

Frequently Asked Questions

No	Question	Answer
BlackBerry® Prepaid Monthly BIS Premium		
1	How much will I be charged for Monthly BIS Premium?	The Subscription charge for Monthly (30 Days) BIS Premium is RM 98 for 1.5GB of data. Auto renewal will take place every 30 days.
2	What can the 1.5GB of data be used for?	The 1.5GB of data can be used for all BlackBerry® services including emails, instant messaging, social networking and internet/WAP browsing.
3	What are the subsequent charges for data usage exceeding the 1.5GB entitlement?	Subsequent data usage will be charged at a pay per use rate of 1 sen per KB (peak) or 0.5 sen per KB (off peak).
4	How do I apply for BlackBerry® Prepaid Monthly BIS Premium?	Subscription is via UMB. Dial *100#, go to Services then opt for Blackberry® Internet Service (BIS).
5	How do prepaid customers pay for usage via the BlackBerry® device?	Prepaid Credit is deducted based on the price of the package. E.g. RM 98 for Monthly BIS Premium.
6	Can I unsubscribe from the Monthly BIS Premium before the 30 days renewal?	Yes, please dial *100# to unsubscribe to stop auto renewal.
6	What type of BlackBerry® models support Prepaid?	All BlackBerry® models support BlackBerry® prepaid as per BlackBerry® postpaid.
7	How does a prepaid customer set up the BlackBerry® email account for BIS?	Once the BlackBerry® service is active a BIS email account can be setup from the device, under Setup >email settings. Customers can also login to www.maxis.blackberry.com via their PC/laptop.
8	Does prepaid support BES?	No, BlackBerry® for Prepaid is only available for BIS.
9	Will I be able to send and receive emails if my prepaid balance status is 1) Inactive with balance? 2) Inactive without balance? 3) Installed? 4) Expired?	1) Inactive with balance / without balance? Yes, you will still be able to use the BlackBerry® service if you are still within the monthly subscription period and your usage has not exceeded the 1.5GB entitlement. If usage has exceeded 1.5GB, you are required to top up and become an active subscriber in order to use the service on pay per use basis. 2) Installed? No, you wouldn't be able to use BlackBerry® service is installed 3) Expired? No, you wouldn't be able to use BlackBerry® service is expired
10	What is my minimum balance amount to start using my BlackBerry® device (i.e. send/receive email, browse the net)?	If a customer is within the monthly paid subscription period, said customer can use the service even without balance if they have not exceeded the 1.5GB entitlement. They are required to have balance, once they exceed the 1.5GB entitlement and go to a pay per use basis.
11	Does Monthly BIS Premium also support 10 pop3/IMAP mails like postpaid customers?	Yes, Monthly BIS Premium can also support 10 Pop3/IMAP emails account as per postpaid subscribers.
BlackBerry® Prepaid Weekly BIS Premium		
1	How much will I be charged	The Subscription charge for Weekly (7 Days) BIS Premium

