



**FOR OFFICE USE ONLY**

Order Form Code \_\_\_\_\_ Submission Date \_\_\_\_\_  
 SIM Card No. \_\_\_\_\_  
 MSN No. \_\_\_\_\_ Maxis M3I No. \_\_\_\_\_  
 Processed By \_\_\_\_\_ Wholesale/Fore Account No. \_\_\_\_\_  
 UICC/Phone Service No. \_\_\_\_\_ Wholesale M3I/CR No. \_\_\_\_\_

Maxis Centre & Office Stamp

**SUMMARY TERMS AND CONDITIONS OF MAXIS SERVICE(S) ("SUMMARY")**

Your Agreement with Maxis comprises the General Terms and Conditions ("General Terms"), Service Specific Terms & Conditions applicable to you, the Maxis Group Privacy Statement and the Maxis Fair Usage Policy ("Agreement"). These are all located on our official website at [www.maxis.com.my/tnc/personal](http://www.maxis.com.my/tnc/personal) and [www.maxis.com.my/pdpa](http://www.maxis.com.my/pdpa). Alternatively, please visit your nearest Maxis Centre for hard copies.

This Summary highlights some of the important terms of the Agreement. When you purchase the Maxis Service(s), the Agreement in its entirety (and not just this Summary) applies to you. Please read and understand the contents of the Agreement in its entirety. Terms used in this Summary will have the same meaning as defined in the General Terms. In the event of any inconsistency or conflict between the Summary and the General Terms, the General Terms will prevail.

**Your Personal Information:** We will process your Personal Information pursuant to the Personal Data Protection Act 2010 and the Maxis Group Privacy Statement. These explain your rights to and our usage of your Personal Information. Our Maxis Group Privacy Statement is found at all our Maxis Centres and our website at [www.maxis.com.my/pdpa](http://www.maxis.com.my/pdpa). Call us at 1800 82 1123 or 74922123 or e-mail us at [customer@maxis.com.my](mailto:customer@maxis.com.my) if you need a copy.

**Your obligations when you use the Service(s):** You must:

- comply with the Agreement in its entirety; comply with all applicable laws of Malaysia and instructions issued by us;
- promptly pay Charges in full without deduction and protect Our Equipment;
- not disclose your Log-On Details to others;
- not use the Service(s):-
  - o to send spam, unsolicited messages (including SMS and emails), and messages against public interest;
  - o for re-sale unless permitted by Maxis;
  - o for fraudulent, unlawful and improper purpose such as gambling, vice, infringement of intellectual property rights, publishing any defamatory or abusive material; and
  - o for any activity which is likely to cause Network congestion.

**The Service(s) we supply, our liability and what you can expect of us:** Our Service(s) may not be available everywhere. Please check Our Network coverage area on our official website at [maxis.com.my/network](http://maxis.com.my/network). Whilst we will make every attempt to provide a fault-free service, the Service(s) are not fault-free from Matters beyond Our Control. We are not liable to you or any other party, in contract, tort (including negligence), or otherwise for any loss or damage that you may suffer in connection with the Service(s).

**Change of Service plan:** Request for a change of Service plan is based on our approval and at your cost.

**Goods and Services Tax ("GST") Provisions**

We will provide you with a tax invoice if GST is applicable.

**When we can suspend or terminate your Service(s):** We may suspend or terminate your Service(s) in a number of circumstances, including where you breach Our Agreement, late payment, Network related issues (including emergencies), or use of Service(s) for improper purposes or for damaging our Network. If the Service(s) is/are suspended or terminated, you must still pay all outstanding Charges and charges for Service(s) reconnection.

**What we can do in relation to the Service(s):** We may from time to time make any changes, including revising the Charges. Changes will be notified via Maxis' official website.

**Complaints:** We appreciate any feedback about our Service(s), and are committed to resolving problems or complaints quickly. If you have any concerns, please contact us at 1800 82 1123 or dial 123 from your mobile.

You acknowledge that you have been provided with and have read and understood the Agreement in its entirety, and you agree to the terms and conditions of the Agreement.