

Becareful of Maxis Billing

Written by Administrator

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Maxis unbilled amount has not been accurate for more than one month. I am on Maxis family plus plan, and have a monthly commitment fee of RM225 per month. Naturally, my family members and I constantly check the unbilled amount to know how much we have spent. For the month of June, Maxis has reported unaccurate Unbilled amount.

We have been checking consistently from 20/6/08 onwards until the last billing date which is 6/7/08. On 7/7/08, the unbilled amount is RM227.00. When the bill arrived it was RM357. When i asked customer service, they said there is a system migration now and the amount is not correct. So why was I, or my family members, not informed when we called to ask for our unbilled amount? I have spoken to about 5 different customer service staff from 20/6 onwards and NOT ONE person told us about the inaccurate information. Instead, they all said that it is correct until 12am the previous day.

Also, i checked it online and it showed me the same (incorrect) amount as informed to me by customer service. So, why weren't the customers informed that the unbilled amount is not accurate? Why no pop-up message on the website when we check the unbilled amount? Is Maxis trying to cheat us so we think we have spent less and therefore we make more calls, and then we get slapped a more exorbitant bill? I am not satisfied with the answer from Customer Service who just says "I'm sorry, I'm sorry..." One staff even had the cheek to lie to me and say that all Maxis customers were sent an sms to inform about the system migration and therefore the inaccuracy of the unbilled amount.

Maxis, being the top leader now in Malaysian telco, should have proper logs to prove to me that they did indeed send this sms out to me and my 3 supplementary lines. And they should also have a voice call logger to replay the conversations I had with their customer service that DID NOT inform about the system issue. They should also be able to see how many times in the month of June i have called them to find out my unbilled amount. I want some answers from Maxis!

Dear MCMC,

Please find complaint on Maxis for your kind attention and action.

Points to note :

1. We have been checking consistently from 20/6/08 onwards until the last billing date which is 6/7/08. On 7/7/08, the unbilled amount is RM227.00. When the bill arrived it was RM357.
2. I have spoken to about 5 different customer service staff from 20/6 onwards and NOT ONE person told us about the inaccurate information. Instead, they all said that it is correct until 12am the previous day.
3. Is Maxis trying to cheat us so we think we have spent less and therefore we make more calls, and then we get slapped a more exorbitant bill? I am not satisfied with the answer from Customer Service who just says "I'm sorry, I'm sorry...".....(makes sense)

This is how Telco's abuse consumers and here CfM invites us for a forum to be briefed on their products.

"MCMC is incompetent in protecting consumers"....at least this is settled. Lets change the commisions name to Malaysian Communication and Industry Protection Commission.

Thank you

Darshan Singh

Director-NCCG

"Treat Others The Way You Want Others To Treat You"