



Frequently asked questions

1. What is the Advanced Lite plan, and what is a No Device Package (NDP)?

The Advanced Lite plan is a NDP plan. NDP is a Maxis Internet Broadband data only plan, where the HSDPA modem will not be included. You have to supply your own HSDPA modem. It is primarily targeted at customers who already have their own HSDPA modems, or to those customers who prefer to buy their own HSDPA modems.

2. What do I need to pay very month for the Advanced Lite (NDP) plan?

You only need to pay RM78 every month to enjoy the Advanced Lite (NDP) plan.

You can enjoy an additional RM10 per month discount if you also sign up for the Maxis Direct Debit with the Advanced Lite (NDP) plan – i.e. you therefore pay RM68 per month only.

3. What do I get when I subscribe to Advanced Lite Plan?

You will receive a mobile SIM card. Insert this SIM card into your HSDPA modem, setup your HSDPA modem. And you are ready to go surfing !!!

4. What are the configuration settings for my HSDPA modem to use Advance Lite.

Go to the options or network settings for your specific HSDPA modem. You just need to ensure that the following values are set up for your modem:

- APN (static) : **maxisbb**
- User name : **maxis**
- Password : **wap**
- Access number : ***99#**

5. Is there an upfront charge that I have to pay when I register for the service?

NO, there is no minimum contractual period. You can terminate the service at any point in time that suits you.

6. Will there be any penalty or handling fee when I terminate the Advanced Lite plan?

NO, there is NO penalty or Handling fee chargeable when you terminate the Advance Lite plan.

7. Will I get back my up-front Advanced Payment when I terminate my Advanced Lite plan, within 7 days of registering for the service?

There is NO 7-day free trail, in the Advanced Lite Plan. Maxis will NOT refund your RM78 (non-refundable) Advanced Payment when you terminate your service (within 7 days of registration or otherwise).

8. If I terminate my Advanced Lite plan before the end of my first month, will I get back my up-front Advanced Payment?

No, the up front RM78 is a non-refundable Advanced Payment. If you terminate your service at any time before the end of the first month, Maxis will NOT refund you the pro-rated balance.

9. I am a non-Malaysian, can I register for the Advanced Lite plan?

YES, you can. Non-Malaysians can subscribe to the Advanced Lite plan, but you will need to pay a Refundable Deposit of RM300 (per line) when you register for the service.

10. Do I get a voice service with the Advanced Lite plan?

NO, Advanced Lite plan is a DATA ONLY plan. You cannot make or receive phone calls, SMS or MMS, if you insert the SIM card into a HSDPA enabled mobile Phone.

11. Can I bolt-on the Advanced Lite plan to my mobile phone plan?

NO, the Bolt-on program is NOT applicable for the Advanced Lite plan.

12. Does the Maxis Fair Usage Policy (FUP) apply?

YES, the Maxis Fair Usage Policy will apply – specifically for the Advanced Lite package, you are entitled to use up to 2GB of data per month, and thereafter your speed will be throttled.

13. Should I later decide change up to a normal with device package from the Advanced Lite – what do I do?

To change up to a normal with device package (e.g. Power Mobile plan), you just terminate your Advanced Lite plan, then subscribe to the normal with device package (at the prevailing package / promotion). There is NO charge (or penalty) for terminating the Advanced Lite plan.

14. Can I use the service when I am overseas?

The Advance Lite plan does NOT come with International Data Roaming capability. You will not be able to use this service when you go overseas.

15. Can I make phone calls with the Advanced Lite plan?

No, the Advanced Lite plan by default does not have a mobile / cellular voice service included with it.

However, you can enquire at our Maxis Center about our Voice2Go service – it is an enhanced Voice over IP (VoIP) service which can be used over any broadband service from anywhere in world. This service includes voice, SMS, IM and many more advanced communication services. Voice2Go is charged separately.