

## FREQUENTLY ASKED QUESTIONS (FAQ)

GENERAL		
NO.	QUESTION	ANSWER
1.	Who is nex.life? What are the benefits if I sign up nex.life connect?	Powered by webe digital sdn. bhd., nex.life connect offers high-speed internet for both home and mobile in a single priced package because we believe everyone should be connected to the internet seamlessly and affordably.
2.	What comes with the nex.life connect package?	Nex.life connect comes with unlimited internet for home and unlimited 4G/LTE mobile internet. A 500MB monthly data quota is allocated for non-4G/LTE area.  Our appointed installer from Telekom Malaysia will be installing your home internet and we will deliver your new mobile sim card to your door steps.
3.	Who is eligible to sign up for this package?	Registration is available for all Malaysian individual with a valid IC, and whose homes are located within our selected service area and is subject to fixed broadband internet service and coverage availability. Each registered account consists of bundled home and mobile internet service.  A maximum of five (5) packages is allowed per individual IC.
4.	How do I sign up?	Go to <a href="http://www.nexlife.com.my/connect">www.nexlife.com.my/connect</a> to subscribe online.  You will need to create your login ID with a valid email address as this will be your unique ID to access the online store and self-care services upon successful registration. The e-bill will also be emailed to the registered email address.
5.	Can I choose or terminate either one of the service?	No. Both home and mobile internet services are made available in one account. You are not able to choose or terminate either one of the service.

6.	<p>Will there be any contract tied to the plan?</p> <p>Will there be any penalty if I decide to terminate my subscription within the contract period?</p>	<p>Yes, new subscribers of nex.life connect will be tied to a 12-month contract.</p> <p>Any termination within the contract period will be imposed with a penalty of the remaining months, on top of any outstanding payments.</p> <p>An example of the termination penalty fee calculation is shown below:</p>  <p>The fee is <math>RM35.48 + RM100 + RM16.13 = RM151.61</math></p>
7.	<p>Does the package have a Fair Usage Policy (FUP)?</p>	<p>Yes, nex.life connect package is subject to the Fair Usage Policy (FUP). FUP is a standard global practice to ensure that good quality of Internet experience is provided to all customers fairly.</p>
8.	<p>Can I request for change of ownership?</p>	<p>Change of ownership is not allowed at this moment.</p>

## DEPOSIT, BILLING & PAYMENT

NO.	QUESTION	ANSWER
1.	<p>Do I need to pay any upfront payment during registration?</p>	<p>Yes. A RM300 upfront fee will be collected during your online registration. This upfront payment of RM300 will be offset in your monthly bill upon successful installation and service activation</p>
2.	<p>When will I receive my first bill once I've subscribed to nex.life connect?</p>	<p>You will receive your first e-bill within one (1) month upon service activation.</p> <p>The first bill will cover prorated charges for the month of registration plus one (1) month in advance. Any offset or outstanding charges will also be reflected in the e-bill.</p>
3.	<p>How do I retrieve my bill statement?</p>	<p>You will receive the monthly e-bill (softcopy) to your registered email address, and it's free. Alternatively, you may login to your self-care page to view the monthly statement.</p>

4.	Can I check my previous month bill statements?	Yes. You can view your previous bill statements up to six (6) previous months via nex.life self-care @ <a href="http://www.nexlife.com.my/selfcare">www.nexlife.com.my/selfcare</a> .
5.	Do I pay a separate bill for the home and mobile internet services under nex.life connect?	Both home and mobile internet services under nex.life connect will be in a single bill.
6.	Where can I pay my nex.life bill?	<ol style="list-style-type: none"> <li>1. You may pay your bill online via nex.life self-care @ <a href="https://nexlife.com.my/selfcare/payment">https://nexlife.com.my/selfcare/payment</a></li> <li>2. Online banking Pay via internet banking or mobile banking to below CIMB account number: <b>98953 followed by your 9 digit nex.life account number</b></li> <li>3. Jom Pay Biller Code: <b>3608</b> Ref-1: <b>Your 9 digit nex.life account number</b></li> </ol>
7.	How do I change my email address?	Your email address is a unique ID tied to your nex.life connect account, and because of that you will not be able to update or change it. You will need to register a new ID with a new email address if required.
8.	I did not receive my e-bill, what should I do?	<p>You can view your bills online by logging to the nex.life self-care @ <a href="http://www.nexlife.com.my/selfcare">www.nexlife.com.my/selfcare</a>.</p> <p>To ensure that you do not miss your bill statement, please verify that your preferred email address that was used during registration is correct in your self-care profile. Your nex.life connect bill may also have been sent to your junk mail folder.</p>

