

shout

QUARTERLY NEWSLETTER

published by the Communications and Multimedia Consumer Forum of Malaysia

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Keep your
Phone Credit Limit on TAB

CFM Continues To Gain
Membership Interests

Cover Story

Buying A Mobile Phone

Just how do you recognise
the difference between
Original, AP and Water sets ?

Message from the Executive Director

Greetings and welcome to the first edition of SHOUT!, CFM's newsletter for its members.

We started 2010 just as we had ended 2009, with vigor and excitement, as we continued with efforts to rebuild and strengthen CFM's foundation for growth. For the first half of the year, 5 new members were successfully recruited, comprising mostly from consumer organisations in Johor, Kedah, Malacca and Terengganu as well as a service provider in the form of Tunetalk Sdn. Bhd. CFM had also secured an understanding with KPDNKK, SKMM and the respective state Consumer Movement Committees on joint consumer awareness activities.

This is in line with our strategy of forging strong partnerships with relevant stakeholders in spreading the channels and networks by which CFM will be able to capitalise on for consumer awareness activities. As a result, we have seen members such as SEAMEO-RECSAM and CAP co-organising the Penang consumer awareness seminar, CFM-SKMM embarking on a consumer awareness nationwide program, as well as awareness activities jointly done with potential members in Sabah and KPDNKK in Labuan, Malacca and Putrajaya.

We hope that this inaugural issue of SHOUT! would provide you useful information and insights to the happenings and updates in CFM. We have also taken initiatives to publish articles such as those on page 11, Buying a Real Phone or Fake Phone and Keeping Your Credit Limit on Tab on page 7 would be useful for our demand side members to share within their organisations. Some of the information in our articles can be found in our ConsumerInfo series collaterals and members are welcomed to request for the collaterals to be shared within your organisation. We certainly welcome feedback and reviews to our articles and information shared in SHOUT! Thank you for your continuous support.

Thank you.

Sincerely,

Muhamad Tahir Muhamad Noor

Executive Director

Communications and Multimedia Consumer Forum of Malaysia

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CFM Consumer Awareness Seminar @Kundasang, Sabah

CFM organised the 4th out of the series of 6 Consumer Seminar in Kundasang, in the district of Ranau, Sabah on 7th of August 2010. The seminar was successfully organised jointly with 3 organisations namely the Wanita UMNO, Bahagian Ranau, Pejabat Perdagangan Dalam Negeri Koperasi & Kepenggunaan Negeri Sabah and the District Office of Ranau.

Kundasang

The seminar was held at Hotel Perkasa, Kundasang. Kundasang is a village in Sabah, which lies along the bank of Kundasang Valley within the district of Ranau. It is located on the main road between Kota Kinabalu (~100km) and Ranau, 6km after the Mt Kinabalu Park entrance. Kundasang boasts a scenic mountain backdrop against a lush green forest. The journey from Kota Kinabalu takes approximately 2 hours depending on how confident you are overtaking very slow trucks doing 20 km/hr. It is renowned for its vegetable market which is open seven days a week and it is the closest village to Mount Kinabalu. It is populated mainly by the native Dusun and a very small population of Chinese people.



Ranau

Ranau is a district in the East Malaysian state of Sabah and situated at the West Coast Division of Sabah. According to 2000 Population Census estimates, the population of the district was 70,649 with 86.66% of the population comprising of Dusun ethnic.

Ranau is an important agricultural and tourism center in Sabah and these two sectors have been the main economy backbone for the district. Most of the tourism businesses are centered on the highlands of Kundasang, a sub-district in Ranau while agriculture business is widespread all over Ranau. Therefore most people of Ranau work as farmers or operators of their own business although there are white-collar workers as well mainly in the government sectors such as health, education, service and administration and a few in the banking sector.

