I signed up a Maxis I-phone 24months contract since end December 2009 and with the contract, i am suppose to pay RM150 for voice call minimum commitment plan and RM99 for 3G i-data with unlimited access. But after using it for a month, i realized that the Maxis 3G service is really unstable and slow. I can&#65533;t get 3G speed in my office, 3km away from town in my house and even in many areas around KL. &#65533; Whenever i want to use the internet, i have to check the speed before i use it. Most of the time the speed is only 50 to 200KBps. Every time i want to use the internet, i have to depend on my luck, sometime the speed is fast like 1500kpbs, but in many cases i can only achieve below 100kps which is really really slow to load a page. i was very upset and called up Maxis customer services to logged a complaint on the connectivity speed and line stability.

They guided me with some steps to check the setting on my i-phone but it doesn&#65533;t help at all. Then i start realized that the problem is not on the phone, is Maxis 3G services problem. I called up Maxis again to request for a downgrade plan as it is pointless for me to pay for RM99 for unlimited access, whereas i can&#65533;t even access a total of 300MB for the past 3 months. Again, i have to depend on my luck to get the high speed with RM99/months and 24months contract. Maxis replied me that they can&#65533;t do anything as i had signed up the contract. I will still have to pay RM99/month and for 24months.

Now, kindly advice me does a contract imply anymore when i am paying RM99 and I can&#65533;t get what I am paying for? The speed was slow and unstable; to the worst case sometime on a SAME SPOT I can get 1500kbps and sometime only 50kbps. Maxis kept on repeating the word &#65533;contract being breach and penalty will incurred&#65533;. I am just extremely upset with the words contract being breach as i felt that I am being forced/cheated on the services that I am paying for.

Kindly advice me what can I do. Before i signed up for the i-data plan, a lots of friends advice me not to take Maxis 3G services as it is very unstable and slow. Now I know what they mean. Please help.

Status : Matter has been brought to the attention of the Service Provider and also Malaysian Communication & Multimedia Commission for their view and immediate action.

NCCC Advise: In the event your good self face a similar situation, immediately inform the company and if never receive any good response send a complaint to us via E-aduan for immediate action. &#65533;