



FREQUENTLY ASKED QUESTIONS

Postpaid data plans for iPad

	Questions	Answers
1.	Who is eligible for this plan?	This plan is available for new registration only and for Malaysian and foreigners over the age of 18 years.
2.	How do I enjoy this offer?	<ul style="list-style-type: none"> • 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. • Optional purchase of Wifi modem R3852 (especially for those who purchase Wifi only capable iPad device) • Free access to Maxis Wifi Hotspots (once the service is ready) • Advance payment of RM50
3.	Is there any activation fee or advance payment?	No, there is no activation fee and the SIM is packaged together with the plan. There is advance payment of RM50
4.	How can I upgrade my plan from a 3.5GB to, say a 6GB plan?	You can do a package upgrade via MyAccount Portal. You need to login into your account before doing the upgrade. If you do not have an account, please create the account at www.mylaunchpad.com.my
5.	What is the commitment period for this plan?	There is no commitment period.
6.	Can I buy the E5832 modem without buying any plan?	No, you need to buy an iPad Plan to enjoy the offer.
7.	What is the download and upload speeds?	<p>The speed is up to 7.2Mbps (downlink) and 1.4Mbps (uplink).</p> <p>Your actual browsing speed varies based on your location and device capability.</p>
8.	Can I make calls, send SMS or MMS with this plan?	This plan provides data-only package. However, you can send SMS via the Connection Manager (when used with a Maxis Broadband modem) and will be billed based on usage of RM0.05/SMS on-net, RM0.15/SMS off-net and RM0.20/SMS for international SMS). This is subjected to the device capability as well.

9.	Can I use this service whilst roaming overseas?	No, you cannot. The data plan is not for data roaming. However, if you want to roam overseas, 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 charged based on the applicable roaming charges.
10.	Can I only buy an iPad from Maxis?	No. You have to purchase it from an Apple Premium Reseller stores.
11.	How many lines can I have under this plan?	No limit.
12.	Can I use this plan for any other devices?	Yes, you can as long as the device is compatible with the Sim card.
13.	If I am an existing Broadband subscriber, can I still subscribe to this package?	Yes, you can.
14.	If I am already an existing Maxis Broadband subscriber, can I upgrade my plan to this offer?	No, you cannot convert your existing plan to an iPad postpaid data plan. If you wish to terminate your existing plan, you will be subject to a penalty charge which is tied to your current plan / contract. The contract / penalty incurred will not be waived by Maxis.
15.	Would I be getting a single or separate billing for my Maxis Broadband plan and this iPad plan?	Both your Maxis Broadband plan and your iPad plan will be in a single billing.
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 have to do?	This plan does not come with 7-day return policy. You are advised to check your coverage area by calling 1800 82 2000 or check at www.maxis.com.my/broadband prior signing up for this plan. Should you decide to terminate the service, you are not required to return the SIM.
18.	How can I check my quota usage?	To check on your quota usage, you may go to MyAccount portal at www.mylaunchpad.com.my
19.	How can I increase the quota given to me?	For a postpaid plan, you can more quota via Quota Upgrade through MyAccount portal. Please create your account at www.mylaunchpad.com.my
20.	How many times can I purchase an	You may purchase as many times as you want in a month.

	additional quota to increase my quota balance in a 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 refund.
23.	How do I pay to purchase the additional quota balance?	The changes for quota purchased will be billed into your next monthly statement
24.	What will happen when I exceed my quota?	Your speed will be throttled to a lower speed. Before you reach the quota volume, you will be receive a SMS notification on your Can-Be-Reached (CBR) mobile number as a reminder. You will also receive another SMS on your mobile CBR when you have exceeded your quota. To enjoy the normal service, please purchase additional quota via MyAccount portal.
25.	Can I change my macro SIM to a micro SIM and how do I do that?	Yes. You can request for a SIM replacement at any Maxis Centre with a fee of RM25. However, you can 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, subject to it still being within the 12-months warranty period.
28.	If I have an iPad device with Wifi capability only, how can I enjoy the Maxis iPad Plan offer?	You can opt to purchase our Wifi Modem – E5832 after subscribing to this plan.
29.	If I have an iPad device with Wifi and 3G capability, can I opt to purchase a Maxis Wifi Modem?	Yes you can.
30.	Can I purchase the pack first on a certain day and then come back on another day to purchase the modem?	No. You have to purchase the modem upon signing up for the plan.