Administrative Divisions

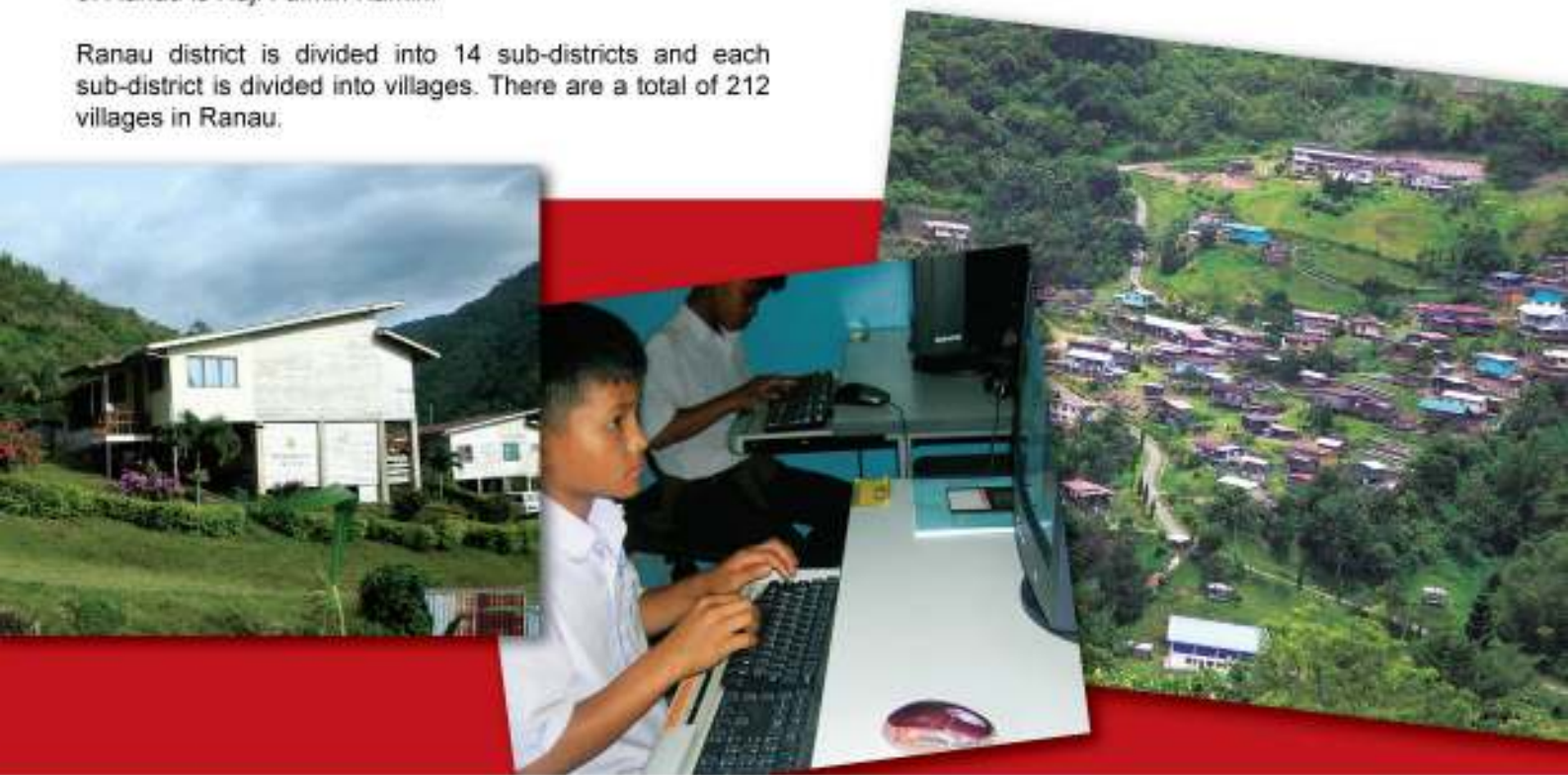
In the national and state level, Ranau has only one parliamentary seat for the Dewan Rakyat (House of Representatives) which is P179 Ranau but it is represented by three state assemblymen in the Sabah State Legislative Assembly, each one for N29 Kundasang, N30 Karanaan and N31 Paginatan state assembly seats respectively. The current state assemblymen representing the district are Dr Joachim Gunsalam for N29 Kundasang, Datuk Haji Masidi Manjun for N30 Karanaan and Datuk Ewon Ebin for N31 Paginatan. Meanwhile, in the district level, Ranau is governed under a district office form of local government headed by a District Officer. Since 2009, the District Officer of Ranau is Haji Faimin Kamin.

Ranau district is divided into 14 sub-districts and each sub-district is divided into villages. There are a total of 212 villages in Ranau.

CFM Partnership

CFM has pulled together a strategic partnership with the District Officer of Ranau, Hj Faimin Kamin; Datuk Amisah Yassin as the representative office of Hj Masidi Manjun as well as the Co-Chairperson of Sabah Consumers Movement and Wanita UMNO Ranau to successfully organise the event for the local residents in Kundasang and villages surrounding in Ranau.

Due to the location of the venue, which is rural and on the mountain tremendous collaboration and logistics efforts are required to ensure the success of this event.



The Seminar

The seminar registered 129 participants ranging from members of Wanita UMNO, local community/village leaders, government department officers, police department and consumer association representatives to complainants themselves.

