

Complainst - Celcom internet bill usage that gave me a shock

Written by Administrator

Tuesday, 29 September 2009 17:39 -

Salam, saya telah menerima bil penggunaan 3G dari celcom (pay per use plan) sebanyak RM500 (August dan September) meskipun saya tidak menggunakan perkhidmatan tersebut. Aduan sudah dibuat namun jawapan yang saya terima setakat ini amat tidak memuaskan. Celcom menyalahkan penggunaan technology dari iPhone bukan kelemahan dari sistem mereka.

Saya menggunakan iPhone 3G dan setiap kali saya menggunakan Internet saya akan menggunakannya melalui sambungan secara WiFi bukan 3G. Diminta pihak tuan memberi nasihat berkenaan perkara ini. Sekian terima kasih.

Email to Celcom Careline on 25th Sept 2009

Hello, My name is Khairul Anuar B Azmi and i am a Celcom user. I would like to log a report regards my internet bill usage that gave me a shock plus your bad customer service when handling my complain. Previously, on August 2009 i logged a report through 1111 about unusual 3G bills that i received and that officer told me that she will make a case and promise me some rebate (My case no C090818-16310572) .

For your info im using iphone 3G and every time i online i will use WiFi connection instead of 3G connection and Yes! im totally aware about your rate 10cent per KB. Unfortunately, with your poor customer service im still waiting for the answer about it till now. No call/sms/letter. Today is totally unbelievable! I received another bills stated my 3G bill with maximum usage RM250!! Amazingly it make a grand total RM500.

I tried to call 1111 to get some respond but with your superb coverage today (24th Sept 2009) i cant even make any call at all the whole day!! Thanks CELCOM!! I went to Celcom Shah Alam Sec 9 to get some explanation which i aspect more accurate and helpful to solve my problem and as a result is totally frustrating. I cant recall the officer's name but she really make my day by not trying to help me at all. She keep on blaming my iPhone instead providing me a solution for my problem. I waited and been served with stupid answer, she told me that she will get her supervisor to explain and help me. But, 10 minutes goes by she came and told me that her supervisor on break at 5pm???!! What a stupid excuse about break at 5pm when your operation is closed at 5pm!! And she also ask me to call 1111 again to get further details about my problem. FYI, my Q no was 6073 and i was served at counter 2 around 4.15pm till 5pm, 24th Sept 2009.

After that i called 1111 and finally managed to get through and spoke to Mr Fauzi and thank god he listen to my complaint even though im not so happy at that time! As a result, still the same he cant help me out about my problem. I feel so disappointed and cheated with CELCOM about the 3G charges plus with the worst customer service. If Celcom keep on blaming iPhone for this problem i would like to suggest Celcom to provide a solution not point finger to others!

Personally i think, your officer should warn me about this since August about Celcom is NOT COMPATIBLE with iPhone WiFi connection but Celcom would prefer to keep silent and take an advantage about it. I would like to give some solution about my problem:

- Give me a full amount rebate for 3G Internet Usage
- Give me 70% rebate for 3G Internet Usage
- Give me 50% rebate for 3G Internet Usage

Please Advice. Thanks.

NCCC's Advice: We have accelerate the matter for settlement to celcom but if the problem could not be solved than the problem can be forward to MCMC for further action from their side.

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