HOME INTERNET		
NO.	QUESTION	ANSWER
1.	What is included as part of nex.life connect home internet service?	You will enjoy unlimited internet experiences at home up to a speed of 20mbps.
2.	Will a WiFi router be included as part of the package?	You are expected to purchase a WiFi router based on your own budget and brand preference. You can check our recommended router model and dealer location @ <a href="https://nexlife.com.my/pdf/recommended_wifi_modem.pdf">https://nexlife.com.my/pdf/recommended_wifi_modem.pdf</a> .
3.	How do I setup my wifi router to work with nex.life home internet service?	Please refer to this Quick Setup Guide when setting up your wifi router @ <a href="https://nexlife.com.my/pdf/quick_setup.pdf">https://nexlife.com.my/pdf/quick_setup.pdf</a>
4.	Does the home internet includes voice service?	Our home internet package offers only data service without any voice feature.
5.	Why am I not getting the speed as advertised?	<p>Home internet is a wired broadband service. Any wireless connectivity is a complimentary feature offered via additional hardware such as a WiFi router, and its performance is subject to factors such as interference and/or obstructions.</p> <p>Several factors that might affect internet speed are:</p> <ul style="list-style-type: none"> <li>• Location of website servers; users might experience lower speed from international websites;</li> <li>• Some web sites or servers might not be able to cope with high traffic demand from users OR do not have enough capacity OR where download speed is restricted to ensure fair level or service;</li> <li>• Network congestion as a result of network maintenance or outages;</li> <li>• Running multiple applications simultaneously such as Peer-to-Peer applications e.g. Bittorent</li> <li>• Multiple users sharing the home internet connection at the premise at the same time.</li> </ul>
6.	I have already subscribed to nex.life connect, can I relocate my home internet service?	<p>Service relocation is not allowed for nex.life connect package at the moment. Please ensure that the new location is within our coverage area.</p> <p>You have an option to apply and install the home internet service at the new location before requesting to terminate the existing service in order to avoid service interruption.</p>

7.	What should I do if I have a problem with my home internet?	<p>For further assistance, you may contact us via live chat through self-care @ <a href="http://www.nexlife.com.my/selfcare">www.nexlife.com.my/selfcare</a> page.</p> <p>Alternatively, you may submit your issues via the online support web form at <a href="http://nexlife.com.my/support">nexlife.com.my/support</a>.</p>
8.	What should I do if my WiFi router is faulty?	You may need to contact the router manufacturer if it is still under warranty.
<b>HOME INTERNET INSTALLATION</b>		
NO.	QUESTION	ANSWER
1.	When will my home internet be installed?	<p>Once you have registered for nex.life connect, you will be asked to provide three (3) preferred time and dates for the installation team to schedule the installation.</p> <p>Once all technical requirements are confirmed, you will be contacted with the suitable time and date for installation to take place on one (1) of your preferred time.</p>
2.	Can I reschedule my installation appointment date and time?	<p>For any rescheduling of the installation appointment date, you are required to inform nex.life 3 days prior to the initially agreed appointment date.</p> <p>A fee of RM200 will be charged if you reschedule the installation less than 72 hours of initially agreed appointment time.</p> <p>The new appointment can only be rescheduled 24 hours after the original appointment date.</p>
3.	What if I decide to cancel my order after I have set an installation appointment?	Nex.life reserves the right to forfeit the upfront payment for any cancellation request than is done less than 72 hours of the agreed installation appointment.