The seminar was officially launched by the ADUN N29 for Kundasang himself YB Dr. Joachim Gunsalam who gave the opening speech. He commented on use of internet for the improvement of business and socio-economic status for the locals *"Kalau dulu kita bersusah payah mencari pelanggan untuk membeli hasil tani kita, kini tidak perlu lagi kerana pemasaran dan jual beli boleh dibuat melalui internet. Banyak lagi contoh kemudahan yang kita dapati daripada penggunaan teknologi komunikasi dan multimedia ini."*

Panel of Service Providers were fully represented by all Service Providers including TM, DiGi, ASTRO, Maxis and Celcom. The Panel questions and answer session was moderated by CFM's Executive Director Encik Muhamad Tahir Muhamad Noor.

Panel of discussions received overwhelming response from the audience. Questions asked were mainly due to slow internet speed, no mobile coverage, slow post mail received due to distance and rain fade and request for no charges applied when there is no broadcast signal during rain. There was positive feedback from the audience on the availability of ConsumerInfo booklets and request for website to be made available in Bahasa Malaysia. One of the participants have also brought up a case where he was billed for phone line he has never registered.

Overall seminar has answered most questioned asked by the audience and received recommendations to have a similar seminar in Mesilau in the district of Ranau by Celcom. The seminar is followed by some simple quiz questions to test participants' interest and knowledge of information presented and lucky draw session was held as a participant engagement activity. Each participant is given a bag of information to take home to enhance their knowledge in communication services.

CFM CALENDAR OF EVENTS

JULY 2010

Description of Event	Role	Location
13/07 MACFEA	Speaker/Exhibitor	Bangi, SGR
15/07 Forum Pendidikan Kuala Pilah	Speaker	Kuala Pilah, NS
21/07 CFM Program Pengguna Bijak	Organiser	Labuan, SBH
24/07 - 25/07 Majlis Kemuncak Bulan Kepenggunaan Kebangsaan	Exhibitor	Dataran Pahlawan, MLK
26/07 Seminar Sempena Bulan Kepenggunaan	Speaker	Labuan, SBH
26/07 - 29/07 Karnival Anti Jenayah	Exhibitor	UKM, Sri Kembangan, SGR
29/7 Visit by Suruhanjaya Pengangkutan Awam Darat	Networking	CFM, Kuala Lumpur, WP

AUGUST 2010

Description of Event	Role	Location
07/08 Program Memperkasakan Pengguna Komunikasi & Multimedia	Organiser	Kundasang, SBH

SEPTEMBER 2010

Description of Event	Role	Location
23/09 - 24/09 ASEAN - US Federal Trade Commission Conference	Guest Participant	Kuala Lumpur, WP
27/9 CFM Program Memperkasakan Pengguna Komunikasi	Organiser	Miri, SWK



CFM CALENDAR OF EVENTS

OCTOBER 2010

Description of Event	Role	Location
29/10 - SKMM CRO Karnival ICT 31/10 Peringkat Daerah	Exhibitor	Sabak Bernam, SGR

NOVEMBER 2010

Description of Event	Role	Location
02/11 CFM Program Kesedaran Kepenggunaan	Organiser	Tiara Labuan, Labuan, SBH

DECEMBER 2010

Description of Event	Role	Location
09/12 - Karnival Jalurlebar 1Malaysia & 11/12 Temasya Budaya Pantai Timur	Exhibitor	Pulau Warisan, TGN
13/12 - SKMM CRO Digital Jempol 14/12	Exhibitor	Jempol, NS
21/12 SKMM Regulatory Compliance Corporate Brief	Speaker	SKMM, Cyberjaya SGR
29/12 - Karnival Usahawan & ICT 01/01/11	Exhibitor	Yan, KDH



10th

Communications and Multimedia
Consumer Forum of Malaysia

ANNUAL GENERAL MEETING

29th June 2010

The 10th Annual General Meeting was held on the 29th of June at the Tiara Intan Room in Hotel Singgahsana, Petaling Jaya.

At the date of the meeting, CFM's total membership stands at 34 Ordinary Members. The AGM had more than half of its member's attendance with 23 present out of which 12 were from the Supply Side and 11 were from the demand Side.

The CFM Annual Report 2009 was presented by the Secretary, Pn Normazalila Abu Bakar from Malaysian Multimedia University and was adopted. Much movement of positions in CFM's membership and councilor board was informed during the meeting. The current CFM councilor board will remain for the term 2009-2011.

There was much positive suggestions given and debated during the meeting's constructive suggestion session and members provided valuable insights of their views, one of which is to produce a newsletter on CFM's activities. The meeting was adjourned at lunch time.



