



Frequently Asked Questions (FAQ)

Booking and Purchasing

*Since 15 July 2009, (due to stock shortages in conjunction with the launch of the iPhone 3GS) a pre-booking fee of RM200 was necessary for customers who wanted to place an order. This has been discontinued as of 12th December 2009 i.e. no payment is required to place a booking.

1) When can I book the Apple iPhone 3GS?

Effective 17 December 2009, customers can walk in to any Maxis Centre or selected Authorised Dealer to purchase the iPhone 3GS 32GB, while stocks last. In the event that the Maxis outlet you visit has run out of stock, please leave your contact information with our customer service personnel; you will be contacted once the new stock arrives. Please be advised that there will be a waiting period of 2 to 4 weeks.

2) Can I book the iPhone 3GS even if I am not a Maxis customer?

If you are not a Maxis customer, please proceed to port-in to Maxis before purchasing the iPhone or subscribe to a Maxis prepaid line. Visit any Maxis Centre or selected Authorised Dealer to subscribe.

3) I am an existing Maxis mobile customer. Can I book the iPhone 3GS?

Effective 17th December 2009, customers can walk in to any Maxis Centre or selected Authorised Dealer to purchase the iPhone 3GS 32GB, while stocks last. EBD/SME Corporate accounts or Corporate plan subscribers will need to contact their company's Maxis Corporate Account Manager or call 1800 82 1123 for assistance.

4) I am a Hotlink user. Can I purchase an iPhone 3GS?

Yes, you can. Please proceed to any Maxis Centre or selected Authorised Dealer to purchase the iPhone 3GS 32GB, while stocks last. In the event that the Maxis outlet you visit has run out of stock, please leave your contact information with our customer service personnel; you will be contacted once the new stock arrives. Please be advised that there will be a waiting period of 2 to 4 weeks.

5) I currently subscribe to an existing Maxis Value Plan/supplementary plan. Can I maintain my plan and still get the iPhone 3GS?

Yes, you can do so by subscribing to the iData 1, 2 & 3 packages under a Maxis Value Plus Plan.

6) I currently have a myMaxis Phone Deal contract with Maxis. Can I book an iPhone 3GS?

To be eligible for a booking, you must have:

i. Three (3) months or below to fulfill a twelve (12) months my Maxis Phone Deal contract,

OR

ii. Five (5) months or below to fulfill a twenty four (24) months my Maxis Phone Deal contract.

7) How many units can I book or purchase?

A maximum of two (2) units only per NRIC/Passport/Police/Military no. Each customer can only have two (2) contracts with Maxis at a time.

iPhone Plans

1) What plans can I choose from when I purchase an iPhone 3GS?

We have iValue Plans (iValue 1/2/3/4) that are specially tailored for the iPhone 3GS. You may also consider any of the following plans:

- a. Value Plans (Value Plan 50/80/150/250/500) with iData offers
- b. Value Plus Plans(Value Plus 50/80/150/250) with iData offers
- c. Family Plus Plan (Family Plus 30/50) with iData offers
- d. Family Plan (Family Plan 30/50) with iData offers

2) What will happen if I terminate my iPhone 3GS contract before my contract period is over?

An early termination fee will be imposed. Customers will still need to pay for the remaining months of their contract period. Other contract terms and conditions apply.

3) Can I switch from one Value Plus Plan to another Value Plus Plan?

Yes, you can switch. However, should you have a contract under the previous plan, there will be an early termination penalty should you downgrade to a lower Value Plus plan.

4) If I use more data than what's offered under the Value Plus Plan packages, is it cheaper to take an iValue plan?

For comparisons' sake, the iValue plans provide more value-for-money for data as compared to taking up a Value Plus Plan package.

iPhone 3GS

1) Will the SIM be locked to Maxis?

No, the SIM is not locked to any network. However, the handset will be preset to the Maxis network. Phones not connected to the Maxis network will not be supported by Maxis.

2) Will my iPhone 3GS work with other non-Maxis operators?

It may work. However, we cannot guarantee the same iPhone 3GS experience when the iPhone 3GS is used with other non-Maxis operators. However, we can guarantee that the iPhone 3GS will work with the Maxis network.

3) If I have a problem with my iPhone 3GS, where should I go?

For general troubleshooting, customers can call 1800 82 1123 for assistance. Standard Apple Warranty applies. For more warranty details, go to <http://www.apple.com/iphone>. We will not honour the warranty of any iPhone 3GS not purchased from Maxis.