

Malay Mail :Net access disrupted in new house

Written by Administrator

Friday, 11 September 2009 11:13 -

<table border="0" cellspacing="0" cellpadding="0" class="abstract"><tr><td id="abs" class="para">Dear Editor,

I AM writing to express my family's disappointment with Telekom Malaysia.

</td></tr></table><p> </p><p align="justify">We have been a Streamyx customer for three years now. We moved from Damansara Jaya to Section 20, Petaling Jaya, in April and naturally, had our Streamyx and phone lines transferred. Unfortunately, it has been a month now and we are continuously having problems with the service.

The connection is never stable. It breaks and the modem tries to reconnect.

It takes a longer time trying to get a connection than actually staying connected. This happens throughout the day, every day.

We have made numerous calls to the Streamyx hotline and spoken to many online technicians.

We used to call them three or four times a day, five times a week. Finally after two weeks, a technician showed up, checked the incoming line, modem and splitter.

During the check, it was stable for a while and gave excellent readings on his meter but then a problem occurred.

The technician re-checked everything then left, saying he had to check the port. However, he never returned.

We learnt that he reported to the centre that the modem was at fault and that was it.

We replaced the modem at our own expense and yet, we still face the same problem.

It has been three weeks now and no technicians have come yet.

We do, however, get a call once a week saying that they have rectified the problem and asking us to monitor the situation.

We tell them there is still no connection (what else is new?), but the report number is still in the system.

The bill, however, comes on time minus the promised connection.

What's going on? What's the problem and when will it be fixed? How long will we have to put up with this?

Ironically, we see Streamyx posters in the area on the latest promotions promising 1MB connection with free modem for only RM66.

Getting new people to sign up? It seems like the guys at Streamyx are biting off more than they can chew.

Sean
Kuala Lumpur</p><p></p>