1. Board of Councilors
Standing from left – Dr Doris, Ms Laii, Mr Ravinder, En Tahir, En Adnan, Pn Normazalila.
Sitting from left – Mr Lim, Pn Noriesah, Hj Khairuddin, En Mustafa, Hj Ismail, Hj Ramli.
2. Secretariat
From left – Pn Nor Asfazzilah, En Hizam Hamzi, En Muhamad Tahir, Pn Sheila Prakash, Pn Athirah Tan.
3. Board of Councilors in action.
4. Hj Ramli of SEAMEO RECSAM sharing some of his views.
5. Members are paying attention in the meeting.
6. Engku of P1 with some questions.
7. Tn Hj Khairuddin from Persatuan Pengguna Negeri Sembilan giving his opening speech



Keep your Phone Credit Limit on TAB

The Credit Limit service is a service offered to all postpaid users. Prepaid users are limited on a pay as per use basis.

Prepaid line or connection requires no credit check and no deposits. But they need to be really careful with their talking limits because if they have no balance in their account they just cannot make a call.

As for mobile postpaid users, the mobile service plan is incorporated with a usage limit. All Service Providers have been requested by MCMC to set up a transparent system on credit limit for postpaid users.

What is Credit Limit?

A Credit Limit is the maximum limit in Ringgit Value which is allotted to you for the use of services. Services may get restricted when usage or billed amount exceeds your Credit Limit. The total Credit Limit allotted may vary from one Service Provider to another.

The Credit Limit service was first introduced to ease the impact of over usage during a given billing cycle. Having a Credit Limit Service activated promotes cost effectiveness and places a control mechanism to limit the number of calls and cost of calls to the user. It gives you the assurance that there are no 'surprise' bills, helps to properly monitor your account and manage your monthly expenses.

How does your Service Provider notify you on the Credit Limit level?

Service Providers will usually send a notification alert service via Short Messaging Service to keep the users informed on the total usage and its Credit Limit status based on level of usage against Credit Limit.



Usage Level	Service Provider	Consumer	Remarks
Default Credit Limit at RM300 – RM500 depending on SP.			Consumer should be aware of this feature and can request to increase or decrease credit limit.
Accumulated billing in RM reaches 80% of total Credit Limit	Sends 1st SMS Alert	Receives 1st SMS Alert	Users are encouraged to remit payment to reduce the accumulated charges and avoid service interruptions.
Billing reaches 90% of total Credit Limit	Sends 2nd SMS Reminder	Receives 2nd SMS Reminder	
Billing reaches 100% of total Credit Limit	Sends Final SMS Reminder	Receives Final SMS Reminder	
	Takes action to bar or any other suitable actions on account if no payment is received		Only auto debit paying consumers' line are not barred if usage exceeds Credit Limit. Variation on alert category and condition differs between all Service Providers.

How does your Credit Limit Service work? Below are the scenarios:

For roaming transaction, charges will be passed to a roaming partner whose charges will be reflected in the subscriber's bill statement later. Such process is not on a real time basis.

When the user makes a voice call, the charges will be debited to the user's account upon completion of the transaction and if exceeded the line will be barred.

For GPRS or Data Services users, the charges are calculated once the data session is completed.

Credit Limit Service is provided as a default. Once you register your postpaid line, the service will be automatically available. For self verification, the user is advised to check their Credit Limit status with their Cellular Service Provider.

When the outstanding amount of your bill exceeds the Credit Limit, your postpaid line will not be barred. This is only applicable to the postpaid user who chooses to make bill payment via auto debit.

How much is your Credit Limit?

For a postpaid user, your Service Provider may have prefixed a certain amount of Credit Limit. As a normal practice, the limit can be RM300 or RM500 depending on your Service Provider. Credit Limit is a prerequisite in a postpaid plan.

You may request to decrease or increase your Credit Limit from your Service Provider. Upon approval of your Service Provider you will get a new prefixed Credit Limit amount.

To learn more on the alert category and condition, please log on to your respective Service Providers' website:

<http://www.digi.com.my>

<http://www.maxis.com.my>

<http://www.celcom.com.my>

<http://www.umobile.com.my>

If you have a complaint about your service, whether it is about billing, customer service, faults and repairs or mis-selling, you should first contact your service provider and if you are dissatisfied with your resolution and seek further recourse, you may contact :

**Communications and Multimedia
Consumer Forum of Malaysia**
Email : aduan@cfm.org.my
Hotline : 1 800 18 22 22

Write or walk in to:
**Communications and Multimedia
Consumer Forum of Malaysia**
6-02, 6th Floor, Wisma Straits Trading
No. 2, Lebuhr Pasar Besar, 50050 Kuala Lumpur

The **New Kid On The Block** has just joined CFM !!