<p>4.</p>	<p>What are other items related to nex.life home internet that I should be aware on?</p>	<p>These are additional information that need to be aware off prior to the home internet installation:</p> <ul style="list-style-type: none"> <li>• If your premise is a high rise building served via copper, you are required to terminate your existing broadband service (if any) before subscribing to nex.life connect.</li> <li>• Minimal drilling is required for fiber installation to the premise.</li> <li>• You are responsible for the purchase of a supported WiFi router based on our recommendation list in order to complete the installation.</li> <li>• No installation appointment will be made for premise under renovation.</li> <li>• Both home and mobile internet service will be activated upon successful installation of home internet. Partial service activation is not allowed.</li> <li>• Account owner or authorized contact person must be available during the service installation. For high rise premises, owners are required to make arrangement with Building Management Office for installation permission, internal cabling and access to telecommunication room.</li> <li>• For internal cabling, additional charges will be applied for standard cables more than 50 meters and payment will be made directly to the contractor.</li> <li>• For other optional installation e.g. wiring inside ceiling or external cabling (pole to ground with surface cabling to premise), you may appoint your own contractor or deal directly with our appointed contractor. Payment will be made directly to the contractor.</li> <li>• Please provide a correct and valid billing e-mail address and hand phone number. We will send your monthly bill via e-Bill to your registered email address. Alternatively, you may view your bill via selfcare @ <a href="mailto:nexlife.com.my/connect">nexlife.com.my/connect</a></li> </ul>
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MOBILE INTERNET		
NO.	QUESTION	ANSWER
1.	What is included as part of nex.life connect mobile service?	<p>The plan includes:</p> <ol style="list-style-type: none"> <li>1. Unlimited domestic data on 4G/LTE network</li> <li>2. Monthly quota of 500MB data on domestic non-4G/LTE network</li> </ol>
2.	How about calls and SMS on my mobile plan	<p>All domestic calls and SMS on your mobile plan will be charged based on usage. Rate as below:</p> <ul style="list-style-type: none"> <li>• Calls @ RM0.20 / 60 sec charging block</li> <li>• SMS @ RM0.15 / SMS</li> </ul> <p>Price is excluding of SST</p> <p>Additional charges are applicable to these calls and SMSes</p> <ul style="list-style-type: none"> <li>• Calls to 1300 / 1700 / 1600 / 1MOCC numbers</li> <li>• Calls to Special Number</li> <li>• International Calls (IDD) and SMS from Malaysia</li> <li>• Voice calls &amp; SMS roaming outside Malaysia</li> </ul>
3.	What is the credit limit for my mobile line?	<p>The default credit limit is RM400.</p> <p>You can adjust your credit limit via selfcare @ <a href="http://nexlife.com.my/selfcare">nexlife.com.my/selfcare</a>.</p>
4.	Do I need to request for a specific SIM card size (eg. micro SIM or nano SIM) prior to making payment?	<p>Don't worry, our SIM card comes in three (3) built-in sizes (mini/standard, micro, and nano) that would fit in any phone models</p>
5.	I can't use my SIM card. What do I need to do?	<p>We have been working with various phone manufacturers to support automatic configuration setting when you insert the mobile SIM. You will receive a notification within a few minutes upon insertion of the mobile SIM into your phone.</p> <p>This notification is to set the Access Point Name (APN) to webe on your phone configuration.</p> <p>If you have not received the notification, you can manually set the APN to "webe" on your phone. Simply go to "Setting &gt; Connections &gt; Mobile Networks &gt; Access Point Name".</p>

