

No	Question	Answer
1	With the launch of the new Mobile Internet Packages how are the existing customers who are already subscribed to legacy Mobile Internet packages (i.e. the 1MB,5MB and Unlimited Data packages) affected?	The RM99 Unlimited Data package and other package have been discontinued but existing customers can still continue with their subscription unaffected.  Customers can still subscribe to the 1MB and 5MB packages by calling the respective Maxis/Hotlink Customer services hotline.
2	What is the fair usage policy of the legacy RM99 Data Unlimited package?	The RM99 Unlimited Data package has a fair usage policy of 6GB. If this usage is exceeded, Maxis reserves the right to apply any treatment for usage above 6GB, which may be any of the following: throttling the speed, charging the usage or totally blocking all traffic.
3	How do I subscribe to a Mobile internet package?	To subscribe dial *100#, go to 'Internet and Settings' and then to 'Mobile Internet'.
4	What do you need to use Mobile Internet?	In order to use Mobile Internet you require the following:  1. GPRS or 3G activated 2. Phone Settings for your device. You can apply for both by dialing *100#, going to 'Internet and Settings' and selecting 'Phone Settings'
5	How am I charged for Mobile Internet when I am roaming? (postpaid)	When you are roaming and using Mobile Internet, you will be subject to two different charges: the foreign (overseas) data charges and the local (Maxis) data charges. If you have an active data package, then you will only be charged for the foreign data charges.  If you do not have an active data package OR you have exceeded your volume cap on your data package, then you will be subject to the two different charges by the foreign (overseas) roaming operator and the local (Maxis) operator.
6	Do these Mobile Internet packages cover local data charges while roaming? (postpaid)	That depends on whether you have an active data package. If you have signed on for a 1 Hour, 1 Day, Weekly or Monthly Mobile Internet Pass, then it will cover local (Maxis) data charges and you will only need to pay the foreign (overseas) data charges. If you do not have an active data package OR you have exceeded your volume cap on your data package, then you will incur local (Maxis) data charges and the foreign (overseas) data charges. Maxis recommends signing up for a Monthly Pass when using GPRS/Data while roaming overseas.
7	Will the speed for data connection be reduced when I exceed the volume cap of my Monthly pass?	No. Unlike other telcos, we do not reduce our speed when you exceed your capped limit.
8	How much do I have to pay if my usage exceeds the volume cap of your Time Based pass (i.e. 1 Hour or 1 Day Pass)?	For Hour or Day Passes, when you start browsing after you have exceeded your capped amount, you will be charged the Pay-per-use rate if you do not subscribe to any Monthly Package.
9	If I subscribe to a 1 Day Pass and have fully utilized the maximum volume quota before the 24 hours is up, can I re-subscribe to another Day Pass?	Yes, your previous 1 Day Pass will expire allowing your to purchase another Time-based Pass.
10	Can I subscribe for an Hourly Pass/ Monthly Pass and Day Pass at once?	You can have an active Time-based Pass (i.e. Hour/Day) and an active Monthly Pass (i.e. 500MB, 1.5GB and 3GB) at one time. However, a Time-based Pass will always be utilized if it is still active.
11	How will I be charged once my prepaid Monthly Pass volume quota has been exceeded?	When you reach your Monthly Pass volume cap, your session will be disconnected and you will receive an SMS notification. For subsequent usage you will be charged RM 0.05/10kB.
12	How will I be charged once my postpaid Monthly Pass volume quota has been exceeded?	"When you reach your Monthly Pass volume cap, the session will not be disconnected and there will not be any SMS notification.  Subsequent usage will be charged at RM0.05/10KB but charges will be capped at a maximum charge of RM250 per bill.
13	Can MISM customers subscribe to the time based subscriptions?	Only primary lines can subscribe. The secondary SIM data plan will automatically follow the primary data plan.
14	Can SIMM customers subscribe to the time based subscriptions?	Yes, both the primary and secondary line can subscribe for the Time Pass or the Monthly Pass.
15	Can I unsubscribe to an 1 Hour or 1 Day Pass?	No. the Pass will expire automatically when the duration of the Pass has expired or you have reached the capped limit.
16	Can I unsubscribe to a Prepaid Monthly Pass?	No, but you can deactivate the auto-renewal of your Monthly Pass, ensuring that it will not auto-renew at the end of of the Monthly Pass period. You can perform this on the Mobile Internet UMB menu (*100#).

17	Can I unsubscribe to a Postpaid Monthly Pass?	Yes, you have to call Customer Service to deactivate your Pass. The price and volume quota will both be pro-rated according to your subscription period prior to deactivation of the Monthly Pass.
18	I am out of prepaid credit but my Prepaid Monthly Pass is still active and I am still within my capping limit. Can I continue to browse on my mobile?	Yes, as long as you have already subscribed to a Data Pass, you can continue to browse for free on your mobile until the expiry of the Data Pass.
19	How will I keep track of my usage?	<p>"For Prepaid customers, you will be able to track the expiry and accumulated usage by dialing *100#. Go to the "Mobile Internet" Menu and select "Check Status".</p> <p>For Postpaid customers, you will be able to track the expiry and accumulated usage of only the Time Passes i.e. Day &amp; Hour pass by dialing *100#. Go to the "Mobile Internet" Menu and select "Check Hour/Day Pass".</p> <p>At the moment, there is no usage notification/check for postpaid monthly packages. We will introduce this feature for postpaid in the latter phases of the service."</p>