<u>updated</u> From last year 9 Sept 2007, I have subscribed for Maxis Broadband service in a promotion booth by Maxis in Low Yat Plaza. The sales agent had checked for me and saying that there was coverage in my area. In fact, it turned out nothing at all once after I brought it back for testing. I immediately called back for enqueries after 2 days of testing. Then, they said they will sent in technical person for checking. A week later, the technical person had come over and confirmed that there was indeed no coverage. Next, I quickly called for termination and refund of my deposit of RM100. However, Maxis customer service feed me back that they need the technical manager to make approval on the non-coverage of my living area after I called in. Without delaying any time, in the mid of Oct, I had instantly gone back to Maxis Service Center Taman Segar branch for subsequent action. The lady officer had logged my case in and I had also returned every device back to them. So, she said it will probably need my written letter to officially announce for the termination and waive for any charge◆ too after the technical manager had finished the approval.

I had been waiting for months until their next call in December 07. I had been requested to submit the written letter to Maxis. By the way, Maxis was sending the monthly bill to me since the first month. The billing amount was
stopped after charging for the first 2 months fees of RM166.18. Until this extent, I still can accept their service level as I know the departmental process will take a lot of time. After another round of visiting Maxis Service Center in Taman Segar, I hope that my case will be ended soon after the final written letter.

Who knows the nightmare was just started!

My case still not closed yet, the termination was still in progress and my RM100 deposit is still not yet refunded. In Jan, I was surprised that a debt collection agent sent me a letter for official debt collection of RM166.18. A lady from the agent called Ms Rita called me up and I had told her to check with Maxis with my provided report number. Right after this, I called to the customer service call center to validate my status. Another lady informed me nicely that it was still in progress of termination which was still waiting for the approval of the termination department manager. Then, my deposit only will be refunded around 2 to 3 months time. She even said that someone will inform me once the termination has done. I believed they try to console me as they had dragged me for 4 months.

In March, another striking action has been taken by Maxis. They sent another debt collecting agent to send me red light again. An official debt collecting letter with the wordings mentioning if I cant?Tt pay before a specific date, any action that cause damages to me will not be responsible by them. I feel too annoy with 2 times same threatening letters. It has come to my bottom line which I no longer can stand it. This round, I called back again to Maxis call center and try to screw someone up in order to hope that it can help. The officer who answers called Lokhar, he said he will check and called me back for my case.

A month has passed, no one called me up. However, a lady from the debt collecting agent indeed called me up for my owing amount RM166.18. I mentioned to her again about my case, and luckily she checked again my status in Maxis. Anyhow, a bad news been told by her is my case has closed◆ with no deposit refund to me. But, I still need to pay them the amount of RM166.18.

This thing has reached to the 7th month and the case has worsened. I thought in the first place thing can be done with courtesy and I have been patient with it for months. I really pissed off of the services provided by them which require the customers to call in so many times without replying. Besides, the duration of the process of termination is unforgiving. They have been pushing my case from one hand to another hand which causes me spending a lot of time to call and visit Maxis. The most dissatisfying part is they send the debt collecting agents to chase me out for just RM166.18 which is their entire

fault and still not yet pay me back my deposit.

All the documents and letter are with me. Can you please help me out with my case as I really in trouble? I just hope they can apologise to me officially and return my RM100. Thank you very much. • <hr /> This complaint has been referred to MCMC and Maxis for action and below is the solution offered to the complainant. The below response is from the complainant and Maxis• had not informed NCCC of the solution. Hi Darshan,

I'm glad that at least there is really an organisation which can operate efficiently & effectively. Thanks for all your help.

Maxis customer care dept. called me up on Tuesday 15, April, 2008. They apologise for what had happened and promised me to send back my deposit RM100 in 2-3 weeks time. Hopefully her words can be trusted.

Please let me feed you back after 3 weeks time in order the complete my complaint. Cheers!

Warm Regards,
Complainant Details Witheld NCCC• <u>16 April 2008
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