

Complaint : Disappointed with TM Service

Written by Administrator

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16 May 2008

Hello ladies and Gentlemen, I am very very very frustrated and really really mad at Streamyx service !! I have made so many complaints and reports to fix my line whatever the problem is!! BUT so far what I received is just promises from the customer service line and list of report numbers and NO ACTION has been done to solve the problem and the most PROVOKING is the next report that I follow up to ask why nobody do anything to my connection was told that the previous case is CLOSED!!! Man !! Nobody ever come and fix and the case is closed?

And the WORST is that the bill keep on coming and they combined the bill with telephone bill and one time I just received (after months streamyx is not functioning..) that the TOTAL is RM 500++ without any details whatsoever of which belong to phone bills and which belong to internet bill!! STILL I PAID OFF everything and GUESS WHAT???? - 2 days after paying the bill MY LINE GOT DISCONNECTED!!! - and now STILL NOBODY come over to fix the line - my bill already accumulate to RM 400++ and the voice that told me on the other line from Streamyx Customer CARE is that I HAVE TO PAY THE BILL at least 70% to activate the line so that they can fix my connection!!! - NO WAY!!!!!!!!!!!!!!!!!!!!!! - What STREAMYX SO FAR IS ASKING - I DONATE MONEY FOR NOTHING to them on and on and then they will fix????? ---- TELL ME IF THERE IS any STUPID person will do such thing- paying for NOTHING and STILL ask to pay for NOTHING until Which law does streamyx follow???? >!!

I am GETTING very very IMPATIENT with all this situation!!!! - I didn't use such language normally but these past few months with Streamyx really get into my nerve !! - THEY TOOK MY MONEY and they still expect me to pay FOR NOTHING!!! > > I WANT Streamyx TO FIX MY LINE as I have the RIGHT since I ALREADY PAID the previous bill - EVEN IT WAS NOT WORKING!!!! and I am NOT going to PAY ANY single cent anymore as long as it is not fixed!! - STREAMYX has TO DO WHATEVER THEY COULD TO FIX THE LINE WITHOUT ASKING ME ANYMORE TO PAY WHATSOEVER - I have done what they asked once and I am not going to fall for the trick the second time - FIX then I will pay - No SERVICE NO PAYMENT!!!!

I even took off from my work just to drive to TM Point to get this issue settled but still up till today there is no answer or anything that being carried out!! I informed them that I will unsubscribe Streamyx if I don't get any service BUT they told me that I still have to pay the bill if I do that.. !! This is absolutely UNREASONABLE AND MEAN!! I don't think ANYONE should pay for NOTHING...

Thank you for the help and concern in advance...

NCCC Director : Dear All, If you have any issue with TM, please forward to me at darshan@nccc.org.my. Please provide all necessary details. We will assist you. Thank you