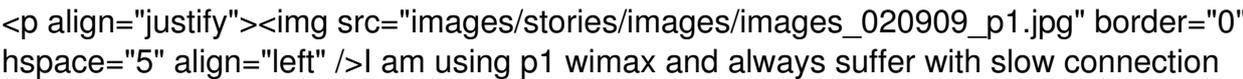


Complaints - P1 Wimax always suffer with slow connection

Written by Administrator

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I am using p1 wimax and always suffer with slow connection problems. I had issued this problem to skmm and I got feedback from p1, which then the connection is better. However, the good thing is not lasting long, not even for a week. These 2 months, I can't get connection, or extremely slow/unstable connection.

I called customer service care line. The guy told me my location is just 180m away from the base station, I should have good connection. So he log my case and provided me a case number, said that technician will contact me later. After few days, I called again since I do not receive any call. Another personnel checked my case number and told me this case is processing, technician will contact me very soon.

Until yesterday, I do not receive any call from P1. Within this period, connection is not improved. I can't even get any connected signal. So, I called again. This guy told me, the base station is under repaired, so for my area, no connection is very normal, it is their problem, not my problem. Of course I know this is P1's problems. So I asked him, then what shall I do? When the station will be back to normal? He said he don't know. The station is malfunction since 16 Sept until now. I feel so weird as I do not receive any notification from P1 regarding this.

Is it fair to us when the station is down for half month, while still charging us for one month's fee?? So I told him it's ok for station down, but for my case, even the station is not down, connection is poor for so long. Then the guy said it is normal when many users access at the same time. And asked me if there is many advertisement pop up, etc?

But for my case, I have no chance to access those web pages, as the connection is always down. Then, I required him to check for the case no. I got, he said this case number is not existed in the system. I am wondering is this way of P1 to solve customer's problem /complaints? Close the case without any actions taken/feedback from users? Or Simply throw a fake case number to user to shut user's mouth? I wish to talk to someone that can really investigate and help me in my problem. Not some customer service officers that answer the phone with same answers that are not answers to my question.

I lost my entertainment, social times with outside world. I also missed out some jobs opportunities/offer that sent to my email mailbox. I am not asking for unlimited usage that let me download thousands of mp3s, games, movies, dramas etc, I am just asking for a connection that can let me check email, messaging, e-banking, and browse for some info.

Most funny thing is, I still have to go cybercafe or steal time to online at office, for my personal things. Last but not least, I paid my bill every month.

NCCC's Advice: The complainant must approach the staff of P1 in order to clarify the matter rather than calling them through phone. Approaching them is the best way to settle the matter. I have forward this matter to P1 company and if there is no proper settlement than we will forward this to MCMC (Malaysian Communication and Multimedia Commission).

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