Tunetalk Sdn. Bhd. has officially joined CFM as Supply Side Ordinary Member on April 2010. The newest mobile operator in the country, officially launched its commercial service on 19 August 2009.

Tune Talk targets to serve the underserved segment of the market with super low calling rates and exciting incentives. Rolled out as a prepaid service with the prefix "010", Tune Talk offers voice and short messaging service (SMS) package. Tune Talk operates as a mobile virtual network operator (MVNO) riding on the extensive network of Celcom (Malaysia) Berhad. Tune Talk entered into an MVNO agreement with Celcom in December 2008.

Tune
Talk.com
A Tune Group Company

Joined April 2010

Celcom controls the largest equity stake in Tune Talk with over 38% while another 35.7% is held by Tune Ventures Sdn Bhd, of which Fernandes and Dato' Kamarudin Meranun jointly hold a 70% stake. The remaining shares are held by Tune Strategic Investments Limited, and various individuals including Dato' Sri Kalimullah Hassan, Lim Kian Onn, Jason Lo, Gurtaj Singh Padda and Mark Lankester.

Tunetalk aspires to become an Asean MVNO by 2013. As a member of the Tune Group, Tune Talk will combine a unique offering along with sister companies Tune Money and Tune Hotels.

Tune Talk is a licensed Network Service Provider and Application Service Provider with Numbering Block sanctioned by the Malaysian Communications and Multimedia Commission (MCMC).



Megat Ishak

Head of Regulatory Compliance and Regional Expansion

CFM continues to gain membership interests

Membership numbers as reported in Annual Report 2009 stands at a total of 32 members comprising of all 3 available categories. By the end of the first half of 2010, CFM has received 6 additional membership applications out of which 5 were approved by the Board of Councilors. This makes up the current total membership standing at 37 members.



MEMBER CATEGORY	EXISTING	NEW (Jan – June 2010)	TOTAL
Demand Side Ordinary Membership	12	4	16
Supply Side Ordinary Membership	17	1	18
Associate Membership	3	3	6
Total Membership as at Dec 2010			40

New Members in 2010

Demand Side Ordinary Membership		
Persatuan Pengguna Kedah [CAKE]	Kedah	Feb 2010
Persatuan Pengguna Daerah Kuala Terengganu	Terengganu	Feb 2010

Supply Side Ordinary Membership		
Tunetalk Sdn Bhd	PJ, Selangor	April 2010

Associate Membership		
Mr Gunasegaran s/o Thamby	Bangi, Selangor	Feb 2010
Encik Abdul Manaf bin Bohari	UUM, Kedah	Feb 2010
Norwahida Bt. Fuad MACFEA P.P. Melaka Tengah	UITM, Penang	Feb 2010

Membership drive is usually active during consumer seminar events and participation in relevant exhibitions nationwide. There are usually high interests from Public Interest Groups and Educational Institutions during such events. The secretariat is currently studying membership drive activities to accelerate members' recruitment. More members are needed to expand CFM's network and strategically share knowledge between members. It will assist CFM to gain access and better understand the needs of the consumer and issues faced by the industry. Sharing of knowledge and expansion of network base is also crucial to increase level of awareness within members' network. Should you have any suggestion of members' activities or is interested to be a CFM member, please do contact us.

Please write in to the Communications and PR Secretariat, **Pn Athirah Tan** at athirah@cfm.my.

Buying A Mobile Phone



Just how do you recognise the difference between
Original, AP and Water sets?

Any amateur consumer who is out there looking to buy a new mobile phone is bound to be overwhelmed by so many definitions of mobile phones.

Yes, I categorise myself as an amateur consumer, I have known many consumers out there who is so much more knowledgeable than me. Trying to get the best value for my purchase would almost be impossible for me when I do not have a clue about the right definitions for the product. One dealer would explain a set of definition, but the very next door dealer would tell you a similar story but with a variation, well, just who can you believe? My very next instinct is to google it up, to my dismay, information is scarce. Most information that comes up is from good Samaritans who shares their disappointment, put up what they know about the subject matter on their blogs.

To put things in context, I've decided to write an article so that people like me, the amateur consumer can upgrade ourselves with some practical knowledge before splurging on my hard earned money.

In Malaysia, the various conditions of phones available in the market is defined by the supply chain network. Getting to the root of definitions, here is what I've gathered from MCMC on the definitions of the various phone conditions available in the market.

