



## **BOOKING TERMS & CONDITIONS**

1. To book for an iPhone 3G and retain an existing mobile number, customers must:
  - a. Be over 18 years of age
  - b. Be an existing mobile number subscriber
  - c. Not have outstanding payments due over forty five (45) days
  - d. Not already have two (2) existing myMaxis Phone Deal contracts.
  - e. Be nearing fulfillment of an existing myMaxis Phone Deal subscription
    - less than two (2) months to fulfill a twelve (12) month contract
    - less than four (4) months to fulfill a twenty four (24) month contract
2. Supplementary number subscribers who wish to retain their number must request their Principal account holder to book on their behalf or upgrade to a Maxis Postpaid Principal line at any Maxis Centre or MEP outlets.
3. Digi, Celcom or other non-Maxis subscribers who wish to retain their number can continue their booking online BUT they can only receive booking confirmation after their port-in to Maxis is completed (please refer to clause 9 of the Rate Plans Terms and Conditions below).
4. Maxis Corporate/SME subscribers who wish to retain their number must contact their Maxis Account Manager or call 1800 821 123.
5. Booking is only confirmed when the customer receives a Confirmation ID via SMS and Email. Booking merely indicates an interest to purchase the iPhone 3G and shall not be construed as a binding agreement for the sale/purchase of the iPhone 3G.
6. Each person is only entitled to book one (1) iPhone 3G unit only. Therefore each NRIC/Passport/Police/Military no. will only be allowed one (1) booking.
7. Each customer with a Confirmation ID must collect their iPhone 3G at the selected location during booking. Their iPhone 3G is available for collection only at the location of their choice during booking and will be held at respective location till 26<sup>th</sup> March 2009.
8. Maxis shall not be liable for cases such as the non-availability of the iPhone 3G or non-approval of the iPhone 3G or any other cause resulting in the iPhone 3G not being made available for sale in Malaysia. Maxis reserves the right to amend these terms and conditions without notice in such manner as Maxis deems appropriate. These terms and conditions shall be subjected to and construed in accordance with the laws of Malaysia.
9. Use of the iPhone 3G constitutes acceptance of the iPhone 3G Terms and Conditions and other third party Terms and Conditions found in the iPhone 3G box.
10. Some features, applications and services are not available in all areas. Application availability and pricing are subject to change. For value-added services, the respective Terms & Conditions apply.

## **RATE PLAN TERMS & CONDITIONS**

1. The minutes of usage in i-Value plans refers to domestic calls (on-net & off-net). This usage rebate excludes video calls, IDD, roaming, Value Extras subscription, SMS, downloads & subscription based services.
2. For supplementary line tagging, below are the customers' options:
  - a. New subscription on i-Value plans – New Standard Supplementary Plan / Family Plus 30
  - b. New subscription on Value Plus plans - New Standard Supplementary Plan / Value Plus Family (mirror rates)
  - c. Existing subscription on i-Value plans – New Standard Supplementary Plan / Family Plus 30 (no change in existing supplementary lines)
  - d. Existing subscription on Value Plus plans - New Standard Supplementary Plan / Value Plus Family (mirror rates)
3. Purchase of iPhone 3G must be accompanied with any of the above contracted rate plans. No consumer outright purchase is allowed.
4. Customers who wish to increase the embedded data can either opt to upgrade to the next level of i-Value plan or subscribe to unlimited data. For the latter, the unlimited data charge is on top of the monthly commitment fee.
5. Migration within i-Value plans (even if upgrade) does not allow the customer to enjoy phone discounts available on higher rate plans.
6. Maxis reserves the right to rescind any of the privileges of the rate plan where the registered line is not used with the purchased iPhone 3G.
7. Data usage above the allocated data in respect of the relevant plan chosen by a customer will subject to normal pay-per-use charges up to a maximum of RM250.
8. Downgrade of rate plans will subject to penalty (refer to contract policy).
9. Port-in customers can only sign-up to either i-Value plans (12 month contract) or Value Plus plans (6 month contract). 24 months contract is not applicable to this group of customers.
10. Customer needs to ensure that their line is active at all times in order to receive the free data in the Value Plus plans (6 month contract).
11. There is no sharing of monthly commitments between i-Value plans (principal line) and its supplementary lines. However, credit sharing between principal & supplementary lines is possible for customers who subscribe to the Value Plus plans (6 months contract).
12. In the case of MISM or SIMM both on i-Value plans, it is suggested that the primary line be registered with the higher i-Value plans. This is to allow sharing of higher data usage.
13. Maxis' support to iPhone 3G is strictly bound by Apple's warranty and repair policy. Maxis will only support devices purchased from Maxis and/or its authorized channels only.

## CREDIT POLICY TERMS AND CONDITIONS

1. For foreigners, an additional collection of RM1,000.00 is required as refundable deposit.
2. Additional identification is required for customers who register for the i-Value 3 & 4 plans.
  - a. Mandatory requirements for Locals - IC + any of the 2 documents below (Note: treatment during launch on-ground differs as it's not possible to get copies of the documents on the spot):
    - ✓ Drivers License
    - ✓ Credit Card
    - ✓ Passport
    - ✓ Pay Slip
    - ✓ Form J
    - ✓ Student Card
    - ✓ Medical Card
    - ✓ Club Membership
    - ✓ Confirmation Letter from Employer
    - ✓ Letter from College verifying details of individual
  - b. Mandatory requirements for Foreigners - Passport + any of the 2 documents below:
    - ✓ Drivers License
    - ✓ Credit Card
    - ✓ Student Card
    - ✓ Medical Card
    - ✓ Club Membership
    - ✓ Confirmation Letter from Employer
    - ✓ Letter from College verifying details of individual
      - i. Advance payment is not waived for EPP & direct debit customers.
      - ii. Advance payment is waived for existing Maxis Postpaid customers with tenure of more than 6 months AND current monthly commitment usage of RM250 and above.
      - iii. Advance payment will be refunded from the 1<sup>st</sup> month onwards over the next 5 months. The account must be active at the time of refund.

## CONTRACT POLICY

### 1. iPhone 3G – i-Value Plans (12 months contract)

#### Additional Clauses

- Maxis reserves the right to rescind any of the privileges of the rate plan where the registered line is not used with the purchased iPhone 3G.
- Data usage above the allocated data in the plan will be subject to normal pay-per-use charge up to a maximum of RM250

### 2. iPhone 3G – i-Value Plans (24 months contract)

#### Additional Clauses

- Maxis reserves the right to rescind any of the privileges of the rate plan where the registered line is not used with the purchased iPhone 3G.
- Data usage above the allocated data in the plan will be subject to normal pay-per-use charge up to a maximum of RM250.

### 3. iPhone 3G – Value Plus Plans (6 months contract)

#### Additional Clauses

- Maxis reserves the right to rescind any of the privileges of the rate plan where the registered line is not used with the purchased iPhone 3G.
- Customer needs to ensure that their line is active at all times in order to receive the free data that comes with the plan.
- Data usage above the allocated data in the plan will be subject to normal pay-per-use charge up to a maximum of RM250.
- Customer's data usage will be charged at pay-per-use after the free data is exhausted
- Only RM100 penalty will be imposed for this plan in the event a customer decides to terminate the 6 months commitment before its expiry.