

Complaint - When are you refunding, Celcom?

Written by Administrator

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I participated in this contest and yes, i got ripped of as well! Luckily i stopped when my charges were still manageable but never incurred by me before as a loyal Celcom subscriber for over a decade. I heard in the news that Celcom is supposed to refund our money or at least adjust our bill.

When i called their Careline recently, these were their responses:

1. An automated voice message saying that Celcom is currently "reviewing" this contest to adhere or abide by Rules & regulations and will inform customer in duecourse.
2. MY COMMENT: When they use the word "review" meaning it seems like they may come up with a new contest or just change the rules for the current one, and may end up telling customers that our money will not be refunded!
3. When i spoke to the customer service rep thru that line, the answer i got was that they have not received any directive from mgt to refund the money and i just had to check from time to time on their decision! meantime, how about my bill which they already sent! Im not gonna pay for something like that which they cheated me and lured me into spending.

Can NCCC forward this to the relevant people and find out what is the status.

Loyal Subscriber of Celcom