

Complaint : CELCOM POSTPAID PACKAGE(Executive Plan)

Written by Administrator

Friday, 11 September 2009 10:34 -

<p align="justify"><u>◆21 April 2008</u></p><p align="justify">On 17th April, early morning 7 o'clock; I found out my mobile phone line was barred. I immediately called to your Customer Service Department, there was somebody attended my call. Unfortunately, I told him my problem as I have made my payment about RM250 in advance; and he replied it was system's problem after saying my balance was sufficient and he told me to wait another half an hour, my line will be released. The same day, 2-3 hours later, i realized that the line still not functioning, i called again to your customer service department. The lady told me that my bill was up to RM400-RM500.</p><div align="justify">I was shocked but i accepted it because i did make a lot calls to UNITED KINGDOM and still, I was never knew about this as i haven't received any bill since February 2008. Of course i must settle my bill if i knew the total amount. The worse thing was, my second payment was made after check my bill by sms BOD to 2100. Thus, WHAT KIND OF SERVICE HAVE YOU BEEN GIVING TO US FOR OUR CONVENIENCE? Please kindly check my previous payment whether my payment was paid in time or not as i applied this package since
</div><p align="justify">January 2008.</p><div align="justify">I AM ABSOLUTELY DISAPPOINTED OF YOUR CELCOM CUSTOMER SERVICE AS THIS WAS NOT THE FIRST TIME THAT I EXPERIENCED. I TOLD HER THAT I NEVER RECEIVE THE BILL (HARD COPIES) SINCE THE MONTH OF FEBRUARY. AT THAT MOMENT, I AM REALLY DISSATISFIED OF HER REPLY. I TOLD HER THAT I WANT TO TERMINATE THIS LINE. SHE TOLD ME SHE WILL REPORT IT AND SOMEBODY WILL CALL ME THE NEXT DAY. UNTIL NOW, I HAVE NOT RECEIVE ANY CALLS AT ALL!!!!!! UNFORTUNATELY, THE PROBLEM REMAINS UNRESOLVED! THIS IS EXTREMELY PISSSED ME OFF!</div><div align="justify">I SHIFTED FROM MAXIS LINE BECAUSE I THINK THE COVERAGE NETWORK OF CELCOM MAY BE BETTER. HOWEVER, AT THIS VERY MOMENT, I REALIZED ITS WEAKNESS. IF YOU THINK LOSING ONE CUSTOMER IS NOTHING FOR YOU, JUST FORGET AND IGNORE MY WORDS. I STRONGLY BELIEVE I SHALL INFLUENT OTHERS FROM WHAT I HAVE BEEN TREATED IN THIS WAY. I HAVE NO IDEA HOW YOUR CUSTOMER SERVICE DEPARTMENT IS FUNCTIONING, HOWEVER I DO BELIEVE CUSTOMER SERVICE IS THE MOST IMPORTANT DEPARTMENT IN EVERY SINGLE COMPANY, ORGANIZATION. MOST OF THE CONSUMERS NOWADAYS ARE EMPHASIZING ON CUSTOMER SERVICES.</div><div align="justify">
Hence, I look forward for your reply and a resolution to my problem should be carried out within seven (7) days before seeking help from a consumer protection agency or the Business Bureau. I am expecting everything be done without going to your branch, I am the busy person, your understanding is highly appreciated.</div>