



# **MaxMobile Prepaid Prepaid Mobile Broadband**

## **User Guide**

Version: 1.1

## 1. Get Started

You can activate your selected Data Plan via the following options:

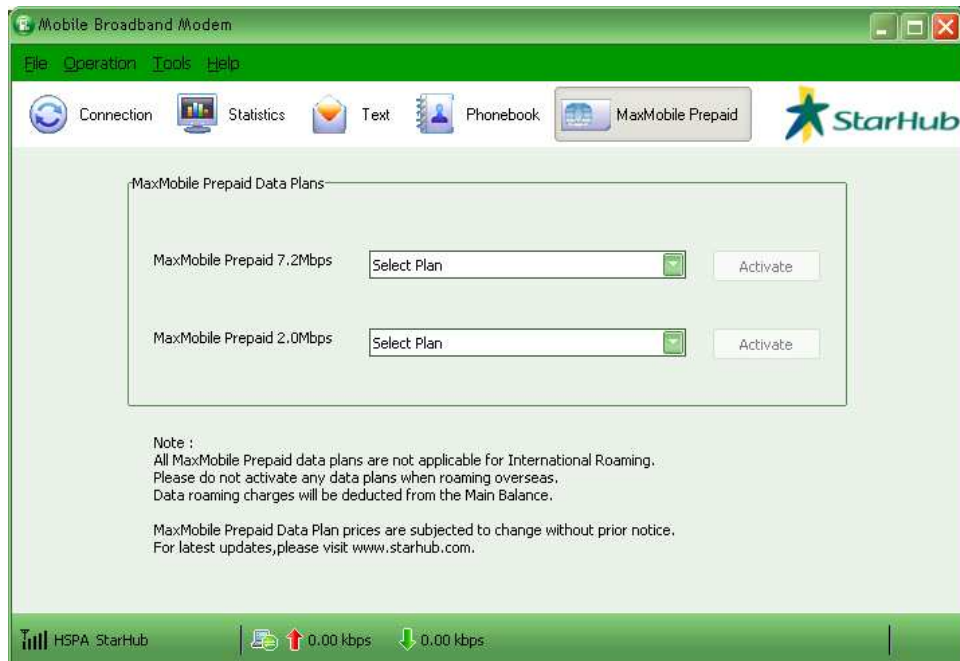
- a. Send the keyword of your selected data plan via SMS to 6782

Keyword	Data Plan Description
2M1H	1 Hour Plan for 2.0Mbps Speed
2M1D	1 Day Plan for 2.0Mbps Speed
2M3D	3 Days Plan for 2.0Mbps Speed
2M5D	5 Days Plan for 2.0Mbps Speed
7M1H	1 Hour Plan for 7.2Mbps Speed
7M1D	1 Day Plan for 7.2Mbps Speed
7M3D	3 Days Plan for 7.2Mbps Speed
7M5D	5 Days Plan for 7.2Mbps Speed

*Selection of data plan will be subjected to the respective speed of your MaxMobile Prepaid SIM.*

- b. Activate via USB Modem Interface :

- Insert the MaxMobile Prepaid SIM to the USB Modem, follow the friendly steps on screen to install the USB Modem software.
- Click on MaxMobile Prepaid icon after successful installation.
- Under MaxMobile Prepaid Data Plans, select your preferred Data Plan and click “Activate”.



- c. Activate via Self Help Interface :
- Key in the URL : [www.starhub.com/maxmobileprepaid/selfhelp](http://www.starhub.com/maxmobileprepaid/selfhelp)
  - Login using Gee! ID.
  - Select "Data Plan Activation" and click ok.
  - Activate your preferred data plan from the screen below.



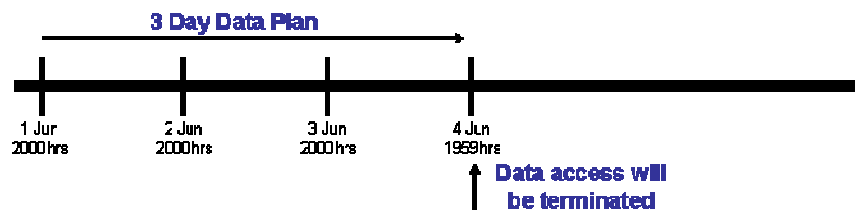
Upon successful activation, an SMS notifications will be sent to your MaxMobile Prepaid number.