Type of Phones	Definition	Remarks
Original	Phones that are imported into the country by the principal brands for sales in the market. eg Nokia, Samsung, Sony Ericsson, Apple	Principal brands will ensure - Proper Type Approval & Certification label - Proper Importation documents and tax payment (before budget 2011) - Invest in branding and marketing - Customer Service and Warranty (Normal Warranty 1 year and may up to 2 years)
AP	Phones that are imported into country by parallel importers for sales in the market. Normally these are popular brands in the market.	Parallel Importers normal practice - Proper Type Approval & Certification label - Proper Importation documents but tax declaration may have under-declaration (before budget 2011) - Sell at a cheaper price to customers due to lower or no investment in the branding. - Minimum 3 months warranty to 1 year

Type of Phones	Definition	Remarks
Underwater/ Grey	Phones that are smuggled into the country for sales in the market	Importers that have <ul style="list-style-type: none"> - No Type Approval & Certification label - Importation into country without importation documents, tax payment nor legal channels - Cash in on lower costs of sales and mainly lower end products - No warranty or limited warranty (one week)
Recycle/ Reconditioned/ Second-hand	Phones that are used in the other overseas markets and smuggled into country. This is because in developed country, there is a policy for exchange of phones under the TELCOs eg. Vodafone if the customers decided to return a phone within 30 days.	Importers will <ul style="list-style-type: none"> - Sell the phones as new by changing the phone covers or other parts - No type approval, no Certification label, no proper Customs importation /declaration documents[note: importation of used/reconditioned phones/communication product is totally prohibited, subject to T&C] - Cash in on lower costs of sales but at time sold to customers at much higher margin as they are sold as new sets - No warranty or limited warranty (one week)
Imitation Phones	Phones that are having almost similar hardware and software but are manufactured not within the original principle license. Use the same logo or rather similar names. eg. : NOKLA, NCKIA, Motorola	Importers will <ul style="list-style-type: none"> - Sell to unsuspecting customers - No proper type approval, no certification label and no proper Customs document/ declaration - No warranty as the software is unstable and some features are not included
Fake Phones	Phones that are actually fake or consist of basic call out functions but sold as genuine phones.	Importers will <ul style="list-style-type: none"> - Buy demo phones with basic functions which is actually for retail stores or serves as samples prototypes - Sell to unsuspecting customer - No proper type approval, no certification label nor proper Customs document/ declaration

Figure 1 : Definition of Phone Types

I have also made efforts to list authorised distributors for phones by brands.

Mobile Phone Brand	Authorised Distributor
NOKIA	Zitron Avaxx i-Mobile
SAMSUNG	T-Choice Grandtech Midlands
Sony Ericsson	First Mobile Group (FMG)
MOTOROLA	Satellite Technics Zitron MDM
SIEMENS	Zitron First Mobile Group (FMG)

Figure 2 : Malaysia Authorised Distributors of Phone Brands

Standard Original Set

Package and Service



Minimum of 1 year warranty for the full set including charger, battery, handsfree.

You can service your phone at any service centres (Nokia Professional Centre, Sony Ericsson Certified Service Centres)

Genuine parts are used for repairing.

Now that I know the different definitions and rightful distributors in the market, if I were to walk in to a shop, what are the certification measures to safeguard consumers from making wrong choices or discrepancy preventions implemented by SKMM for the consumers ?

SKMM's Safeguard

Process Control Measures

Type approvals are only issued to the principals or their authorised importers (must submit proper document to show they're authorised to import).

Importers must submit import permit & customs declaration form

Type approvals are not issued to
a) underwater / grey
b) recycle / reconditioned / second-hand
c) imitation and
d) fake phones

IMEI numbers are registered & maintained in SIRIM's database

Must be affixed with SIRIM label

Must comply with the relevant SKMM Technical Specifications

New certification label was launched by YBhg. Tan Sri during SEMINAR ON IMPORTATION AND CERTIFICATION OF COMMUNICATIONS EQUIPMENT held on 5 August 2010 recently. The new label which took effect from 16 August 2010 is incorporated with enhanced security features which will make it harder to replicate. It will be easier for the enforcement officers and the general public to differentiate it with a fake one.





How Do YOU Recognize A **GENUINE** Phone?

The consumer can recognize using **3 basic unique identification measures** as listed below :

1. **UNIQUE TYPE APPROVAL NO.** (every mobile phone unit has a unique approval number assigned)
2. **UNIQUE CERTIFICATION LABEL WITH HIGH SECURITY FEATURES**
3. **REGISTERED IMEI NO. FOR PRODUCT COMES WITH IMEI**

All genuine models are listed in SIRIM's DIRECTORY OF CERTIFIED PRODUCT which is accessible and available to the public at (www.skmm.gov.my or www.sirim-qas.com.my).

