



## **F.A.Q**

### **Booking and Purchasing**

- 1) **When can I book the Apple iPhone 3G?**  
The booking starts from 11<sup>th</sup> March 2009 at 3.00pm till 17<sup>th</sup> March 2009 at 11.59pm.
- 2) **Can I book even if I am not a Maxis customer?**  
Yes, you can.
- 3) **I am an existing Maxis mobile customer. Can I book?**  
Yes, you can.  
For supplementary line subscribers, you will need to get your principal account holder to book on your behalf. For corporate or SME plan subscribers, you must contact your Maxis Corporate Account Manager or call 1800 82 1123 for assistance.
- 4) **I am a Hotlink user. Can I book an iPhone 3G?**  
Yes, you can. If you intend to retain your Hotlink number, you will need to upgrade to a Maxis postpaid principal line.
- 5) **I am currently on an existing myMaxis Phone Deal contract. Can I maintain my plan and still get the iPhone 3G?**  
If you currently only have one (1) myMaxis Phone Deal contract with Maxis and have not fulfilled the minimum criteria, you will need to register a new Maxis postpaid principal line with Maxis in order to get the iPhone 3G.
- 6) **I currently have a myMaxis Phone Deal contract with Maxis. Can I book an iPhone 3G?**  
Yes, you can. You have the option to recontract the existing myMaxis Phone Deal contract with an i-Value Plan. To be eligible for a booking, your existing contract must be:
  - under four (4) months to fulfill a 24 month contract; or
  - under two (2) months to fulfill a 12 month contract
- 7) **How many units can I book?**  
One (1) unit only per NRIC/Passport/Police/Military no.

8) **Can I purchase an iPhone 3G from a Maxis Centre or MEP Outlet?**

Customers who have not made an online booking will only be able to purchase an iPhone 3G once all online booking orders have been collected. Offers and stocks are subject to availability. Only customers with confirmed online bookings have an iPhone 3G reserved for them.

**New Customers**

1) **What are the benefits and offers I can enjoy by signing up for an i-Value Plan?**

The benefits offered are:

- Rebate on phone up to RM 2,700 (for 16GB iPhone on i-Value 4, 24 months contract)
- Discounted calls / data usage up to RM175 (e.g. i-Value 4, pay RM375 get RM300 worth of data & RM250 worth of talktime)

2) **Why can't I register for Value Plus Plans to get a subsidised iPhone 3G? Why do I need to register for an i-Value Plan before I am allowed to purchase a subsidised iPhone 3G?**

We believe the iPhone 3G is best enjoyed with Internet connection. Hence, we are encouraging our customers to sign-up for i-Value plans which comes with voice & data, by subsidising the iPhone 3G in this plan. Nevertheless, you will also get free data worth up to RM300 should you choose to sign-up for a Value Plus plan contract.

3) **Can I subscribe for other Maxis data rate plans like Enhanced Mobile Data Plan, Mobile Data or Mobile Data Bundle rate plan to purchase a subsidised Maxis iPhone?**

Sorry, you can only enjoy a discounted Maxis iPhone when you sign-up for an i-Value plan. However, you can top the i-Value plan with subscription of an unlimited data package @ RM 99 per month should you feel it's necessary.

4) **Do you offer free or discounted Maxis-to-Maxis calls under the i-Value plans if my usage surpasses a certain amount? Do the free or discounted Maxis-to-Maxis calls in the Value Plus plan extend to the i-Value plan?**

No, this benefit is only applicable to the Value Plus plans. However, the i-Value plan has its own uniqueness. It is designed with a flat rate and simplicity for calls & SMS within Maxis & other operators. It is also packaged with data to enhance your experience of using the Maxis iPhone.

5) **How can I check how much I have used of the bundled talk time and data?**

Unfortunately, you are not able to do so for now as postpaid works on post-billing. We shall consider your suggestion for future enhancement.