The speeds for the respective cards are:

<b>Download Speed</b>	Up to <b>2Mbps</b>	Up to <b>7.2Mbps</b>
<b>Upload Speed</b>	Up to <b>384kbps</b>	Up to <b>1.9Mbps</b>

## 2. 24-hour Charging Mechanism

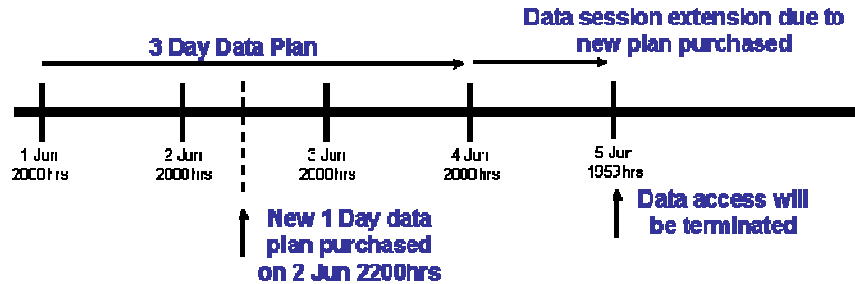
- The concept of 24-hour clock applies for all data plans. Eg. Customer activates a 3-Days Data Plan on 01-June-09, 2000 hrs, his data access will expire on 04-June-09, 1959 hrs, as per illustrated in diagram below.



### 3. Extension of Validity Period

- If another data plan has been activated before the expiry of the existing plan, the expiry date will be extended, based on the plans purchased.

Eg. Customer activates a 3-Days Data Plan on 01-June-09, 2000 hrs, and before the expiry of his current plan, he activated another 1-Day Data Plan. His data access will expire on 05-June-09, 1959hrs, as per illustrated in diagram below.



- You can check the expiry of your Data Plan(s) via [www.starhub.com/maxmobileprepaid/selfhelp](http://www.starhub.com/maxmobileprepaid/selfhelp)

### 4. SMS Notification on Expiry of Data Plan

For all daily data plans, an SMS notification will be sent on the expiry of your plan 2 hours prior to termination.

A final SMS notification will be sent for all data plans 15 minutes prior to termination.

All SMS notifications will be sent to your MaxMobile Prepaid number.

### 5. Fair Usage Policy

- A fair usage policy of 2 GB (daily) is being set for all MaxMobile Prepaid Data Plans.
- Upon reaching the limit, an SMS alert will be sent to your MaxMobile Prepaid number.

### 6. SMS/MMS Charges

Description	Charges
Local SMS	\$0.05
Global SMS	\$0.15
Local/Global MMS	\$0.30 per MMS (less than 30kb) \$0.80 per MMS (more than 30kb)

---

## 7. Top Up Options

- Internet

You can top up your MaxMobile Prepaid Data Card via internet at [www.starhub.com/green](http://www.starhub.com/green) (refer to “How To Top Up” section)

Simply follow the step-by-step instructions on how to top up at the website.

- Happy Prepaid Top Up Card

MaxMobile Prepaid SIM utilizes all current Happy Prepaid Top Up cards in all denominations, **EXCEPT** Happy \$128 Top Up card.

Happy Prepaid Top Up Card are available at all StarHub shops, StarHub Exclusive Partners, 7 Eleven, Cheers & UOB Foreign Exchange Counters (Changi Airport).

To top up with Happy Prepaid Top Up Card, simply SMS TOPUP<space><10-digit top-up card no.><space><6-digit PIN> to 6782.

- AXS/SAM/POSB/DBS ATMs

You can also top up electronically at AXS, SAM & POSB/DBS ATMs available islandwide.

## 8. Check Balance

To check balance, SMS <BAL> to 6782.

