

What to expect during your Maxis Fibre installation?

Before Installation

1. Upon Order Confirmation.

SMS confirmation on date and time of installation.



3. SMS reminder on installation the day before installation



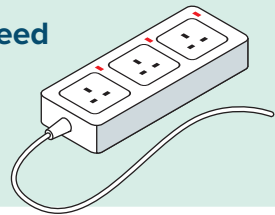
2. Expect a call from our team to confirm date & time of installation.

In the event if you would like to re-schedule, contact us 4days before installation date to avoid cancellation charges.



What you need to prepare.

- 3 power outlets.



On Installation Day

1. Maxperts will check your premise to analyse the best cabling route. There may be charges for non standard installation. We will get your consent before any cabling is done.

Standard Installation	FREE
Non Standard Installation based on the set up	Non Standard Installation charges apply



2. Maxperts will recommend an ideal router placement and ensure that your devices are set up.

Installation time:
Approx 3-4 hrs.



3. Sign-off upon completion

Lastly, do not move your modem once set up is done as the WiFi coverage is already optimised.

Non-Standard Installation Charges Guide

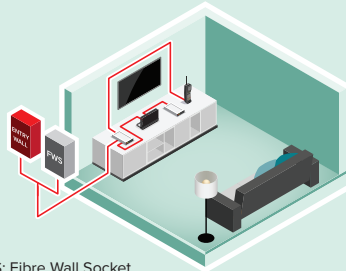
Inside Premise

Scenario 1:

Visible cabling.

Standard
installation

FREE



FWS: Fibre Wall Socket

Scenario 2:

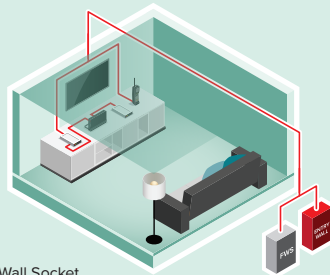
Hidden cabling inside the ceiling wall with microduct protection.

First 10 meters

RM60

>10 meters

RM10/meter

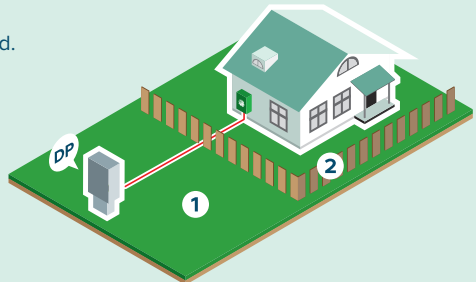


FWS: Fibre Wall Socket

Outside Premise - Scenario 1:

Where the Distribution Point (DP) is on the ground.

1. If cable is blocked outside customer's compound	Standard installation - FREE
2. If cable is blocked within customer's compound	
2.1 If customer requires installation via surface cabling	
First 10 meters	RM200
>10 meters	RM10/meters
2.2 If customer requires installation via underground cabling	RM450



Scenario 2:

Where the Distribution Point (DP) is on the Pole.

1. From pole straight to entry wall	Standard installation - FREE
2. From pole to entry wall via underground and surface cabling	
First 10 meters	RM200
>10 meters	RM10/meters

