Few months ago, when we signed up for the SME plan for our 5 Maxis lines (All lines contracted for 24 months), we were provided with one Nokia E75 (we heard there should be One phone per line instead). At the same time, the Maxis agent persuaded us into taking 4 additional Sim Cards whereby we accepted under the conditions which the Maxis agent stated clearly and repeatedly: <ol style="text-align: justify;"> We'll only need to pay when the Sim Card is activated There will be NO charges at all if not used. However, we noticed after few months of auto billing that for all 4 unused and inactivated Sim Cards which we were given, we were being charged RM80 Monthly Commitment per Sim Card (totaling RM320 per month for non-usage). Worst still, the rebate for the only Nokia E75 received have also gone into paying the Monthly commitment of the 4 unused Sim Cards during the first month. For 6 months, we have totaled RM1920 in loss for what we have been told as "no charges if not used" Sim Cards. According to the Maxis business customer service, we should either receive: 1 phone device per line (which we have never received other than one Nokia E75) Talk time rebates (which we have never received. Also, due to the overpaying of RM320 every month).   Our consumer right of getting the correct information from Maxis Agent is breached & we were even charged for something we have not used! We hope that NCCC could help us out in our request for a Termination of the SME plan for all the lines listed above, whereby we would return the Nokia E75 (Unused, Sealed in box) in orderly fashion to Maxis; And, the reimbursement of RM1920 for the 4 lines due to misinformation & failure to deliver the promises of any other devices. At the very least, we hope to be able to terminate the 4 unused lines without penalty charges (Maxis mentioned that they would charge me with RM540 per line!) and reimbursement of RM1920 through any form (cash, talk time, etc). Please help us out, we wouldn't be able to continue the remaining RM320 monthly commitment fee for 18 more months!

Estimated loss: RM 1,920

Status : Matter has been highlighted to the respective company and MCMC for their view and action.

Advise : We would like to advise consumers to demand the promotion/explanation in writing/pamphlet so that a cross reference can always be done and the source of reliability will be strong against the wrong doer. In the event a consumer has the doubt, immediately call to the service provider and clarify, if problem not settled complaint to NCCC for our assistance.