6.	What will happen if I don't change the APN to "webe"?	You may not be able to use the data service. Hence we would encourage you to change the setting immediately.
<b>DATA</b>		
NO.	QUESTION	ANSWER
1.	What is inclusive of my domestic mobile data?	You will get to enjoy unlimited high-speed mobile internet data, provided it is used within our 4G/LTE coverage area with an 4G/LTE phone.
2.	What can I do if I am running out of quota at non 4G/LTE area?	<p>You may purchase additional quota in order to continue to surf at non-4G/LTE area. Quota top up can be purchased from selfcare @ <a href="http://www.nexlife.com.my/selfcare">www.nexlife.com.my/selfcare</a>. Options as below</p> <ul style="list-style-type: none"> <li>• RM15 for 1GB (3G with 30 days validity period)</li> <li>• RM30 for 3GB (3G with 30 days validity period)</li> <li>• RM45 for 5GB (3G with 30 days validity period)</li> </ul> <p>3G Base Data will be throttled to 64kbps once the quota of 500mb is exhausted.</p> <p>Price is excluding of SST.</p>
3.	Can I use my mobile phone as hotspot?	<p>Yes, provided you purchase one of our hotspot pass / tethering pass from selfcare @ <a href="http://www.nexlife.com.my/selfcare">www.nexlife.com.my/selfcare</a>. Options as below:</p> <ul style="list-style-type: none"> <li>• RM15 / 2GB (1GB 4G/LTE &amp; 1GB 3G)</li> <li>• RM30 / 4GB (2GB 4G/LTE &amp; 2GB 3G)</li> </ul> <p>Price is excluding of SST. Data hotspot/tethering Pass is valid for 30 days from date of purchase</p>
<b>VOICE</b>		
NO.	QUESTION	ANSWER
1.	What voice features are included in my mobile service?	<p>The voice features come with:</p> <ul style="list-style-type: none"> <li>• Call hold</li> <li>• Call waiting</li> <li>• Missed call notification</li> </ul>

2.	What voice features are not supported on my mobile service?	<p>These voice features are not supported:</p> <ul style="list-style-type: none"> <li>• Voicemail</li> <li>• Call forwarding</li> <li>• Multi-party call</li> <li>• Enabling private number display on your outgoing calls</li> </ul>
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3.	What are the call charges for special numbers?	<p>The charges are as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">NUMBER</th> <th style="text-align: center;">SERVICE DESCRIPTION</th> <th style="text-align: center;">CHARGES (exclusive of 6% ST)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">12273</td> <td>mobile Careline 1CARE</td> <td style="text-align: center;">FREE</td> </tr> <tr> <td style="text-align: center;">999 / 112</td> <td>Malaysian Emergency Response Services</td> <td style="text-align: center;">FREE</td> </tr> <tr> <td style="text-align: center;">15999</td> <td>Talian Nur &amp; Childline</td> <td style="text-align: center;">FREE</td> </tr> <tr> <td style="text-align: center;">1-800</td> <td>Toll Free Hotline Numbers</td> <td style="text-align: center;">FREE</td> </tr> <tr> <td style="text-align: center;">13777</td> <td>Jabatan Air Negeri Sabah</td> <td style="text-align: center;">FREE</td> </tr> <tr> <td style="text-align: center;">100</td> <td>TM Customer Careline</td> <td style="text-align: center;">FREE</td> </tr> <tr> <td style="text-align: center;">1051</td> <td>Time Announcement</td> <td style="text-align: center;">RM 0.15 /min</td> </tr> <tr> <td style="text-align: center;">15454</td> <td>TNB</td> <td style="text-align: center;">RM 0.15 /min</td> </tr> <tr> <td style="text-align: center;">15300</td> <td>Pengurusan Air Selangor</td> <td style="text-align: center;">RM 0.15 /min</td> </tr> <tr> <td style="text-align: center;">103</td> <td>TM Directory Assistance Service</td> <td style="text-align: center;">RM 0.15 /min</td> </tr> <tr> <td style="text-align: center;">15500</td> <td>PIAM Careline</td> <td style="text-align: center;">RM 0.15 /min</td> </tr> </tbody> </table> <p>For premium numbers/hotlines, you'll enjoy:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">NUMBER</th> <th style="text-align: center;">SERVICE DESCRIPTION</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1-300</td> <td>mobile Careline 1CARE</td> </tr> <tr> <td style="text-align: center;">1-700</td> <td>Malaysian Emergency Response Services</td> </tr> </tbody> </table>	NUMBER	SERVICE DESCRIPTION	CHARGES (exclusive of 6% ST)	12273	mobile Careline 1CARE	FREE	999 / 112	Malaysian Emergency Response Services	FREE	15999	Talian Nur & Childline	FREE	1-800	Toll Free Hotline Numbers	FREE	13777	Jabatan Air Negeri Sabah	FREE	100	TM Customer Careline	FREE	1051	Time Announcement	RM 0.15 /min	15454	TNB	RM 0.15 /min	15300	Pengurusan Air Selangor	RM 0.15 /min	103	TM Directory Assistance Service	RM 0.15 /min	15500	PIAM Careline	RM 0.15 /min	NUMBER	SERVICE DESCRIPTION	1-300	mobile Careline 1CARE	1-700	Malaysian Emergency Response Services
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## SMS

