

I can't make or receive calls while surfing.

It could be due to incorrect browser settings.

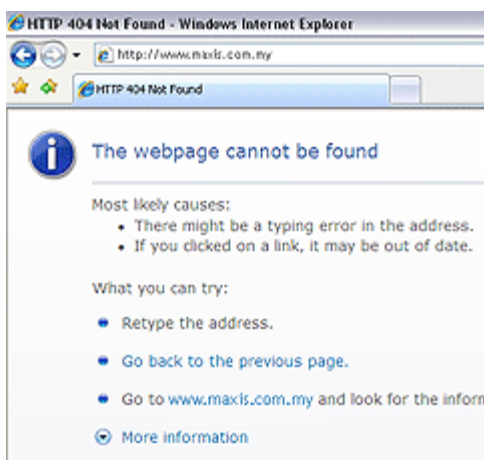
Ensure that internet proxy settings are deactivated.

- On your Internet Explorer, go to "Tools," "Internet Options," and click on the "Connection" Tab. Click on "LAN settings" and make sure that all the boxes are unchecked. Press "OK" after you're done.



The links on your "Favourites" tab may be dead.

- This doesn't mean that your links were murdered. It just means that they might have changed addresses since last you visited. Run a search for your site on a search engine.



Your pop-up blocker may be blocking more than you need.

- Pop-up blockers aren't perfect. Some sites actually require pop-ups to work. Disable your pop-up blocker by going to "Tools" and selecting "Turn off Pop-up Blocker."

Got Problem?

→ I can't access the internet.

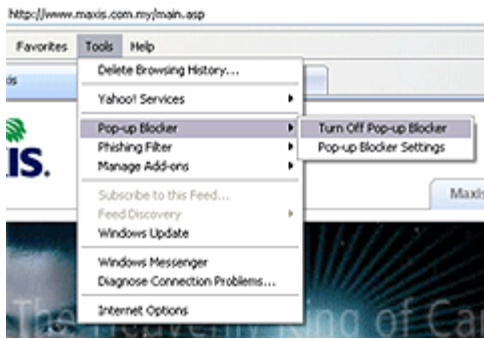
→ I keep getting disconnected.

→ My download speeds are really slow.

→ I'm always connected to EDGE/ GPRS instead of the 3G network.

→ I can't view some web pages.

→ I can't make or receive calls while surfing.



Too private for your own good?

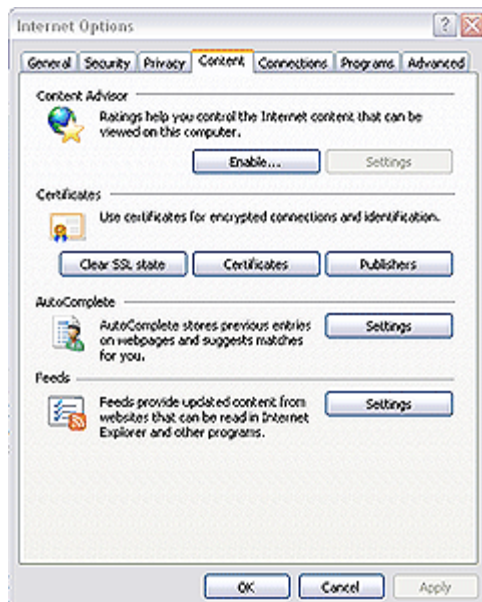
- Some sites may not run properly if your browser security settings are set to high. Set it to Low or Medium. Go to "Internet Options" and select the "Privacy" tab to tweak your security settings.



Your Content Advisor might be blocking out certain sites.

- There might be certain URLs blocked with your Content Advisor. You can remove them, but not before weighing the possible security hazards of doing so.

Go to "Tools," "Internet Options," and select the "Content" tab. Under "Content Advisor" click "Enable" and select the "Approved Sites" tab to see if the site you are trying to access is under your "Disapproved" list.



Still can't access the web pages?

Maxis can't guarantee the accessibility of remote web sites connected to other service providers... but you can still double-check with our Maxis Broadband Customer Service Hotline at **1 800 82 2000**.