- 6) What is included in the bundled talk time of an i-Value plan?**  
The bundled talk time includes only domestic calls (on-net & off-net). Hence, it excludes Video Calls, IDD, International Roaming, Value Extras subscriptions, SMS, Downloads and other subscription-based services.
- 7) Why is Video Call not included in the i-Value plans' bundled talk time?**  
It is not included because Video Calls are not possible on iPhone.
- 8) Can I have a Supplementary line tagged to an i-Value plan?**  
Yes, you can either choose the New Standard Supplementary Plan or Family Plus 30 Supplementary line. Current Family Plus 30 & Value Plus Family plans can not be combined with the i-Value plans.
- 9) Is there sharing of usage (credit sharing) between the Principal user and the Supplementary user?**  
No, there is no credit sharing between the Principal and Supplementary lines for i-Value plans because it was designed differently with voice & data commitment separated. Nevertheless, credit sharing is still applicable under the Value Plus plans and their Supplementary lines.
- 10) Can I get a 20% discount on calls from Principal line to Supplementary line? How about from a Supplementary line to a Principal line?**  
Yes. It's free up to 20 hours. After which, the 20% discount will apply on all calls exceeding the 20 hours.
- 11) Can I be contracted for only 6 months if I subscribe for an i-Value plan?**  
No, minimum contract period for an i-Value plan is 12 months.
- 12) If I am a Value Plus plan subscriber, how much do I have to pay for an outright purchase of a Maxis iPhone with contract?**  
RM2,540 for an 8GB Maxis iPhone with a 6 month contract. Or RM2,960 with a 16GB Maxis iPhone for the same duration. Both come with a complimentary 500MB data per month in the duration of the contract.
- 13) How many handsets can I purchase at any one time?**  
You can only have a maximum of 2 phone contracts with Maxis.
- 14) I am a port-in customer. Can I be contracted for 24 months because the phone price is cheaper than the 12 months contract?**  
Sorry, based on SKMM (Suruhanjaya Komunikasi & Multimedia Malaysia) policies, port-in customers are not allowed to be contracted for more than 12 months.

- 15) I like your Value Plus plan. Can I sign up for a Value Plus plan and be eligible to purchase the subsidised Maxis iPhone?**  
No, should you wish to enjoy the discounted Maxis iPhone, you would need to sign-up for an i-Value plan.
- 16) Do you accept trade-ins of old handsets when I sign up for an i-Value plan and purchase the subsidised Maxis iPhone?**  
We do not accept trade-ins of old handsets at the moment. We shall consider your suggestion in the future.
- 17) How much will I be charged if I have used up the bundled data?**  
You will be charged at the rate of 0.5 sen/KB for data used (Subjected to a maximum limit of RM250).
- 18) Can I subscribe for a GPRS Unlimited Data Usage when I register for i-Value Plan?**  
Yes, the charge is RM99 per month over and it is above your i-Value commitment fee.
- 19) If I did not fully utilise the bundled talk time and data in a month, will it be rolled over to the next month?**  
No.
- 20) Can I subscribe for any of the Value Extras when I register for i-Value Plan?**  
Yes.
- 21) Are the 500MB, 1GB, 2GB and 3GB bundled data usage applicable when I use my iPhone while roaming?**  
No.

#### **Existing Customers**

- 1) What are the benefits and offers I can enjoy by signing up for an i-Value Plan?**  
The benefits offered are:
- Rebate on phone up to RM 2,700 (for 16GB iPhone on i-Value 4, 24 months contract)
  - Discounted calls / data usage up to RM175 (e.g. i-Value 4, pay RM375 get RM300 worth of data & RM250 worth of talktime)
- 1) Can I change my current rate plan to an i-Value Plan?**  
Yes. However, if your current rate plan is on a contract, you will need to terminate your old contract before signing-up an i-Value plan. Should you wish to sign-up for a new line, you can have a maximum of two (2) phone contracts with Maxis.

