

## Complaint : MAXIS Exorbitant Charges

Written by Administrator

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I would like to bring up this issue of Consumer like me who have no idea if I have been wrongly / simply/overcharge by TELCOs. At the moment I have no choice but to stick to MAXIS 012 line as the line HOPPING was just a talk for many years by former Minister.

I was in India for a business trip from 17 - 28 Mar 2008. I was carrying my International Roaming Phone (number 012 327\*\*\*\*) for some emergency cases, while I got hold of a Local Indian Pre-Paid Phone.

**A. 1. Incoming Calls while I was in India**

i. Incoming Voice Call from friend/clients - Maxis are charging Rm 10 per minute which is exorbitant.

ii. Incoming Voice Call from SPAM Call - Maxis still Charging me as Incoming Call

**- It does not matter it's 1 second or 20 seconds, Maxis charged me RM 10.00 per received call**

**A.2. Outgoing Calls while I was in India**

i. Outgoing Calls by me to Malaysia **-** RM 10.00 per minute it does not matter it's 1 second or 30 seconds.

**B. 1. SMS Received while I was in India**

i. SMS received from friend/clients

ii. SMS received from MAXIS indicating that I have missed call **-** Each Charges cost Rm 1.97 / Rm 1.86

iii. SMS received from MAXIS/Partner welcoming me into cities **-** Each Charges cost Rm 1.97 / Rm 1.86

**B.2. SMS Outgoing while I was in India**

i. SMS Outgoing sent by me to Malaysia/Overseas **-** Each Charges cost Rm 1.97 / Rm 1.86

What Can I as Consumer do ? I felt trapped. Please help address this.

1. Is this the correct charges / is there any fake services being bill to me to generate more income to MAXIS ?

2. Is there an avenue for me to address this / check this ? I have written a short / brief complaint to MAXIS through their website. Waiting for response.

**Who can represent us as Consumer to talk to this GIANT MAXIS ?**

To be frank I am not experienced in this issue but I felt I have been paying through my nose for more then 8 years using MAXIS but it seems MAXIS have become more & more expensive to use nowadays. I am waiting for Govt to allowed switching of TELCOs.

3. Can we alert all consumer to avoid being trap in this situation like me ? How ?

I have attached the Billing to your end for viewing. Your advise and next step of action will be highly appreciated.

Thank you.

Complainants particulars withheld