


Complaints - PLAN was CHANGED without my knowledge

Written by Administrator

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I am a Hotlink Youth Club customer since Feb 2009. On September 1, 2009, i discovered that my Youth Club Plan was CHANGED to the Normal rate plan Extra Plan without my knowledge. Complaints had been made to Maxis Customer Service Hotline via 1300 820 120. The rate plan was successfully reverted to the original Youth Club with 4 year validity but it was only in effect less than 24 hours, and the plan was CHANGED back to the Extra Plan. The similar procedures of lodging complaint were made to Maxis, and the rate plan was reverted to the Youth Club, but also in effect for less than 1 or 2 days. The same problem recurs as if there is no PERMANENT and EFFECTIVE SOLUTION with regard to my Rate Plan(Hotlink Youth Club of 0175952168)and this had already made me frustrated with the POOR and UNPROFESSIONAL service rendered by Maxis which claims to be the Nation's Largest Telco Provider. Hopefully, NCCC will take action.

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NCCC's Advice: Be advice to make an official complaint rather than by phone because sometimes this kind of big company is not really serious or not really bother. The complainant if did not get any revert back on the issue and please forward to us or either to Malaysian Communication and Multimedia Commission (MCMC).

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