

| No | Questions | Answers |
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| 1 | Why did Maxis upgrade my data plan out of the blue? | We constantly review all our products to look out for areas where we can offer better value to our subscribers. |
| 2 | Will there be any extra charge due to this auto upgrade in data plan? | There will not be any extra charge for your monthly data pass upgrades as we have already re-priced all our existing data packages to new lower rates permanently. |
| 3 | I'm currently on Mobile Internet 1.5GB plan (RM78). On 4th January 2012, I received a SMS stated that my quota has been upgraded to 3GB without any extra charges. What are the monthly charges for my February bill onwards if I didn't change my plan from 3GB to lower plan? | You just need to pay RM68 monthly for your 3GB Mobile Internet subscription. You will be enjoying a savings of RM10 and enjoy a higher quota. |
| 4 | I did not request to upgrade my quota but my quota has been upgraded from 500MB to 1.5GB. My data usage monthly is around 200MB to 450MB only. Can I downgrade my monthly data plan? | Yes, you can choose to downgrade your current data package to 100MB (RM18), 200MB (RM28) or 500MB (RM38) as long as you are not currently on any contract. Please take note that once you have changed your Mobile Internet monthly pass from 1.5GB to another plan, you'll not be able to sign up for 1.5GB plan anymore as this plan is already expired and is not available for new sign-ups. The only Mobile Internet Monthly Passes available are the 100MB, 200Mb, 500MB, 1GB and 3GB plans |
| 5 | I'm currently been migrated to Mobile Internet 5GB (RM88). I have a supplementary line without any data plan. Can I request for Mobile Internet 5GB for my suppline? | Sorry, you can't as Mobile Internet 5GB monthly pass is not an available package. This package was given to you as a bonus package because your were previously a 3Gb subscriber. For any new take-up, you may subscribe to 100MB (RM18), 200MB (RM28), 500MB (RM38), 1GB (RM48) or 3GB (RM68) monthly plan for your suppline. |
| 6 | Why is the 1.5GB not available for purchase? | We have introduced the Mobile Internet Monthly 3GB pass at RM68 which provide more value than the previous RM1.5GB at RM78. |
| 7 | I'm a Mobile Internet 3GB monthly package subscriber and my line currently was suspended from mid December 2011 before the bonus of additional 2GB was given. Am I entitled for this bonus once I resume my line? | Yes, you will still be entitled for the Mobile Internet Upgrade package once your line is re-activated. Your monthly charges and quota allocation will be prorated according to the new allocation if you activate your line before your bill run. |
| 8 | I'm a new Postpaid subscriber. Can I subscribe for Mobile Internet monthly package and what are the available pass for me to subscribe? | Yes, you may subscribe to Mobile Internet monthly pass 100MB (RM18), 200MB (RM28), 500MB (RM38), 1GB (RM48) or 3GB (RM68). |

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| 9 | I'm currently on Data Contract plan. I did not receive any mailer and my plan was not upgraded on 4 th January 2012. Am I not entitled to the upgrade offer, similar to my friends who are on non-contracted data plans? | Thank you for your feedback. The Mobile Internet upgrade package offer is currently opened only to non-contracted plan. However, we are always looking at ways to add value to all our subscribers and as such, you will receive notice of the upgraded contracted plan in the coming weeks. Thank you for your patience. |
| 10 | What if I need even more quota? | You can choose to change your monthly data pass or you can do a one-time quota upgrade which will give you additional volume until your next billcycle. The available quota upgrade options are 50MB(RM10), 100MB (RM18), 200MB(RM28), 500MB(RM38) and 1GB(RM48). Dial *136*9# to subscribe. |
| 11 | I was on 500MB and changed to 1.5GB on 20/12/2011. My bill cycle date is 14. What will my quota allocation be as of my bill date 14/01/2012. | Your quota entitlement will be prorated from 14/12/2011 until 19/12/2011 to 1.5GB and from 20/12/2011 until 13/01/2011 your prorated quota entitlement will be 3GB. Hence you quota allocation for bill date 14/01/2012 is 2841303KB |
| 12 | I'm an existing Mobile Internet 1.5GB subscriber. My Bill Cycle is 7th. On 24th December 2011, I ported out my number to Telco C. Am I entitled for this quota migration when I receive my final bill on 07/01/2012? | Your entitlement will be prorated from 07/12/2012 until 23/12/2012. Hence, your prorated quota allocation is 1725077KB and prorated mobile internet subscription amount is RM37.29. Calculation: No. of active days/No. of days in a month x (RMx OR xKB)= Prorated charges OR quota |