


## Complaints - Is this Celcom's Marketing Trick?

Written by Administrator

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I when to Celcom centre in JB (Tampoi) today to get a blackberry plan, first they ask to change my prepaid to post paid, ok that is fine but when i call your helpline and when to your web site i saw the the basic plan of RM38 but when i when to your centre they inform me that i need to register for the unlimited plan for RM150 a month.

What happen to the basic? They said there's no basic plan only the unlimited plan. If i want the unlimited plan i would have not bought the blackberry storm for RM2600, i would go for the rm1500 and the unlimited plan. I don't use RM50 for my calls every month so why i need to commit to the unlimited plan!!! when i said that celcom offer the basic plan they said they don't have. But when i said others provider do have a basic plan your staff ask me to go and change provider and get the plan from them.

So my question is, do you have the basic plan or it is just a marketing trick and why your centre don't want to service people who want that pakage. if i when to your dealer then i can understand but i went to your centre and been deny of the thing that is widely advertise. or your staff is not update on the company product.. this is very frustrating and unjust.

Celcom should be more profesional on customer care.

**NCCC's**  
Advice: We have forward the complaint lodged by the complainant to the celcom personnel to settle the problem and also has forwarded to Malaysian Communication and Multimedia Commission.

Abdullah Bin Mohamad Abu Bakar  
Legal Executive/Complaints Manager  
Pusat Khidmat Aduan Pengguna Nasional  
National Consumer Complaints Centre  
E-Mail: [abdul@nccc.org.my](mailto:abdul@nccc.org.my)

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