The Consumer can check how genuine is the set purchased using SMS SERVICES either using SIRIM label serial number or IMEI number as illustrated below.

1. Standard Command

2. Visual Inspection



3. SMS Check



Request to check IMEI No. [IMEI]



Request to check SIRIM Label Serial No. [SLC]

In our next series to come we can explore more about handphone certifications, definitions of IMEI and the use of such certifications in the Malaysia context.

Why do you need to purchase an original set of mobile phone ?

The original set of mobile phone that has gone through the approval process by SKMM ensures that the phone that you purchase is safe to use and does not pose any health hazard. Many other factors such as getting back the value for the money you pay is among other benefits of getting an original mobile phone device. In our next education series we will take a peek at the various hazards, benefits and risks of buying an original phone versus a counterfeit/fake phone and what other health risks are we putting ourselves by buying a fake phone.

If you have a suggestion or more topics that you would like us to explore or feature, or you would like to feedback on our education series or become a contributor or even have a suggestion on this article, it is much welcomed.

You can email our editorial at enquiries@cfm.my or send your suggestions via fax attentioned to **The Editor of Shout! At 03-2693 2288.**

COMPLAINTS MANAGEMENT

Highlights

For the first half of 2010, Complaints Management continues to record Complaints Portal as maintaining the main source of receiving complaints from the consumer.

Complaints by Source Channels 2010

Complaint Sources	Total	%
Portal	792	44.40
KPDNKK	358	20.10
MCMC	310	17.40
Email	199	11.10
Phone	49	2.70
Consumer Group	15	0.80
R/Show	15	0.80
Fax	14	0.80
In Person	13	0.70
Letter	13	0.70
Others	7	0.40
Grand Total	1785	100%

Figure 1 : CoP Complaints Sources YTD 2010

Source : CoP Statistical Data from Complaints Management Department

Total Complaint Received in 2010

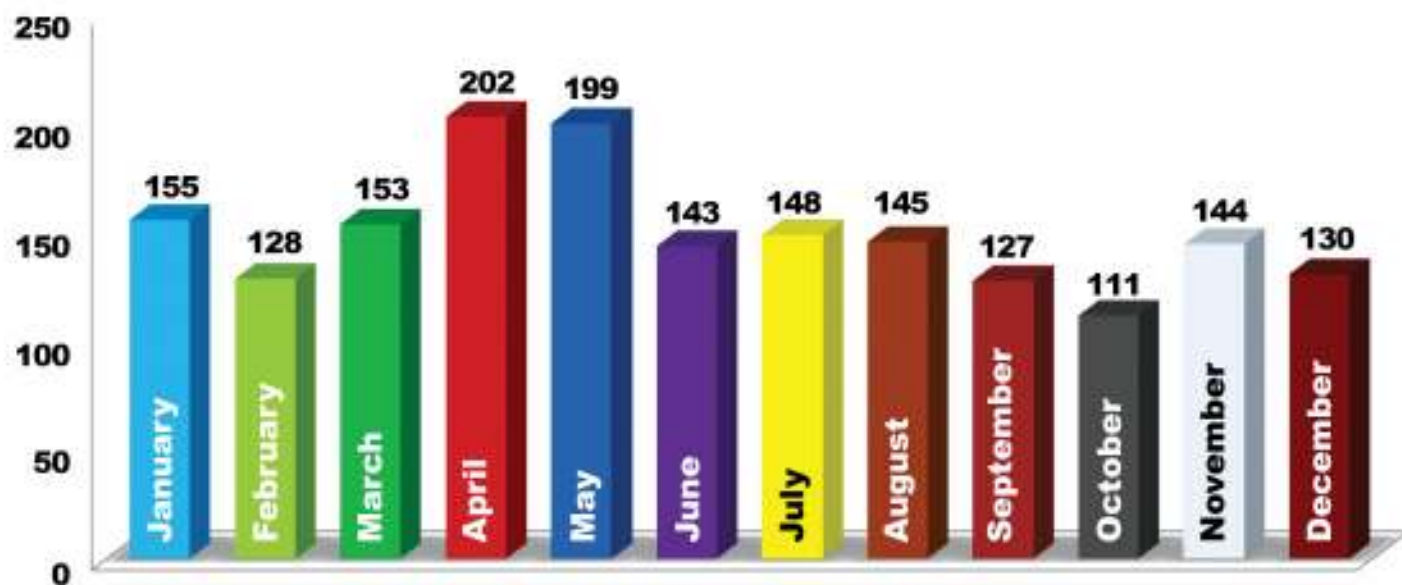


Figure21 : CoP Complaints Received YTD 2010 | Source : CoP Statistical Data from Complaints Management Department

Complaints inflow volume has increased. Number of complaints received for the first half of 2010 has surpassed total number of complaints received for the first half of 2009 by 5 folds from 155 for H109 as compared to 979 for H110. Total number of complaints received in 2009 was 1324. Looking at the totality of complaints received so far, it has reached 74% of total complaints received last year. Complaints received on monthly basis is as illustrated.

