



Terms and conditions

- The Postpaid Broadband Plan (hereafter referred to as the "Plan") is only available for Malaysian and foreigners of the age of 18 years old and above.
- An Activation fee of RM100 is applicable for each Plan subscription except for the Postpaid Data Plan for iPad, Broadband Ultimate Pro and Broadband Ultimate Solid plans.
- The RM100 activation fee collected upon subscription is no longer refundable if you discontinue the Broadband Service, with or without modem, excluding Postpaid Data Plan for iPad, Broadband Ultimate Pro and Broadband Ultimate Solid.
- The non-refundable RM100 Activation Fee is only applicable in Peninsular Malaysia.
- For subscription of Broadband Service with a 6 months commitment period, you are required to return the modem (provided the modem has not been tampered with and its packaging are in good condition) if you discontinue the service before the 6 months commitment period is up. Should you opt to keep the modem, a penalty fee of RM100 will be charged to you.
- The Broadband Service is available in certain coverage areas. Before signing up, please call 1800 82 2000 or check at www.maxis.com.my/broadband to determine if you are within the coverage area.
- Customer's actual browsing speed varies based on the customer's location and Device capability.
- To enable all our customers to enjoy quality browsing experience, Maxis will not assure constant connectivity if you use peer-to-peer or file sharing software.
- Every time you log on to the Broadband Service, a webpage appears to communicate the latest information and to link you to your account management portal.
- Total data volume for each Plan is specified during point of sales and as contained in the sales material. Once the customer's data volume finishes, the customer will be throttled to lower speed until the customer's next billing cycle. However, customers on the Broadband Ultimate Pro plan can still experience un-throttled speeds for unlimited Facebook and for customers on the Broadband Ultimate Solid plan can still experience un-throttled speed for unlimited Facebook and Youtube. To continue enjoying the Broadband Service, the customer can opt for additional quota which can be purchased online via the my Account Portal through www.mylaunchpad.com.my.
- It is mandatory for a customer who purchases the Plan to register his or her CBR (Can Be Reach) mobile number via the My Account portal. Customers must create an account through the My Account portal during registration of his or her Plan.

- The Plan applies to local data usage only whereby the following services are excluded: Local and Internal Voice/SMS services and international data roaming. This is applicable for all Plans excluding Broadband Ultimate Pro & Broadband Ultimate Solid whereby Voice and SMS services are offered as an optional service. Call usage charges, SMS usage charges and additional services as subscribed by you shall be charged in addition to the Plan's applicable charges.
- Should you discontinue with the Broadband Services, the rebate (if applicable) will no longer be available or applicable to you in the event you wish to reactivate the Services later.
- Subject to a seven (7) days return policy (not applicable in Peninsular Malaysia), should you opt to discontinue the Broadband Service within the 7 days cooling off period and you opt to return the modem (and its packaging) in good condition to Maxis, you will get a refund of the RM100 activation fee. However, if you opt to keep the modem, a penalty fee of RM100 will be charged. This policy shall not be applicable for the Postpaid Data Plan for iPad, Broadband Ultimate Plus, Broadband Ultimate Pro, Broadband Ultimate Solid plan and offered device (hereafter referred to as the "Device", which does not include the Maxis modem).
- To be eligible for Postpaid Broadband rebates (if applicable), you should register for both Broadband and postpaid services under the same account.
- Should you discontinue your Broadband Service or postpaid service subscription, the Broadband Service and postpaid service rebate will cease at the point of termination.
- Non-Malaysians will be charged a deposit of RM300 for every Plan subscribed to.
- Bills are available in electronic format at MyAccount Portal (www.mylaunchpad.com.my) and a copy is sent to your nominated email address in PDF format. If you choose to receive a paper bill, a RM5 per statement charge will apply.
- Modems are provided under these Terms and Conditions on a "whilst stocks last" basis.
- The Maxis Modem with a 1 year warranty. Please visit your nearest Maxis Centre should you have any issues with the modem. The modem does not cover (a) normal wear and tear (including, without limitation, wear and tear of the modem cover, SIM holder, MicroSD slot, USB Connector), (b) damage, loss or defects caused by any act, omission, misuse, negligence including usage of the modem contrary to instructions provided by Maxis (e.g. as set out in in the modem's user guide) and/or (c) other acts beyond the reasonable control of Maxis.
- The Device comes with a 1 year warranty. Please visit your Device supplier should you have any issues with the Device.
- Maxis shall take no responsibility or liability for any hardware, software, equipment or for the Device provided by Device supplier/manufacturer or by any third party or for any warranty for the same. You shall take up all such issues and grievances directly with the Device supplier and such third parties.
- Below are clauses applicable for the Postpaid Data Plan for iPad only:
 - The Postpaid Data Plan for iPad Offer with no minimum period commitment and is only available for new registration.

- You are entitled to one (1) Maxis Sim card only with the Postpaid Data Plan for iPad.
 - RM100 will be charged for existing/valid Maxis Broadband subscribers who upgrade to this Postpaid Data Plan for iPad. Should you opt to change your normal Maxis SIM card to a Maxis MicroSim card, an additional charge of RM25 is required.
 - You shall ensure that the physical MicroSim card is used with iPad devices only and Maxis shall not be responsible and/or liable to you and/or any other person for any failure of the iPad device to function, operate or for any damage to any iPad device due to any misuse of the Maxis MicroSim card by you and/or any other person.
 - Maxis shall not be responsible and/or liable for any interruption or disruption experienced and/or suffered by you and/or any other person in relation to the iPad device and/or the customer's use of the iPad device.
 - You can purchase only one Maxis Modem (E5832) with RM380 upfront payment as an option after subscribing to any of the Postpaid Data Plans for iPad.
- Any charges and/or modem model mentioned in these Broadband Plan – Terms and Conditions, are subject to change by Maxis from time to time as and when deemed necessary by Maxis.
 - Maxis Broadband Terms & Conditions for the provision of the Broadband Services as published on the website: www.maxis.com.my/broadband and which is attached herewith, shall also apply to the Plan as well. Customers of the Plan shall be bound to the said Maxis Broadband Terms and Conditions.
 - The terms and conditions set out herein are supplemental to the terms and conditions contained on Maxis' webpage www.maxis.com.my/personal/general/tnc_main.asp and to the Our Customer Terms printed over leaf and on http://www.maxis.com.my/personal/general/tnc_maxisbroadband.asp
 - The Device will be provided subject to the Device Supplier's terms and conditions for the Device. Maxis shall not be privy to the contract between you and Device Supplier.