NO.	QUESTION	ANSWER
1.	What are the SMS features included in my mobile service?	<p>You can do all these:</p> <ul style="list-style-type: none"> <li>• Send SMS to domestic mobile numbers / short code</li> <li>• Receive bank TAC (Transactional Authorisation code)</li> <li>• OTT SMS (e.g. What's App)</li> <li>• Emergency SMS services</li> </ul>
2.	What SMS features are not supported in my mobile service?	We do not support the multimedia messaging service (MMS)

## INTERNATIONAL DIRECT DIAL (IDD) SERVICE

NO.	QUESTION	ANSWER
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1.	What is IDD?	International Direct Dial or IDD allows you to make calls or send SMSes to overseas numbers from your number in Malaysia.
2.	How do I activate the IDD service? Is there any deposit required?	The IDD service is enabled by default with no deposit required.
3.	How do I make an international call?	To make an international call, dial 00, followed by the country code you are calling, the area or city code, and the phone number.  For example, if you're contacting someone in Brazil, (country code 55), in the city of Rio de Janeiro (city code 21), dial 00 - 55 - 21 - XXXX-XXXX. For your convenience, you can also replace 00 with "+" e.g. +55 21 XXX-XXXX.  Please be aware of the different rates for IDD calls.

## INTERNATIONAL ROAMING SERVICES

NO.	QUESTION	ANSWER
1.	What is International Roaming?	International roaming allows you to make / receive calls, send messages, access email and mobile Internet in over 180 countries across the world.
2.	How do I prevent myself from unknown charges when I'm roaming?	You are recommended to switch off the "Data Roaming" feature in your smart phone setting before you reach your destination overseas.

## INTERNATIONAL ROAMING – MOBILE INTERNET (DATA ROAM PASS & TOP-UP DATA ROAM 100MB PASS)

NO.	QUESTION	ANSWER
1.	Can I use data roaming services when travelling overseas?	Yes, but you will need to activate the International Roaming services prior to travelling.
2.	How do I activate the International Roaming (IR) service? Will I get my refund upon termination?	You may activate the IR service via selfcare @ <a href="http://www.nexlife.com.my/selfcare">www.nexlife.com.my/selfcare</a> . A deposit of RM300 will be charged and it will be refunded to you upon termination, subject to any outstanding balance in your account.