- 2) **My current rate plan allowed me to rollover the unused talk time to the following month. Will i-Value plan allow rollover of unused talk time?**  
Sorry, the i-Value plan does not support this feature.
- 3) **Why is Video Call not included in i-Value plan's bundled talk time?**  
It is not included because Video Calls are not possible on the iPhone.
- 4) **Will I be charged with an Early Termination Penalty if I move from the current contract to the i-Value plan?**  
Yes. Please refer to your existing contract's Terms and Conditions for penalty rates.
- 5) **I am currently contracted and have six (6) months or less before the contract ends. Can I change to the i-Value plan to enjoy the subsidised Maxis iPhone without paying the Early Termination Penalty?**  
No, unless you have completed 20 months of your 24 months contract. For 12 months contract customers, you have to complete up to 10 months.
- 6) **Can I sign-up for an i-Value plan without having to purchase the iPhone?**  
No, i-Value plans are specially designed for iPhone users.
- 7) **How many handsets can I purchase if I changed my current plan to a i-Value Plan?**  
Only one (1) iPhone is allowed for each principal line. However, you can have a maximum of two (2) phone contracts with Maxis.
- 8) **How much do I need to pay for the Maxis iPhone if I do not want to change my existing rate plan (currently on Standard Plan, P75 etc)?**  
RM2,540 for 8GB Maxis iPhone or RM2,960 for 16GB Maxis iPhone (applicable to Value Plus 80 & above only). However, you would need to sign-up for a 6-month contract with Maxis.
- 9) **Can I have a Supplementary line tagged to an i-Value Plan?**  
Yes, please find below the customers' options:
- a. New subs on i-Value plans – New Standard Supplementary Plan /Family Plus 30
  - b. Existing subs on i-Value plans – New Standard Supplementary Plan / Family Plus 30 (no change in existing supplementary lines)
- 10) **Would my Supplementary line continue to enjoy what they currently enjoy with my move to i-Value plan?**  
Yes.

- 11) Is there sharing of usage (credit sharing) between the Principal user and the Supplementary user?**  
No, there is no credit sharing between the Principal and Supplementary lines for i-Value plans because it was designed differently with voice & data commitment separated. Nevertheless, credit sharing is still applicable under the Value Plus plans and their Supplementary lines.
- 2) How can I check how much I have used of the bundled talk time and data?**  
Unfortunately, you are not able to do so for now as postpaid works on post-billing. We shall consider your suggestion for future enhancement.
- 22) If I did not fully utilise the bundled talk time and data in a month, will it be rolled over to the next month?**  
No.
- 12) How will I see the unused bundled talk time and data?**  
You can only see the used talk time & data in your bill.
- 13) Can I be contracted to a 12 month contract if I subscribe for an i-Value Plan (not a port-in customer)?**  
Yes, you can.
- 14) Can I change my GPRS data package, i.e. from 500MB to 1GB, 2GB or 3GB without changing my rate plan?**  
No, you have to change to the appropriate i-Value plan to enjoy the bundled talk time that comes with it.
- 15) Can I change my bundled talk time from 333 minutes to 666, 1500 or 2500 minutes without changing my rate plan?**  
No, you have to change to the appropriate i-Value plan to enjoy the bundled talktime that comes with it.
- 16) Is the 500MB, 1GB, 2GB or 3GB bundled data applicable when I used the iPhone while roaming?**  
No.
- 17) Can I upgrade the bundled data on the i-Value plan to the unlimited data usage?**  
Yes, you can. Top-up your plan with the Unlimited data usage plan (RM99 per month) above your i-Value commitment fee.
- 18) I have purchased the 8GB or 16GB Maxis iPhone. I would like to change the penalty commitment period from 12 months to 24 months or vice versa?**  
We are sorry to inform that this is not allowed as the price of the phone varies between the 12 months & 24 months contracts.

- 23) Do you accept trade-ins of old handsets when I sign up for an i-Value plan and purchase the subsidised Maxis iPhone?**  
We do not accept trade-ins of old handsets at the moment. We shall consider your suggestion in the future.
- 19) How much will I be charged if I have used up the bundled data?**  
You will be charged at the rate of 0.5 sen/KB for data used. Subject to a maximum limit of RM250.
- 24) Can I subscribe for any of the Value Extras when I register for i-Value Plan?**  
Yes.

### **Pick-Up**

- 1) When can I collect the iPhone 3G?**  
Your iPhone 3G can only be collected on the pick-up date and time that you have chosen. Should you be unable to collect your iPhone at the stipulated time, kindly contact customer service at 1800 82 1123 or 123 on your Maxis Mobile.
- 2) Do I need to produce anything to collect my phone?**  
Yes. Please bring your NRIC/Passport/Police/Military identification as well as your printed confirmation email and the confirmation SMS.
- 3) If I do not collect my unit during the launch, can I still purchase one at a later date?**  
Yes, you can. Offers and stocks are subject to availability. Maxis will notify you at a later date. Please check the website for updates.

### **Confirmation ID**

- 1) I have lost my Confirmation ID? Can I get another Confirmation ID?**  
With your NRIC/Passport/Police/Military identification and email address and mobile no., you can retrieve your Confirmation ID at [http://www.maxis.com.my/iphone/resend\\_id.asp](http://www.maxis.com.my/iphone/resend_id.asp)
- 2) I have forgotten the email address I've entered. What should I do?**  
Please call **1800 82 1123** or dial 123 from your Maxis mobile for assistance.

