



**1. Who can sign up for this offer?**

All customers with an existing and active Maxis postpaid line inclusive of postpaid supplementary lines. New sign ups are also welcome.

**2. How much do I have to pay?**

You will be offered a discounted price or savings of over 50% on selected models when you sign up for a minimum 100MB data plan at RM18 with your existing Maxis postpaid plan or a new sign up.

**3. Where can I sign up for this campaign?**

You can sign up for this offer at all Maxis retail outlets and participating dealers.

**4. What is the tenure for the contract?**

The minimum contract tenure is 12 months. If you sign up for 24 months, you will be able to enjoy higher savings on the phone.

**5. How many phone plans can I sign up for?**

You can sign up for 2 phone plans per IC.

**6. I am already on an iPhone contract with Maxis, can I still buy?**

Yes you can. This is because you are entitled to 2 phone plans.

**7. I am already on an iPhone and BlackBerry contract with Maxis, can I still buy?**

Unfortunately you can only sign up for 2 phone plans. However you can opt to buy out one of your existing contracts or wait until you have completed the contract tenure.

**8. Can I change my voice plan during the contract tenure?**

Yes, you can choose to upgrade or downgrade your voice plan during contractual tenures.

**9. Can I change my data plan during the contract tenure?**

Yes, you can choose to upgrade or downgrade your data plan during contractual tenures. You will not be penalized as long as you still continue to subscribe to a data plan.

**10. Do I have to pay extra if I change the data plan?**

No, you will not be charged extra when you opt to change your current data plan. However, if you change your plan in the midst of your bill cycle, you will be charged for any exceeding expenses incurred from your previous data plan (i.e. if you are on a 100MB plan and incur 150MB charges, you will be charged the additional 50MB).

**11. Will I get to enjoy the RM10 rebate if I sign up for 500MB and above?**

Yes, you will be able to enjoy the RM10 rebate.

**12. Do I still get to enjoy the rebate even if I switch around data plans (i.e 500MB to 250MB and back to 500MB or 1.5GB)?**

Yes, you will get to enjoy the rebate as long as you hit 500MB during your contractual duration.

**13. Can I buy more than one device?**

Yes, you can sign up for up to 2 units per IC on a subsidized price plan. If you wish to purchase more than that, the device will be sold to you at the standard recommended retail price.

**14. Where do I send my phone to if I find it faulty?**

You can either send your phone back to us at a Maxis Centre or if you prefer, you may send it back to the respective device manufacturer service centre.

**15. Why is my data plan not charged correctly according to the plan?**

This scenario could probably be caused by the swapping of data plans, hence pro-rated charges are applied. However, you may still contact our customer service line for further clarification.

**16. How come when I calculate, I find out there is some disparity in the subsidized price from Maxis in this campaign?**

At Maxis we are committed to providing the best experience to the customer. In this context, we believe that the price quoted in the selling price is at the best interest of our customers. Some devices can enjoy bigger savings and some have maxed out the discount value.

**17. Will I get a refund if I found out that the price outside is cheaper than what I have paid Maxis?**

We will not be able to provide such guarantee as the devices that are selling in our stores could differ from those carried by the phone dealer in the market.