

Complaints - Disruption of Service by DiGi

Written by Administrator

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I am currently a DiGi subscriber. I have had endless problems with DiGi. I have had a dispute with DiGi on some charges which I had not used - GPRS charges to be exact. I had first complained in April 2009. I had requested for a letter to be sent to me explaining the delay in getting back to me.

Digi only got back to me about 1 month ago. When they got back to me, I was informed that the charges were valid. However, when I asked them for the details of the charges I was informed that they cannot provide me with the IP address and the websites that I had purportedly visited. I was informed that they will check and get back to me, unfortunately, its been about a month now and no one has gotten back to be. Isn't there any service standards that a telco should be subjected to? Digi seems to run its business, especially service to its customers, like some kind of Snd Bhd company.

As a listed company, isn't there a government body that monitors these people? I have, on numerous called then to find out the status of my complain. Aln fact, pending investigation, I had paid my bill, cin access of \$400.00. and yet they did not get back to me. What are my rights as a consumer? I think they have already terminated my services as I refused to pay. Why should I pay for a service which has been barred ie I have not been able to make any calls for sometime now. Doesn't the subscription cover service to the customer as well as their overheads, cost, etc?

Please advise me my rights as a consumer. I have call recordings between me and DiGi to verify my claims.

NCCC's Advice: As a consumer you have the rights to request for the statement or receipt of payment. The complainant is advised to refer to the customer service for the dispute and if it is not really helpful than the consumer has other options which are to complaint to NCCC or MCMC (Malaysiam Commission of Multimedia Communication).

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