	for Weekly BIS Premium?	is RM28 for 50 MB of data. No Auto Renewal.
2	What can the 50 MB of data be used for?	The 50 MB of data can be used for all BlackBerry® services including emails, instant messaging, social networking and internet/WAP browsing.
3	What are the subsequent charges for data usage exceeding the 100 MB entitlement?	Subsequent data usage will be charged at a pay per use rate of 1 sen per KB (peak) or 0.5 sen per KB (off peak).
4	How do I apply for BlackBerry® Prepaid Weekly BIS Premium?	Subscription is via UMB. Dial *100#, go to Services then opt for BlackBerry® Internet Service (BIS).
5	How do prepaid customers pay for usage via the BlackBerry device?	Prepaid Credit is deducted based on the price of the package. E.g. RM 28 for Weekly BIS Premium.
6	What type of BlackBerry® models support Prepaid?	All BlackBerry® models support BlackBerry® prepaid as per BlackBerry® postpaid.
7	How does a prepaid customer set up the BlackBerry® email account for BIS?	Once the BlackBerry® service is active a BIS email account can be set up from the device, under Setup >emails settings. Customers can also login to www.maxis.blackberry.com via their PC/laptop.
8	Does prepaid support BES?	No, BlackBerry® for Prepaid is only available for BIS
9	Will I be able to send and receive emails if my prepaid balance status is 1) Inactive with balance? 2) Inactive without balance? 3) Installed? 4) Expired?	1) Inactive with balance / without balance? Yes, you will still be able to use the BlackBerry® service if you are still within the monthly subscription period and your usage has not exceeded the 50MB entitlement. If usage has exceeded 50 MB, you are required to top up and become an active subscriber in order to use the service on a pay per use basis. 2) Installed? No, you wouldnt be able to use BlackBerry® service is installed. 3) Expired? No, you wouldnt be able to use BlackBerry® service is expired.
10	What is my minimum balance amount to start using my BlackBerry® device (i.e. send/receive email, instant messaging)?	If a customer is within the monthly paid subscription period, said customer can use the service even without balance if they have not exceeded the 50 MB entitlement. They are required to have balance once they exceed the 50 MB entitlement and go to a pay per use basis.
11	Does Weekly BIS Premium also support 10 Pop3/IMAP mails like postpaid customers?	Yes, Weekly BIS Premium can also support 10 pop3/IMAP emails account as per postpaid subscribers.
BlackBerry® Prepaid Monthly BIS Messaging		
1	How much will I be charged for Monthly BIS Messaging?	The Subscription charge for Monthly (30 Days) BIS Messaging is RM 28 for 100 MB of data. Auto renewal will take place every 30 days.
2	What is the difference between BIS Messaging and BIS Premium?	BIS messaging customers will only have access to BlackBerry® (BIS) email and optimized instant messaging applications (Window Live Messenger, Yahoo! Messenger, Google Talk, BlackBerry® Messenger) for BlackBerry® devices. Social Networking (Facebook, MySpace) and internet/WAP browsing is not available.

3	What features will BlackBerry® Connect users have when they subscribe to Monthly BIS Messaging?	Customers on BlackBerry® Connect devices will only have access to BlackBerry® emails and no optimized instant messaging application.
4	What can the 100 MB data be used for?	For BlackBerry® Proprietary devices the 100 MB data entitlement can be used only for Blackberry email and optimized instant messaging applications for Blackberry® devices. Any other data usage will be on a pay-per-use basis. For BlackBerry® Connect devices the 100 MB data entitlement can be used only for BlackBerry® emails as no optimized instant messaging applications are available. Any other data usage will be on a pay-per-use basis.
5	What are the subsequent charges for data usage exceeding the 100 MB entitlement?	Subsequent data usage will be charged at a pay per use rate of 1 sen per KB (peak) or 0.5 sen per KB (off peak).
6	How do I apply for BlackBerry® Prepaid Monthly BIS Messaging?	Subscription is via UMB. Dial *100#, go to Services then opt for BlackBerry® Internet Service (BIS).
7	How do prepaid customers pay for usage via the BlackBerry® device?	Prepaid Credit is deducted based on the price of the package. E.g. RM28 for Monthly BIS Messaging.
8	Can I unsubscribe from Monthly BIS Messaging before the 30 day renewal?	Yes, please dial *100# to unsubscribe to stop auto renewal.
9	What type of BlackBerry® models support Prepaid?	All BlackBerry models® support BlackBerry® prepaid as per BlackBerry® postpaid.
10	How does a prepaid customer set up the BlackBerry® email account for BIS?	Once the BlackBerry® service is active a BIS email account can be set up from the device, under Setup >email settings. Customers can also login to www.maxis.blackberry.com via their PC/laptop.
11	Does prepaid support BES?	No, BlackBerry® for Prepaid is only available for BIS
	Will I be able to send and receive emails if my prepaid balance status is 1) Inactive with balance? 2) Inactive without balance? 3) Installed? 4) Expired?	1) Inactive with balance / without balance? Yes, you will still be able to use the BlackBerry® service if you are still within the monthly subscription period and your usage has not exceeded the 100 MB entitlement. If usage has exceeded 100 MB, you are required to top up and become an active subscriber in order to use the service on a pay per use basis. 2) Installed? No, you wouldnt be able to use BlackBerry® service is installed 3) Expired? No, you wouldnt be able to use BlackBerry® service is expired
12	What is my minimum balance amount to start using my BlackBerry® device (i.e. send/receive email, browse the net)?	If a customer is within the monthly paid subscription period, said customer can use the service even without balance if they have not exceeded the 100 MB entitlement. They are required to have balance, once they exceed the 100 MB entitlement and go to a pay per use basis.