Alternatively, you can also check your account balance via [www.starhub.com/maxmobileprepaid/selfhelp](http://www.starhub.com/maxmobileprepaid/selfhelp)

## 9. Roaming

MaxMobile Prepaid data plans are not applicable for roaming usage.

International roaming rates charged will be based on current prevailing data roaming charges and will be deducted from the Main Balance.

## 10. Troubleshooting: APN Configurations

For APN configurations, please refer to the following steps:

- Step 1: Go to Tools > Option > Profile Management
- Step 2: At Profile Manage, Select New
- Step 3: Key in Profile Name: StarHub MaxMobile Prepaid
- Step 4: Key in APN: Select Static, APN setting: shppd
- Step 5: Authentication: Access Number: \*99#
- Step 6: Save profile and set as default.

*Note: The above APN configuration steps are only applicable to HuaWei USB Modems sold by StarHub.*

*Please refer to your respective USB Modem manufacturers to change the APN configuration settings.*

---

## 11. Terms & Conditions

- MaxMobile Prepaid is used solely for SMS and data access purposes. There is strictly no voice capability on MaxMobile Prepaid SIM Card.
- Each MaxMobile Prepaid SIM Card has a stored value of SGD 12 and free 20 local SMS.
- Proper registration of each MaxMobile Prepaid SIM Card is required, as with any StarHub GREEN Prepaid SIM Card.
- MaxMobile Prepaid service is available at both download speeds of up to 2.0Mbps and 7.2Mbps. Data plans are available according to both download speeds.
- Charging of all data plans are based on 24-hour clock cycle. StarHub reserves the right to change such charging block without prior notice to the customers.
- Charging of a SMS made on a MaxMobile Prepaid SIM Card is made as soon as such SMS is made. There are no charges for any SMS received on a MaxMobile Prepaid SIM Card.
- All charges for calls and SMS made on every MaxMobile Prepaid Card will be deducted automatically from the balance stored value thereof.
- The MaxMobile Prepaid SIM Card and its balance are valid for 6 months. The MaxMobile Prepaid SIM Card must be topped up at least once every 6 months, failing which the Card and its balance will expire. Detailed instructions on how to top-up the value of a MaxMobile Prepaid SIM Card can be found at [www.starhub.com/green](http://www.starhub.com/green)
- Usage for MaxMobile Prepaid data plans apply only to local data traffic. The customer will be charged at the prevailing rates for data traffic used outside of Singapore.
- Every MaxMobile Prepaid SIM Card, once sold, is not refundable. Every MaxMobile Prepaid SIM Card also has no surrender value, and StarHub is not obliged to refund, and will not entertain any claim for any refund of, any unused portion of the value of a MaxMobile Prepaid SIM Card, whether before or after its expiry.
- The ability of a customer to use the MaxMobile Prepaid SIM Card is dependent on the existing USB Modem that such customer is using. Detailed instructions on how to use the MaxMobile Prepaid SIM Card with a USB Modem can be found at [www.starhub.com/maxmobileprepaid/selfhelp](http://www.starhub.com/maxmobileprepaid/selfhelp)
- Every customer is fully responsible for the use of the existing USB Modem and the MaxMobile Prepaid SIM Card, and StarHub shall not be liable in any circumstances for any losses, expenses, damages, claims, liabilities or costs suffered or incurred by the customer resulting from the failure by the customer to do so.
- StarHub makes no warranty, express or implied, with respect to the services provided under the MaxMobile Prepaid SIM Card and expressly disclaims any warranty of merchantability, description or fitness for any particular purpose or function.
- StarHub reserves the right to change the fair usage policy.
- StarHub reserves the right to revise these terms and conditions (including pricing) at its discretion without prior notice.
- Use of the MaxMobile Prepaid SIM Card will constitute acceptance of these Terms & Conditions and any amendment thereof.
- The use of the MaxMobile Prepaid SIM Card will be subject to StarHub's general [Terms and Conditions](#) and specific Terms and Conditions for mobile and mobile data services (collective "StarHub Terms and Conditions").