.

27. How do I keep track of the data bandwidth I have used? Also, how do I keep track of bandwidth if I use more than one computer?

This service is not currently available. We are working on allowing you to manage your usage allowance. Please check our website regularly.

28. Can I change my VOIP number?

Yes but the number you request should be within the allocated range of numbers from SKMM. It costs RM25 to change your number.

29. My house is 3 stories tall and I would like the Service to be installed on the third floor. Can it be done?

The Service can be installed wherever you want. The installers will provide you with a sketch once you inform them of the location. If it is acceptable, then the service will be installed there. However, there is a contractual limitation in the cabling length (even though it is not currently implemented) of 20:20:10. This means:

- 20 metres from the outside drop point to the outer wall termination point
- 20 Metres from wall termination point to the ONT inside the house
- 10 Metres from the ONT to the CPEs