

FAQ

Coverage & Performance

What are the differences between ADSL and REDtone Broadband WiMAX?

While ADSL uses traditional copper wire technology, REDtone Broadband WiMAX operates on a licensed band frequency which provides wireless transmission from point to multipoint to a fixed and mobile internet access.

What is the speed of REDtone Broadband WiMAX?

We offer a wide range of packages to suit customer needs. Please click <http://redtone.com/wimax/> for more info.

Which areas are served by REDtone Broadband WiMAX?

REDtone Broadband WiMAX is now available in Kota Kinabalu, Kuching & Miri. We are currently building up the REDtone Broadband WiMAX network in all major towns in East Malaysia and soon will be available in Sandakan & Tawau. Please click <http://login.redtone.com/wimaxcoverage/> to find out more on our coverage areas.

Is REDtone Broadband WiMAX offered at a best effort basis?

Yes. At REDtone we provide broadband service on a shared basis among all the users. The average online speeds are dependent on factors such as modem capabilities, location, distance from communication towers, numbers of simultaneous users, user computer hardware and software, visited website traffic (high serverload), and etc. REDtone is also committed to deliver best possible services to customers and ensuring all users receive the best performance.

WiMAX Equipment

Do I need a special equipment to use REDtone Broadband WiMAX?

Yes. You will need REDtone Broadband WiMAX indoor or outdoor CPE (Customer Premises Equipment) to receive REDtone Broadband WiMAX signal.

What is REDtone USB Modem?

REDtone USB Modem is a Plug and Play device that you need to purchase or subscribe a bundled package in order to enjoy REDtone WiMAX services. The modem can be purchased from REDtone directly or from REDtone Authorised Resellers.

Is there a warranty period for the REDtone USB Modem or any purchased CPE?

Yes, there will be a 12 months warranty period from date of purchase or package activation. Warranty only applies if the fault is caused by manufacturing defect and not damage due to negligence.

Is there any equipment rental?

There is a RM25/month rental for the Home Lite, Home Pro and Basic Packages, while the Flexi50, Flexi88 & Biz Lite packages come without monthly rentals.

Does the equipment belong to me?

The equipment shall always remain the property of REDtone except for any purchased REDtone CPE or USB Modem. Customers will have to return non-purchased equipment at the end of the subscription.

Do I need additional wiring at my office?

No wiring is required for indoor CPE if it involves just plug and play. However, there will be wiring works required if indoor or outdoor equipment is recommended for better signal strength.

Can I have more than one REDtone Broadband WiMAX connection in my premise?

Yes. As a customer, all you need to do is subscribe to another new package.

How many IP addresses can I have?

You can have one fixed IP address for the Biz Lite package. While Flexi50, Flexi88, Home Lite, Home Pro and Basic packages will be given a dynamic IP address.

Is REDtone Broadband WiMAX Safe?

All REDtone Broadband WiMAX equipment used by REDtone are compliant with Malaysian Communication and Multimedia Commission (MCMC) Guidelines and SIRIM-approved in terms of safety and health.

What if the REDtone Broadband WiMAX equipment (CPE) is faulty?

REDtone will replace CPE at no additional cost to the subscriber if the fault is caused by manufacturing defect. However, the subscriber will have to pay CPE cost at market price if it is damaged due to negligence.

Is there any installation charge?

Standard installation fee of RM80 for indoor unit and RM150 for outdoor unit will be charged if it involves below 10 meters of cabling work from CPE entry point to customer premise for connecting PC or device. Any additional cabling work from standard installation recommended will be charged according to the distance and the complexity of the cabling works. It is not recommended to exceed 100 meters from our CPE port to the PC or device.

Fair Usage Policy

Does REDtone implement a Fair Usage Policy?

Yes, but it is to manage a small portion of users who uses their service excessively; such as using a certain file sharing application or software to send and receive very large amount of files, constantly download and upload huge amount of videos and very large multimedia files. This bandwidth demanding activity will and can affects other REDtone Broadband WiMAX users broadband experience and it is only fair to implement the Fair Usage Policy to ensure the speed, quality and stability of the service are not compromised. However, the service will not be blocked or restricted by REDtone for the excessive bandwidth users, unless it is deemed necessary. REDtone's Fair Usage Policy applies to all customers but it will only affect the excessive bandwidth user who exceeded the Fair Usage Policy threshold.

What is the limit of the Fair Usage Policy?

Each packages gives you data usage threshold up to 15 GB (Flexi packages), 25 GB (Home LITE package) and 45 GB (Home PRO package) of data usage per month (upload and download). Each customers' usage is monitored on a daily basis and the usage is calculated based on the total usage per month. Based on normal usage trends, most customers will not exceed this limit, unless large volumes of data are frequently uploaded and downloaded, or peer to peer and file sharing applications are used. For the Basic, and BiZ Lite packages, there will be no limits on data usage.

