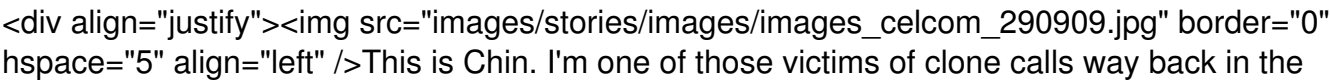


Complaints - Black listed by Celcom

Written by Administrator

Monday, 09 November 2009 16:52 -

This is Chin. I'm one of those victims of clone calls way back in the 90s.
I went to Maxis centre trying to apply for a line but was told that i'm blacklisted by Celcom and thus they will not be able to accept me. I went to Celcom centre and found out that i have really been blacklisted by them because their system shows that i have an outstanding balance of RM 675.00 from my old account (mobile number 010-2297121) with them. So, i requested more detail info from them as i want to know how do they arrive at this amount.
Their answer is: This account is way back in 1994/1995. Your account is too old for us to retrieve detailed info. Our system cannot reprint any statements to show you.
I quickly recalled my reasons for terminating the 010-line and remembered that i terminated the line because there were lots of clone calls from my line to Bangladesh & other numbers not known to me. I was told to slash out the clone calls and make only the actual call amount. That's all i could recall as this matter happened 15 years ago.
My question is:-

- Can Celcom still chase me for payment eventhough they could not produce any statements or proof that the amount that i 'owe' them is what reflected in their system?
- How accurate then, is this figure? If Celcom claimed that i owed them RM6,000, do i have my right to query the amount?
- I can't just pay them base on what shown on their system as their system does not hold records for 'old account'.
- As for the case of income tax, we are told to keep all relevant documents for 7 years. Does this apply in my case? What's the guideline?
- If Celcom system cannot reflect the records for accounts back in 1994/95, then on what basis they still blacklist me?

I sincerely hope Ms. Vani could help me in this case on how to uplift my blacklist with Celcom.
Thank you
NCCC Advice:
Bring this matter up to SKMM.

- Always be careful with all your bills, service providers and financial institutions etc.
- Nowdays its very easy for the respondents to charge blacklist.
- So we as a smart consumer must keep our facts and details upto-date.
- Always dont delay any matter, and don't give up easily
- "Together we become smart consumers"

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