I signed up P1 Wimax on 17/12/2009, b4 i signed up P1wimax sale personnel told me that my house area full of P1 coverage, I have 7 days trial, we can get our RM100 deposit back if we cancel within 7 days. on 18/12/2009 i returned the broadband to him due to NO COVERAGE in my area.

the guy get me sign on the cancellation form and without giving me a copy, I requested a copy from him as a proof to terminate the service. I have a feeling that this kind of broadband centre sure have tons of excuses and i will end up not getting my deposit. so i kept this termination letter and waited for 2 months i did not get my deposit back. i called the centre many times, they kept telling me excuses like they need 8 days working day.
Few months later, they still give the same excused. And every time i called i asked them for my reference num so the next time i call again they should refer to their server. But then today it's already 15th April. They are giving the same excuse to me AGAIN.

I really need help from the authority!! Its not about the money. Is about the way They let me waited and transfer me the line to various department, when i wanted to speak to their management they tried to hang off my phone. Again i have to call back and takes me hours for somebody to attend my complain! i am seriously fed up with their service.

Please let me know how to solve this. Thanks

NCCC advise: In situation like above, we would like advise consumers to immediately complaint to NCCC & SKMM, we will assist to resolve this matter. We will also highlight those mistakes done to the higher officers/authorities.

Ms.Matheevani Marathandan
Legal Executive/Complaint Handling Manager &#65533;