What happen if I exceeded my Fair Usage Policy threshold?

If your data usage per month exceeds the Fair Usage Policy threshold, REDtone reserves the right to manage and reduce speed. All connection speeds will return as per original subscription packages on the 1st of every month.

What is the usage limit for Fair Usage Policy?

Usage limit is calculated as a total of uploads and downloads.

Service Subscription**How do I subscribe to REDtone Broadband WiMAX?**

You will need to fill up the subscription form, attached with photocopies of Form 9,24,&49 for company registration and Identity Card (IC) or Passport for personal registration and submit to our authorized reseller/agent or REDtone sales representative.

What is the minimum subscription period for REDtone Broadband WiMAX packages?

The minimum subscription period is 12 months.

What if I terminate REDtone Broadband WiMAX service before the end of the minimum subscription period?

If termination of account occurs within the minimum subscription period, customers will be liable for the subscription charges for the remaining month(s) of the minimum subscription period as well as be responsible for the return of the WiMAX indoor or outdoor equipment.

Can I upgrade or downgrade the package (in terms of bandwidth/speed)?

Customers are only allowed to upgrade to a higher package.

What is the payment cycle?

Fees are charged monthly in advance.

Where can I see my bill?

Monthly bills can be viewed [online](#)

How about receiving monthly bill through post mail?

At REDtone we use electronic billing via email in line with environmental awareness practices. However if you wish to have your monthly bill posted to you, there will be a surcharge of RM5 for paper bills.

How do I make payments?

At REDtone we make it easy and convenient for our customers to make payments by offering various channel of payment.

(i) Payment through our branches (Cash or credit card):

Kota Kinabalu Branch

Lot 6, 2nd Floor, Block B, Lintas Jaya Uptownships,
Jalan Lintas, Kepyayan Highway, 88300, Kota Kinabalu, Sabah.
Tel : +6088-711 605 Fax: +6088-722 605

Kuching Branch

No. 407, 1st Floor, Height Drive Commercial Centre,
Jalan Stutong, 93350, Kuching, Sarawak.

(ii) Cash payment via bank transfer or cash and cheque bank-in:

Bank in your payment to our RHB Bank account (details below):

Account Name: REDTone-CNX Broadband Sdn Bhd

Account Number: 2621-2000-0055-65

Please fax or email a copy of bank-in slip or transaction slip to the following:

Fax: 03-8073 2128 / 03-8073 2223 Email: creditcontrol@redtone.com

Please include the following details in the bank-in slip or transaction slip:

Customer Name and ID, Contact Number.

(iii) Credit Card (One-off Payment)

Please call our customer service helpdesk at 1800-87-9900 and inform our customer service representative that you wish to make payment via credit card. You will need to provide your credit card details as well as the amount due.

(iv) Credit Card (Auto-Debit Registration)

Please call our customer service helpdesk at 1800-87-9900 and inform our customer service representative that you wish to make payment via auto-debit. You will need to fill up an Auto Debit Authorisation Form.

(v) Online Payment via FPX (Internet Banking Fund Transfer)

(Operating hours : 7 am - 11 pm.)

Login to MyAccount then select Bill. Select the particular bill that you wish to make payment and clicked on FPX to perform transaction. Follow the FPX payment instruction and complete the transaction request. Once the transaction is completed, you may see the payment information update in your account.

You are required have an online account with the following bank to perform FPX payment:



What if we relocate our office? Will it affect my minimum subscription period?

Customers are allowed to relocate their REDtone Broadband WiMAX service and continue with the subscription.

Can my REDtone Broadband WiMAX service support voice call & fax?

Yes. REDtone Broadband WiMAX indoor CPE supports both voice call & fax and a 015 number will be provided for our customers. Customers need to connect a normal single line phone set into the REDtone Broadband WiMAX indoor CPE to enjoy discounted call rates as low as RM0.15 for nationwide calls & fax and also receive calls from other telco operators.

Service Deployment

What is the typical delivery lead time for installation?

The lead time for installing the REDtone Broadband WiMAX service is estimated at 5 working days upon receiving Customer Subscription Form. Service is subject to availability and technical testing.

Does REDtone offer a cooling-off period?

REDtone offer a 7 days Customer Satisfaction Assurance.

What is 7 days Customer Satisfaction Assurance?

REDtone provides a refund or cancellation policy within 7 days if customer does not wish to continue with the subscription with valid reasons of termination. Upon any package cancellation, subscriber must return the complete set of CPE and all its accessories in good working condition. Full refund will be provided except for activation and installation fee paid by subscriber.

After Sales Customer Support

Who to contact if I need help?

You can look forward to our 24/7 customer support. Call us at 1 800 87 9900 or email us at helpdesk.broadband@redtone.com