



Broadband Services Time To Change !!!

I would like to complain of the slow & unstable broadband internet that I subscribed to (Digi Internet). Many times I have raised my complaint through phone call to Digi Internet support. But they couldn't provide a good solution or fulfill their commitment as promised to solve this problem until today.

The mail below for your self explanatory. Few days ago I raised my complaint again through the mail to both of the network provider (Digi) & broadband modem service provider (TenTen), but until today there is no response from anyone of them. Here I sincerely hope that NCCC could take prompt action to assist me in solving my problem.

Status: Matter has been brought forward to DIGI to immediately resolve the problem and for the enforcements attention.

NCCC Advise: We urge consumers to be more responsive to their problems, if you have similar problems please forward to our attention so that we as a consumer organization can do our part to enhance consumers rights in Malaysia.

Regards,
Ms. Matheevani Marathanadan
Legal Executive/Complaint Handling Manager
National Consumer Complaints Centre (NCCC)
Pusat Khidmat Aduan Pengguna Nasional