



1. Who is eligible for this plan?

This plan is available for new registrations only and for Malaysian and foreigners over the age of 18.

2. How many plans can I sign up for?

You can sign up for as many as 5 plans.

3. How do I choose a plan?

You can choose your plan based on:

- Your preferred volume quota and speed requirement
- Your preferred modem (optional)

4. Do you have any plans without the modem?

Yes. The data plans (without the modem) are as follows:

- Lite: 1.5GB, 512 kbps at RM48
- Swift: 1.5GB, 1Mbps, RM58
- Power: 3GB, up to 7Mbps, RM68
- Freedom: 6GB, up to 7Mbps, RM98
- Ultimate: 12GB, up to 7Mbps, RM198

A RM100 activation fee applies to all plans.

5. How much do I need to pay for a modem?

HSDPA Modem

- Free modem with a 6-month contract or RM100 (with no minimum contract period)

The HSPA Modem and Wifi Modem E5832 are available for new and existing Maxis Broadband customers; additional fees are as follows:

- RM100 for HSPA Modem (6-month contract) or RM200 (with no minimum contract period)
- RM280 for Wifi Modem E5832 (6-month contract) or RM380 (with no minimum contract period)

6. Is there an activation fee?

Yes, there will be a RM100 upfront activation fee for the plans we offer.

Effective from 1 September 2011, a RM100 activation fee is required when you sign up for a Broadband Plan, with or without a modem. The activation fee is not refundable in Peninsula Malaysia.

7. Is there a contract for the plans?

- For plans with a modem, the options are:
 - A 6-month contract period
 - No minimum contract period
- For plans without a modem, there is no minimum contract period.

8. Can I make calls or send SMS and MMS with these plans?

These plans are data-only. However, you can send SMS via the Connection Manager (when used with a Maxis Broadband modem). You will be charged the following rates:

Maxis to Maxis: RM0.05/SMS

Maxis to others: RM0.15/SMS off-net

International SMS: RM0.50/SMS

Pricing is subject to change but valid at the point of sale. This is also subject to device capability.

9. Can I use this service whilst roaming overseas?

Yes. However, you are advised to activate IDD and international roaming services first. A deposit of RM300 per line is required for activation of international roaming services. You are required to walk in to a Maxis Centre with your passport. You'll be billed the applicable roaming charges.

10. How can I check my quota usage?

You must first subscribe to the MyAccount Portal at www.mylaunchpad.com.my . You can check your quota usage in the MyAccount Portal.

11. What is the MyAccount Portal?

The MyAccount Portal is a self-help portal. You can check and/or update your Can Be Reached (CBR) number, manage your billing, upgrade/downgrade your plan, check your quota usage and purchase more quota.

12. What happens when I exceed my quota?

Your speed will be throttled. Once you reach 80% of your base plan quota volume, you will receive a SMS notification on your Can-Be-Reached (CBR) mobile number and broadband number as a reminder.

For example:

If your base plan is 1.5GB, you will receive your first SMS notification when your usage hits 1.2GB.

You will also receive another SMS on your mobile CBR number and broadband number when you have exceeded your quota.

To enjoy normal service, please purchase additional quota at the MyAccount Portal.

13. How can I increase the quota given to me?

For postpaid plans, you can buy more quota with the Quota Upgrade function at the MyAccount Portal. Please create your account at www.mylaunchpad.com.my

14. How many times can I purchase additional quota in a month?

You can purchase additional quota as many times as you want in a month.

15. How do I pay for the additional quota balance?

The charges for quota purchased will be included in your next monthly statement.

16. Can I transfer unused quota balance to others?

No, quota cannot be transferred to another party.

17. I have 1GB of unused quota balance and I want to terminate the service. Will I get a refund?

No, quota is not exchangeable for cash or refunds.

18. If I'm not satisfied with the service, what do I have to do?

Before signing up for this plan, you are advised to check your coverage area by calling 1800 82 2000 or visiting www.maxis.com.my/broadband

Effective 1 September 2011, the activation fee is not refundable in Peninsula Malaysia. Should you opt for the contract but discontinue the Broadband service within the contract period, you are required to return the modem and its packaging in good condition. A penalty fee of RM100 will be charged should you opt to keep the modem. You are not required to return the SIM.

For Sabah and Sarawak, the 7-day cooling off period still applies. If you subscribed for a SIM only, your RM100 activation fee will be refunded. If you opt for a device, you will receive a full refund on your device payment. You are not required to return the SIM.

19. If I terminate my broadband subscription, do I need to return the modem?

For plans with a contract:

- If you terminate the service within 7 days from the date of activation, you need to return the modem with the complete set; your activation fee of RM100 will be refunded.
- If you terminate the service more than 7 days from the date of activation, but within the 6-month contract period, you can:
 - i. Return the modem with the complete set
 - ii. Keep the modem. A penalty fee of RM100 will be charged.
- If you terminate the service after 6 months, you can keep the modem at no cost.

For plans with no minimum contract period:

The modem belongs to you at no cost.

20. How much do I need to pay if I breach the contract?

A standard RM 100 penalty fee will be charged to your last bill should you terminate within your contract period. This penalty fee is waived should you return your modem (with the complete set) to a Maxis Centre upon termination.

21. This means that as long as I return my modem to a Maxis Centre within my contract period, I won't get charged the penalty fee?

Yes.

22. Can I change my macro SIM to a micro SIM? How do I do that?

Yes. You can request a SIM replacement at any Maxis Centre for a fee of RM25.

23. If my modem is faulty, can I get a replacement?

Yes, as long as it's still within the 12-month warranty period.

24. Who should I contact if I have problems with my modem or broadband services?

You can call 1800 82 2000 or go to www.maxis.com.my/broadband