

What is P1 W1MAX?

P1 W1MAX offers you competitively priced wireless high speed internet access.

A new experience that will change how we live,
learn and play.

Can I roam in another country using your service?

At the current moment, P1 W1MAX service is limited to the use within our coverage in Malaysia.

I am a Streamyx user. I am happy with the service. Why should I change?

I was also a happy Streamyx user until I tested out and compared the services with P1 W1MAX. As a paying consumer, you have every right to compare and choose the best value for your money.

I am a Streamyx user. I am not happy with my Streamyx service.

I would like to change.

We are glad to recommend to you P1 W1MAX. This service offers a variety of packages that will best suit your daily needs. With our irresistible launch offer coming soon.

How is it different from P1 HotZone?

P1 HotZone is a wifi service. It offers up to 1 Mbps per user account and this shared WiFi is available only at our P1 hotspots in Klang Valley. You will be given an ID and password to access the service where available.

P1 W1MAX is a Wide Metropolitan Area Network service. It will have a wide coverage across Klang Valley. It simply means users will be able to access the service anywhere from their home and offices within the coverage.

Why should I choose P1 WiMAX?

P1 is the first to launch WiMAX service in Malaysia. WiMAX is the latest wireless Internet technology in the world.

What are the benefits of WiMAX?

Wider Coverage

Greater Speed

Quality of Service Secured connection

No Phone Lines required

Get your service activated within 12 hours

15 days Service Satisfaction guarantee

When can I upgrade my plan?

You may upgrade your package/plans after 60-days from the date of your service activation.

Why only 15 days trial?

15 days covers 2 weekends. We would want you to trial our services for 2 consecutive weekends to be sure of our quality and service satisfaction.

Do I need to configure my router if I connect the modem to the router?

That depends on your wireless router configuration. Most of the time, you will need to follow the instructions on your router installation guide.

Can you guarantee the future of higher speed bandwidth (than Steamy)?

P1 will keep evolving and provide services that will cater to the market needs as and when it is required.

Can I roam with WiMAX?

P1 W1MAX offers Nationwide WiMAX Access, whereby customers can choose to use their service they have subscribed to anywhere within P1 W1MAX coverage area.

What is your guaranteed bandwidth?

P1 cannot guarantee your speed but we have a better chance to provide you a better satisfaction as WiMAX is built for Wireless broadband. Unlike GSM, they are built for voice. Only lease lines can guarantee your speed. With WiMAX technology, I can assure you that you will get the best effort.

What happen if I don get the speed that after I signed-up?

If you are still not satisfied with the bandwidth that you are experiencing, we at P1 offer you Service Satisfaction Guarantee for the first 15 days of your service activation. You can return the P1 W1MAX Modem to us in good and working conditions within 15 days from the date of your service activation and get your money back.

Who owns the Modem after I subscribe?

You will have full ownership of the modem.

What is the warranty period for your modem?

The Modem carries 12 month warranty from the date of registration.

If the modem is faulty, how do I
get a new modem? Do I need to
pay for it?

If the faulty modem is found to be with
manufacturing defect, and within the warranty
period, a replacement Modem will be given to
you.

Is the modem susceptible to lightning strikes?

Our modem is safe from lightning strikes. As this is a wireless modem, there is no risk of surge or strikes as commonly happens with a home fax unit, which is wired to the normal copper phone line connection.

However, the modem is not susceptible to power surge, like any other computer components or electronic appliances in your home or office.

If I connect my WiFi router is connected to P1MAX modem, how wide is the coverage area at my home?

When you subscribe to our P1 W1MAX service, you will access internet via our P1 W1MAX modem. When an external device (in this case, an external wifi router) is connected to our modem, the wifi coverage within the area is controlled by the wifi modem manufacturing specs and your house buildup and design.

Can I use the Modem with other service provider? WiMAX is an open source technology right?

Packet One modem are specially design and configured to provide best service with our P1 network. We want our user to experience best and uninterrupted connection at all time.

**Since it is not mobile, can I unplug
the modem and use it at another
location?**

Yes, you can. Our modem is portable and able to connect anywhere within the coverage areas.

What is WiMAX?

WiMAX is Worldwide Interoperability
Microwave Access

Wireless High speed internet access

No more phone lines needed

Is it faster than Dial up? ISDN? ADSL?

P1 W1MAX are faster than normal Dial up (56kbps) and ISDN Dial up (128kbps). P1 W1MAX speed offerings are equivalent to speeds offered by other ADSL providers (subject to your speed packages subscription) but with the added advantage of mobility capabilities (no phone line and wire installations)

**How are you different from Mobile
Broadband offered by other mobile service
provider i.e. Celcom/Maxis/U Mobile?**

Its Cellular technology vs WiMAX technology
Cellular technology i.e. GSM is built for voice.
During peak hours, due to priority to voice, data
speed and connection maybe compromised.
WiMAX is a built for data bandwidth, assuring
consistent data bandwidth and speed always.

What do you mean by speed of 1Mbps?

Will I get this speed all the time?

At the speed of 1 million bits of data download per second. A large file of 1 Mbps can be downloaded in a min. Fast download.

What does unlimited data transfer means?

It means you can use the service for any amount of data, including Voice or Video streaming.