13	Does Monthly BIS Messaging also support 10 pop3/IMAP mails like postpaid customers?	Yes, Monthly BIS Messaging can also support 10 pop3/imap emails account as per postpaid subscribers.
BlackBerry® Prepaid Monthly BIS Social		
1	How much will I be charged for Monthly BIS Social?	The Subscription charge for Monthly (30 Days) BIS Social is RM28 for 100 MB of data. Automatic renewal will take place every 30 days.
2	What is the difference between BIS Social and BIS Premium?	BIS Social customers will only have access to optimized Social Networking applications (Facebook, MySpace) and optimized Instant Messaging applications (Window Live Messenger, Yahoo! Messenger, Google Talk, BlackBerry® Messenger) for BlackBerry® devices. BlackBerry® (BIS) emails and internet/wap browsing is not available.
3	Can BlackBerry® Connect users subscribe to Monthly BIS Social?	BIS Social is only applicable for BlackBerry® Proprietary devices. BlackBerry® Connect customers cannot apply for the BIS Social service as there are no optimized instant messaging or social networking applications available for BlackBerry® connect.
4	What can the 100 MB of data be used for?	For BlackBerry® Proprietary devices the 100 MB data entitlement can be used only for optimized Social Networking applications and optimized instant messaging applications for BlackBerry® devices. Any other data usage is on a pay-per-use basis.
5	What are the subsequent charges for data usage exceeding the 100 MB entitlement?	Subsequent data usage will be charged at the pay per use rate of 1 sen per KB (peak) or 0.5 sen per KB (off peak).
6	How do I apply for BlackBerry® Prepaid Monthly BIS Social?	Subscription is via UMB. Dial *100#, go to Services then opt for BlackBerry® Internet Service (BIS).
7	How do prepaid customers pay for usage via the BlackBerry® device?	Prepaid Credit is deducted based on the price of the package. E.g. RM 28 for Monthly BIS Social.
8	Can I unsubscribe from Monthly BIS Social before the 30 day renewal?	Yes, please dial *100# to unsubscribe to stop auto renewal.
9	What type of BlackBerry® models support Prepaid?	All BlackBerry® models support BlackBerry® prepaid as per BlackBerry® postpaid.
10	How does a prepaid customer set up the BlackBerry® email account for BIS?	Once the BlackBerry® service is active a BIS email account can be set up from the device, under Setup >email settings. Customers can also login to www.maxis.blackberry.com via their PC/laptop.
11	Does prepaid support BES?	No, BlackBerry® for Prepaid is only available for BIS.
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		<p>3) Expired? No, you wouldn't be able to use BlackBerry® service if expired.</p>
13	<p>What is my minimum balance amount to start using my BlackBerry® device (i.e. send/receive email, browse the net)?</p>	<p>If a customer is within the monthly paid subscription period, said customer can use the service even without balance if they have not exceeded the 100 MB entitlement.</p> <p>They are required to have balance once they exceed the 100 MB entitlement and go to a pay per use basis.</p>
14	<p>Does Monthly BIS Social support 10 pop3/imap mails like postpaid customers?</p>	<p>No, Monthly BIS Social does not support any BlackBerry® (BIS) email account.</p>