I am using Hotlink. My number is xxxxxxxx. I request for RM5 for compensation. Because on 10-12-2009, I had to call your helpline many times. On that day, I had to call to claim back RM0.11 which is supposed to be free under the Free SMS program.

Although I get to claim back the RM0.11, I have wasted time and money. I also encountered other problems with Hotlink. These cause me to call Hotlink. I have to call Hotlink with phone charges when other companies like Digi, Celcom, UMobile and TM is free.

Why? There are 3 more cases which are 017 xxxxxxx, 017 xxxxxxx and 017 xxxxxxx. If there is no feedback, I will make report to consumer bodies in Malaysia. Like FOMCA, Najib's 1Malaysia and Ministry of Consumerism. If there is no feedback, I will consider making a police report on this case.

NCCC Advice: We hope to receive more complaints so that we can highlight to the industries and authorities. We need more feedback from consumers to improve the current situations.

Together we became smart consumers....

Regards,

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