3.	What does the Data Roam Pass offer?	The pass gives you mobile Internet browsing when you are travelling overseas. It is enabled until 12 midnight of the city you are in for only RM38 (exclusive of 6% ST) a day.								
4.	How do I subscribe to the Data Roam Pass?	You can automatically enjoy Data Roam Pass RM38 (exclusive of 6 % ST) upon data usage more than 1MB worldwide and be sure to roam on our preferred network to enjoy this feature.								
5.	What is the validity of the Data Roam Pass?	The Data Roam pass is valid until midnight of the city you are in. For example, if you're visiting Thailand, your data roam pass expires at 12:00 am, Bangkok time.								
6.	I've reached the limit for my data! How can I continue surfing while I'm still roaming?	You can purchase additional Data Roam Pass via selfcare @ <a href="http://www.nexlife.com.my/selfcare">www.nexlife.com.my/selfcare</a>								
7.	Will I be informed when my subscription is successful?	Yes. You will receive an SMS notification when your Data Roam Pass has been successfully activated for both auto subscriptions and pass renewals.								
8.	In which countries are the Data Roam Pass available?	You can check the availability @ <a href="http://www.nexlife.com.my/selfcare">www.nexlife.com.my/selfcare</a>								
9.	Can I re-subscribe to any available Data Roam Pass to continue my Internet browsing?	<p>Yes. You may subscribe the below top-up passes to continue your Internet browsing.</p> <table border="1"> <thead> <tr> <th>PRODUCT NAME</th> <th>QUOTA</th> <th>PRICE</th> <th>VALIDITY</th> </tr> </thead> <tbody> <tr> <td>Top-up Data Roam 100MB</td> <td>100MB</td> <td>RM10</td> <td>1 day till midnight</td> </tr> </tbody> </table> <p><i>*Price shown is exclusive of 6% ST</i></p>	PRODUCT NAME	QUOTA	PRICE	VALIDITY	Top-up Data Roam 100MB	100MB	RM10	1 day till midnight
PRODUCT NAME	QUOTA	PRICE	VALIDITY							
Top-up Data Roam 100MB	100MB	RM10	1 day till midnight							
10.	Can I subscribe to Top-up Data Roam Pass 100MB at RM10 upon arriving at the visiting country?	No. You are not allowed to subscribe Data Roam Pass 100MB at RM10 without subscription of Data Roam Pass.								
11.	How do I unsubscribe from a Data Roam Pass?	There is no need to unsubscribe the Data Roam Pass as it will expire at the midnight of the city you are in.								
12.	How do I keep track of my Data Roam Pass usage and expiry date?	You will receive an SMS notification once you've exceeded the quota, and when it expires. You can also keep track of your usage via selfcare @ <a href="http://www.nexlife.com.my/selfcare">www.nexlife.com.my/selfcare</a>								

13.	I have purchased Data Roam Pass in Singapore. Can I use the same pass in Thailand on the same day?	No. The Data Roam Pass is country-specific. If you're travelling to multiple countries in a day, you'll need to activate a data roam in each country and browse through their respective preferred operators.
14.	How much will I be charged if I use my mobile Internet overseas without a Data Roam Pass?	You will be charged at pay-per-use rate of RM 49/MB.
15.	Why is my Data Roam Pass not working in certain countries?	<p>Please check the Access Point Name (APN) setting of your phone first. The APN setting should be "webe". To check and change the APN, please follow the steps below.</p> <p><u>Android models</u></p> <ol style="list-style-type: none"> <li>Settings &gt; More &gt; Mobile networks/Cellular networks &gt; Access point names OR Settings &gt; Mobile networks &gt; Access Point Names</li> <li>Click "Edit the Access Point Names" and change the Access Point Name to "webe".</li> <li>Leave other fields as-is and Save the new setting.</li> <li>Reboot your phone if necessary.</li> </ol> <p><u>iOS models</u></p> <ol style="list-style-type: none"> <li>Settings &gt; Mobile Data &gt; Mobile Data Network OR Settings &gt; Cellular &gt; Cellular Data Network.</li> <li>Tap the Access Point Name field and change to "webe".</li> <li>Leave other fields as-is and Save the new setting.</li> <li>Reboot your phone if necessary.</li> </ol>
<b>INTERNATIONAL ROAMING – VOICE &amp; SMS</b>		
NO.	QUESTION	ANSWER
1.	How much will I be charged when I make calls or SMS while roaming?	The voice and SMS charges vary according to the country you are roaming in. The charging block for voice call is 60 seconds per block.

2.	How much will I be charged for making calls and sending SMS to Satellite numbers (e.g: Inmarsat) or countries not included in our mobile plan's list?	You will be charged at pay-per-use rate of RM75 per min and RM0.50 per SMS sent.
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