The highest complaints received were on poor service focusing on broadband speed and connectivity issues. The 5 top categories of complaint remains the same as illustrated in the chart below :

Complaint Categories	Total	%
Poor Service	765	42.90
Billing And Charging	510	28.60
SMS	127	7.10
Unfair Practice	80	4.50
Misleading Promotion	79	4.40
Poor Coverage	70	3.90
No Coverage	59	3.30
Others	51	2.90
Miscellaneous	25	1.40
Dispute On T&C	11	0.60
Telecommunication Tower/Equip	8	0.40
Grand Total	1785	100%



Adakah **KELAJUAN** Internet Anda Seperti Ini?



Aduan yang paling banyak diterima adalah masalah kelajuan dan gangguan internet.

Sebelum melanggan produk atau perkhidmatan internet anda, pastikan anda tahu dan jelas maklumat - maklumat berkaitan bil dan harga, terma dan syarat kontrak perkhidmatan, khidmat lepas jualan, jenis dan pakej produk serta pakej perkhidmatan.

Ketahui hak anda sebagai pengguna komunikasi & multimedia yang bijak.
Suarakan pendapat anda ke

www.cfm.org.my

CFM

Communications and Multimedia
Consumer Forum of Malaysia

1 800 18 2222

aduan@cfm.org.my

Be A MOBILE-SAVVY Consumer

Don't compromise your RIGHTS as a consumer for lesser.

Just by adding a little bit more knowledge about your services and products goes a long way to saving your hard earned money and making the right choices.

Get your copy of CONSUMERInfo booklet today.
It is available in 2 languages Bahasa Malaysia and English.

Don't worry, it's absolutely **FREE**.
Send your requests for bulk order catalogues now.

CONSUMERInfo is designed as a long term programme to provide educational information to enable consumers make well-informed decisions when subscribing any communications and multimedia services.

CONSUMERInfo aspires to empower the consumer to be in a better position and make good choices on products that best meets their needs. This education series is also intended to help the public to better understand their rights and responsibilities as consumers.



Send your requests to : enquiries@cfm.my or fill up the form and send it to us through fax or mail to:
[Editor of SHOUT!] Communications and Multimedia Consumer Forum of Malaysia
Suite 6.01, 6th Floor, Wisma Straits Trading, Leboh Pasar Besar, 50050 Kuala Lumpur.

Name : Occupation :
Address :
Tel : Mobile : Fax :
Email : Nature of Organisation :

Please tick :

- Please send me _____ copy/s of ConsumerInfo Internet
☐ Bahasa Malaysia ☐ English
- Please send me _____ copy/s of ConsumerInfo Mobile
☐ Bahasa Malaysia ☐ English

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1. Individual requests are allowed up to a maximum of 5 copies per title.
2. Non-Member organisation requests are allowed up to a maximum of 20 copies per title.

SAFEGUARD

YOUR MOBILE NUMBER



Don't give up your privacy for a freebie.

Your phone number is a very important piece of your personal information.
It's valuable to YOU !

Each time you give out your phone number at a restaurant, at a retail outlet, at a phone dealer, sign up for a subscription or even when you shop online, it's like leaving a trail of breadcrumbs to your privacy and your wallet. Treat your phone number like your wallet - keep it safe and on your person at all times.

Be a Mobile-Savvy consumer.

CFM

Communications and Multimedia
Consumer Forum of Malaysia

Consumer Hotline
1800 18 2222

Website

www.consumerinfo.my



CFM is a self-regulatory body under the Communications and Multimedia Act 1998 and under the purview of the Malaysian Communications and Multimedia Commission (MCMC)



If you have any feedback on the performance of the mobile, internet, tv and radio services, please contact CFM.

6-02, 6th Floor, Wisma Straits Trading, No. 2, Lebuhr Pasar Besar, 50050 Kuala Lumpur. Tel: 03-2692 3800 Fax: 03-2693 2288 Email: enquiries@cfm.my