



FREQUENTLY ASKED QUESTIONS

Postpaid data plans for iPad

	Questions	Answers
1.	Who is eligible for this plan?	This plan is open for new registrations only. Malaysians and foreigners over the age of 18 years are eligible.
2.	How do I enjoy this offer?	<ul style="list-style-type: none">• There is no commitment plan.• For existing and new iData and/or iValue users, you will receive a RM10 rebate by subscribing to the postpaid iPad Plan.• You have the option of purchasing the WiFi modem (E3852); this is useful for those who have WiFi-only iPad devices.• Free access to Maxis WiFi Hotspots (once the service is ready).
3.	Is there any activation fee?	No, there is no activation fee. The SIM is packaged with the plan.
4.	How can I upgrade my plan from a 3.5GB to say, a 6GB plan?	You can perform a package upgrade at the MyAccount Portal. You need to login into your account before doing the upgrade. If you do not have an account, please create one at www.mylaunchpad.com.my
5.	What is the commitment period for this plan?	There is no commitment period.
6.	Can I buy the WiFi modem without a plan?	No, you need an iPad Plan to enjoy the offer.

7.	What are the download and upload speeds?	<p>The speeds are up to 7.2Mbps (download) and 1.4Mbps (upload).</p> <p>Your actual browsing speed varies depending on your location and device capability.</p>
8.	Can I make calls or send SMS and MMS with this plan?	<p>This plan is data-only. However, you can send SMS via the Connection Manager (when used with a Maxis Broadband modem). You will be billed RM0.05/SMS for Maxis-to-Maxis calls, RM0.15/SMS for calls to other operators, and RM0.20/SMS for international SMS. This is also subject to device capability.</p>
9.	Can I use this service while roaming overseas?	<p>Yes. However, you are advised to activate IDD and international roaming services first. A deposit of RM300 is required for activation of international roaming services. You'll be billed according to applicable roaming charges.</p>
10.	Can I just buy an iPad device from Maxis?	<p>No. You have to purchase it from an Apple Premium Reseller store.</p>
11.	How many lines can I have under this plan?	<p>There is no limit.</p>
12.	Can I use this plan for any other device?	<p>Yes you can, as long as the device is compatible with the SIM card.</p>
13.	If I am an existing Broadband subscriber, can I still subscribe to this package?	<p>Yes, you can.</p>
14.	If I am already an existing Maxis Broadband subscriber, can I upgrade my plan to this offer?	<p>Yes, but RM100 will be charged for existing/valid contract subscribers. An additional charge of RM25 is required if you opt to change the normal SIM to a Micro-SIM.</p>
15.	Will I get separate bills for my Maxis Broadband plan and this iPad Plan or just one?	<p>Both your Maxis Broadband Plan and your iPad Plan will be in a single bill.</p>

16.	What is the penalty fee if I decide to terminate my iPad Plan?	There is no penalty fee for terminating the iPad Plan.
17.	If I'm not satisfied with the service, what do I do?	<p>This plan does not come with a 7-day return policy. You are advised to check your coverage area by calling 1800 82 2000 or visiting www.maxis.com.my/broadband before you sign up for this plan.</p> <p>Should you decide to terminate the service, you are not required to return the SIM.</p>
18.	How can I check my quota usage?	To check your quota usage, visit the MyAccount portal at www.mylaunchpad.com.my
19.	How can I increase the quota given to me?	For the postpaid plan, you can buy more quota with the 'Quota Upgrade' function at the My Account portal. Please create your account at www.mylaunchpad.com.my
20.	How many times can I purchase additional quota every month?	You can purchase additional quota many times as you want every month.
21.	Can I transfer unused quota balance to others?	No, quota cannot be transferred to another party.
22.	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.
23.	How do I pay for additional quota balance?	The charges for quota purchased will be included in your next monthly statement
24.	What happens when I exceed my quota?	<p>Your speed will be throttled down.</p> <p>Before you reach the quota volume, you will receive an SMS notification on your Can-Be-Reached (CBR) mobile number.</p> <p>You will also receive another SMS on your CBR mobile number when you have exceeded your quota.</p> <p>To enjoy normal service, please purchase additional quota at</p>

		the MyAccount portal.
25.	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. However, you get a free SIM replacement when you subscribe to this offer.
26.	Who should I contact if I have problems with my modem or broadband services?	You can contact 1800 82 2000 or go to www.maxis.com.my/broadband .
27.	If my modem is faulty, can I get a replacement?	Yes, as long as it is still within the 12-month warranty period.
28.	If I have an iPad device with WiFi capability only, how do I enjoy the Maxis iPad Plan offer?	You can opt to purchase our WiFi modem after subscribing to this plan.
29.	If I have an iPad device with both WiFi and 3G capability, can I opt to purchase a Maxis WiFi modem?	Yes you can.
30.	Can I purchase the plan on a certain day and come back on another day to purchase the modem?	No. You have to purchase the modem upon signing up for the plan.