

## Complaints - U-mobile salesmen misrepresent

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umobile

NCCC recieved many complaints regarding U-mobile post-paid subscribers being given wrong information to sign-up as U-mobile subscribers that the subscribers

- ONLY NEED TO PAY WHEN THE SIM CARD IS ACTIVATED and
- NO CHARGES FOR IF NOT USED.

We have received complaints where due to such GOOD offers that subscribers signing-up for up-to 5 line under ones name as post-paid subscriber.

However, opposed to the said good offer the service provider starts charging the subscriber even if the account was not activated by inserting in the phone set.

The service provider claims that the subscriber should know that as a post-paid subscriber are bound to pay the monthly charges as in this case the monthly commitment as per package signed-up by the subscribers.

The big number of complaints as well as the eagerness of some to sign-up for muntiple accounts clearly shows that the sales personnel has misrepresented the offers though the service provider claims monthly commitment of the subscribers is stated in the agreement signed, where reportedly no such copies were provided to the subscribers.

NCCC Recommends

All subscribers who have not activated their SIM CARDS should be weaved off such charges due to the act of the sales personnel.