

Complaints - Cheated by CELCOM

Written by Administrator

Tuesday, 03 November 2009 15:23 - Last Updated Tuesday, 03 November 2009 15:26

<div align="justify">My name is XXXXX. I am using the Celcom Line service. But its has been registered under my sister's name XXXXXX. We registered the line was in Melaka. The registration under my sister name but I am using the principal line and we also had another two lines as supplementary.

At the time I was interested to make the registration using Celcom as they had 1+5 Plan. I did compare with Maxis but Celcom better as when principal call to supplementary free and UNLIMITED. After using few months I had no issue with the Celcom until I received call from my sister on 28 September 2009 as her friend using 1+5 plan from Celcom as well and her bill reached RM500++ as she only call her supplementary line and get shocked.

As felt not good I did called customer services line 1111 and spoke to Khush. I asked him if any changes of the plan? He said yes as started on 1 Sept 2009 the 1+5 Plan not Unlimited call anymore. Its only 2100 minutes per month for principal to call supplementary. As I do not receive any communication such as SMS, LETTER sends to me. This agent told me there was SMS sent to all customers.

But me, and my supplementary not receive any. He persistent and a bit rude said they already sent sms. Then, I asked him; how can u confirmed that I received that? And he keep telling its updated WE received the sms. Very funny. We are not receiving even once and they have confirmation over their system that we already receive. Also no brochure or any communication attached to statement every month.

Then, I requested to speak to manager. After that around 2 hour later, I received call from Celcom claimed manager and returned my call. This manager also said the same thing as what the agent said. Persistent we received even though we are not received any. Then, I asked the manager's name and he refused to give and asked me to call Celcom.

I not happy and said to him he the one who called me and supposedly to introduced his self. Then, he told me his name was Adam. 2 bad situations that I experience as a Celcom customer. That question is where is MY RIGHT as a consumer when this telecommunication company simply changed the Plan that we had signed for at the first place without informing us clearly. Celcom always came out with the grand advertisement to media and why to change this plan there is nothing.

As a consumer I felt been cheated. As I concern, my supplementary number has been assigned for credit limit for RM100 but at the time when I called the customer service told me supplementary usage reached more than RM400++. Its seems like Celcom trying to take it for granted. Trying to take advantages, as they knew not all customers received the sms and NOT AWARE about the changes of the PLAN its self and we as a consumer, since not aware keep using the line and ended with the higher amount to be paid. Celcom also not sending any sms like previously when account has been reached 70% limit or over limit.

For me, there is no use to assign any amount of credit limit if there is no effect at all. I did called again and spoke to Vasugi requested manager to call me back but there am no one calls me until today. She told me stated to the T&C on the form when we signed that Celcom had a right to change anything without prior notice sent to customer.

Then, if this is the right situation, all telecommunication company will start offering customer with so many promotions and after that changed it. This is not the right way to gain profit with cheating customer. As a consumer I really hope that tribunal will protect me as I really upset on this situation.

I believe I am not only consumer affected. There was so many of them but the are not speak out. I will lodge police report pertaining this issue as I been cheated with Celcom. I also will highlight this issue to media to get their attention. I hope something can be done from tribunal its self. Thank you in advance for all your helps Below details of acc:- Mobile No: 019-3174546 & 0193164546

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color="#ff0000">NCCC Advice: <font
color="#333399">We have send the complaint to Celcom personnel for their action in solving
the issue as aoon as possible. Complainant also must first refer the matter to the Celcom for the
clarification or status about the case.

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