## **iPhone**

**1) If I have a problem with my iPhone 3G, where should I go?**

For general troubleshooting, customers can call 1800 82 1123 for assistance. Standard Apple Warranty applies, for more warranty details go to [www.apple.com/iphone](http://www.apple.com/iphone). We will not honour warranty of any iPhone 3G not purchased from Maxis.

## **Content**

**1) Will Visual Voicemail be on the new iPhone 3G in Malaysia?**

Visual Voicemail will not be available at the time of launch.

**2) Will Maxis 3G video calling work on the iPhone 3G device?**

Video calling is not available on the iPhone 3G.

**3) Can I purchase ringtones, wallpapers etc. from the Maxis Store for the iPhone 3G device?**

Yes you can purchase these from the Maxis Store at <http://store.maxis.com.my/>

**4) What about my existing VAS subscriptions?**

When you get your iPhone from Maxis, any existing VAS subscriptions you have subscribed to prior to this not supported by iPhone 3G will be disconnected on your behalf. However, you can continue to enjoy new applications from the Apple application store. Please see [www.apple.com/iphone](http://www.apple.com/iphone).

**5) Will Google Maps and YouTube be available on the iPhone 3G?**

Yes, these features will be available from the iPhone 3G.

**6) Can I send and receive MMS?**

MMS is not available from the iPhone 3G.

**7) Will the iTunes store be available in Malaysia?**

On launch, customers will not be able to buy content from the iTunes store. However, they will be able to buy applications from the Apple application store. For more details go to [www.apple.com/iphone](http://www.apple.com/iphone).

**8) Is the MULTI-SIM service available on the iPhone 3G device?**

Yes, Multi-SIM can be used on the iPhone 3G device. Multi-SIM enables you to have just one mobile line across multiple SIM cards (up to max 4 SIM cards). You can enjoy the convenience of using one mobile number across multiple handsets or devices.

**9) Can I use email like on a BlackBerry with iPhone 3G?**

Yes, iPhone 3G supports Microsoft Exchange, Active Sync, POP3 and iMAP mail.

## **Getting ready**

### **1) Can I easily transfer my Contacts and other downloads from my old handset to my new iPhone 3G?**

Getting your contacts, calendars, music, videos and photos onto iPhone is simple. You can do it all on your Mac or PC using iTunes.

- Download iTunes. Download and install the latest version of iTunes from [www.itunes.com/iTunes](http://www.itunes.com/iTunes).
- Connect to your computer. Connect iPhone to the USB port in your Mac or PC using the included cable.
- Sync. When phone is connected, iTunes opens and guides you through the next steps. Select what you'd like to synch in each of the tabs, then click Apply in the lower-right corner. For tips on syncing, visit [www.apple.com/iphone](http://www.apple.com/iphone).

### **2) How do I set up my email?**

To set up an email account directly on your iPhone, tap Add Account in Mail Settings. Then Tap the account type you have, or tap Other to configure most any POP3 or IMAP account. Email accounts can also be synced from your Mac or PC automatically using iTunes. To automatically add a Yahoo!Mail, Gmail, Mac(MobileMe), or AOL account to Mail, tap the name, then enter the information requested. If your email is not listed, configure your email using the Other option.

### **3) How do I join a WI-FI network?**

Joining a WI-FI network on the iPhone is similar to joining one on a Mac or PC. The first step is to locate nearby networks. Tap Settings then WI-FI from the Home screen. The WI-FI Networks screen displays WI-FI networks within range, and gives you the option to join an open or closed network.

The iPhone remembers which networks you join, treating them as known networks. Known networks remember any passwords and configuration information. When you move within range of a known network, the device will automatically connect to it. The iPhone searches for nearby WI-FI networks and prompts you to join them. The "Choose a Network" list on the WI-FI Settings screen displays a list of all available networks within range.

### **How to learn more or for further support.**

Find out more about iPhone features, discover tips and tricks, and see the complete User Guide at [www.apple.com/support/manuals/iphone](http://www.apple.com/support/manuals/iphone).

To view the guide on iPhone, tap the iPhone User Guide bookmark in Safari.