

## Complaints - P1 Wimax slower than a turtle

Written by Administrator

Wednesday, 07 October 2009 11:33 -

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<div align="justify">Over the past month I have been calling numerous times to your careline to complaint about the "worst than dial up" speed which your company have been providing me. <br /></div><div align="justify"><div align="justify">◆<br />I cannot even get a proper speed test from your speedtest screen, no need to mention my ability to upload the test screens' to this email. <br /></div> ◆<br />When I get reasonable speed (usually during the day) it is inconsistent! And during night time, I get NO connection whatsoever. The LED on modem shows amber, but I can't even load my first page!<br />◆<br />You have been causing distress and inconvenience to me and it is grossly unfair that non of your technical personnel knows exactly what is happening. I have tried whatever they advised me to do, including putting in IP address, reset modem, taking the modem around the house to find the best signal. Someone from your technical department is suppose to call me to give me a solution, but non has called till today.<br />◆<br />Stop giving me the excuse of you are providing the service on best effort basis, if the traffic is high enough to slow down the whole system, it means your infrastructure is too weak to cater to the demand! This is NOT an excuse! I understand that I am not the only one complaining about your service. Do not market it as the fastest broadband if you can't even meet the TM Net dial up speed.<br />◆<br />I hereby instruct you to terminate my account as soon as possible, if required, lets settle this in the Consumer Tribunal.<br />◆<br />Note: I have tried to load the speed test screen several times but it failed, I will load it and send it over again when I find a cafe to do so. <br /><strong><font color="#ff0000">◆</font></strong><br /><strong><em><font color="#ff0000">NCCC's Advice:</font></em> </strong><font color="#333399">Please be advice to all complainant to make an official complaint to the respective company and if the complainant did not get any outcome than the complainant can forward all the complainant to us. From our side we will forward the complaint to the company and also CC copy for other agencies for e.g Malaysian Communication and Multimedia </font><br /><font color="#333399">Commission (MCMC).</font><br /><br />Abdullah Bin Mohamad Abu Bakar<br />Legal Executive/Complaints Manager<br />Pusat Khidmat Aduan Pengguna Nasional<br />National Consumer Complaints Centre<br />E-Mail: abdul@nccc.org.my <br /><hr width="100%" size="2" /></div><br />{ckformeaduan}