


Complaints - Maxis... Please do not frustrate your customers...

Written by Administrator

Friday, 25 December 2009 07:06 - Last Updated Thursday, 14 January 2010 04:57

I'm a Maxis postpaid user for nearly 2 years, average monthly fees RM 350 and autopay by credit card on time. I'm totally frustrated and disappointed to the maxis FREE PHONE arrangement & Customer Service Revert. Do not know all of you have the same problem with me?? Last month 9 Nov, i converted my plan from personal to corporate personal(24mths contract), to entitle a FREE LG GW525 phone.

At first, i have the feeling same as everyone 'excited'. Wah, such a good offered from Maxis Year End Sales. I signed up it from Maxis Ipoh Centre. When i signed up, the Sales person told me i will get the free phone by courier one week after. Then, the problems comes.. One week after, i called 1919(corporate personal call centre) to enquiry the status, the Officer told me i have to wait for 2 weeks for the arrangement from the date signed up.

So, I treat it as normal revert. Another one week after, called again, another Officer told me my plan just converted last week and currently still waiting the vendor from KL to arrange it, another VERSION said, i have to wait for 3 weeks (1week for plan convert, 2weeks for Phone delivery) for the arrangement from the date signed up. Another two weeks after(2 days ago), called again, another Officer told me another story, ask me about my ORDER Number? I said you should have in your system. In the argue conversation, he insist to get my ORDER Number and tell me that i should get it when i signed up from the Maxis Centre. Finally, I fed up.

Today 11 Dec, I walked in to Maxis Ipoh Centre. Face to face tell the Officer the story i experienced. Seem like maxis very ego and rich, my feeling tell me I'm continue to be subscriber or port to other operator they are NOT care or NEVER MIND. First of all, the Officer didn't feel any guilty or sorry to me when i told them the story. Second, the Officer checked from system, actually, the FREE Phone has been arranged to deliver to my house once on 19 Nov (which 10days after signed up), but, reason given that nobody in the house. FYI, i didn't received call at that time, meanwhile, i called to follow up the status on the same week. End up, i request to cancel the FREE Phone/24 mths contract, back to normal, the Officer never try to pursue me or subscriber retention.

The result, i just quit the centre. Conclusion, WHY bill delivery, collection and line suspended always on time? WHY FREE Phone delivery NOT on time? Is it every industry same? WHY must arrange vendor to arrange PHONE delivery? WHY cannot pick up it immediately from the centre after signed up or couple of days after signed up? If your company has a problem on the stock or think not worth/lost on FREE Phone plan, DON'T run the campaign. I know if i cancel the FREE phone I still pay my monthly bill RM350 in average. NO different to your company and SAVE the FREE Phone.

Status : Matter has been forward to the attention of the service provider and relevant authorities for their immediate attention and action.

Advice : Please immediately approach the central officers when you face similar situations and contact us if the they do not response.