

 Air Asia has advertised a premium call support no at 600-85-9999. It charges RM 1.95 per minute but EVERY TIME I called, I am put on hold. Sometimes I wait up to 10 minutes but there is no customer agent to answer the call. I am charged while I'm put on hold but I am not getting any service at all! Is this some kind of cheating case where you are continuously put on hold while being rob every minute?

Status: The matter has been address to the company above and to the relevant ministries for further action.

NCCC Advise: We understand that not only the company above but many other giant corporations are also doing this to the customers. Sometimes we may ponder why we should be charge first of all and we have to wait, call and call again and will be charge and charge again. Certain service providers is giving a free service for their customer service.

Sometimes we end up pay nearly to the domestic fair charge. We hope the service providers will provide better service for the consumers and consider about the charges for the benefit of own customers.

Law: Section 53 Consumer Protection Act 1999 : Implied Guarantee As To Reasonable Care And Skill

Where services are supplied to a consumer, there shall be implied a guarantee that the services will be carried out with reasonable care and skill.

Regards,

Ms. Matheevani Marathanadan

National Consumer Complaints Centre (NCCC)