<u>21 April 2008</u> I would like to bring up this issue of Consumer like me who have no idea if I have been wrongly / simply/overcharge by TELCOs. At the moment I have no choice but to stick to MAXIS 012 line as the line HOPPING was just a talk for many years by former Minister. I was in India for a business trip from 17 - 28 Mar 2008. I was carrying my International Roaming Phone (number 012 327****) for some emergency cases, while I got hold of a Local Indian Pre-Paid Phone. A. <u>1. Incoming Calls while I was in India</u> i. Incoming Voice Call from friend/clients - Maxis are charging Rm 10 per minute which is exhorbitant ii. Incoming Voice Call from SPAM Call - Maxis still Charging me as Incoming Call - It does not matter it's 1 second or 20 seconds, Maxis charged me RM 10.00 per received call <u>A.2. Outgoing Calls while I was in India</u><u></u> i. Outgoing Calls by me to Malaysia- RM 10.00 per minute it does not matter it's 1 second or 30 seconds. <u>B. 1. SMS Received while I was in India</u> i. SMS received from friend/clients ii. SMS received from MAXIS indicating that I have missed call - Each Charges cost Rm 1.97 /Rm 1.86 iii. SMS received from MAXIS/Partner welcoming me into cities- Each Charges cost Rm 1.97 / Rm 1.86 <u>B.2. SMS Outgoing while I was in India</u> i. SMS Outgoing sent by me to Malaysia/Overseas - Each Charges cost Rm 1.97 / Rm 1.86 What Can I as Consumer do ? I felt trapped.Please help address this. 1. Is this the correct charges / is there any fake services being bill to me to generate more income to MAXIS ? 2. Is there an avenue for me to address this / check this ? I have written a short / brief complaint to MAXIS through their website. Waiting for response. <u>Who can represent us as Consumer to talk to this GIANT MAXIS ?</u> To be frank I am not experienced in this issue but I felt I have been paying through my nose for more then 8 years using MAXIS but it seems MAXIS have become more & more expensive to use nowadays. I am waiting for Govt to allowed switching of TELCOs. 3. Can we alert all consumer to avoid being trap in this situation like me ? How ? I have attached the Billing to your end for viewing. Your advise and next step of action will be highly appreciated. Thank you.
Complainants particulars withheld