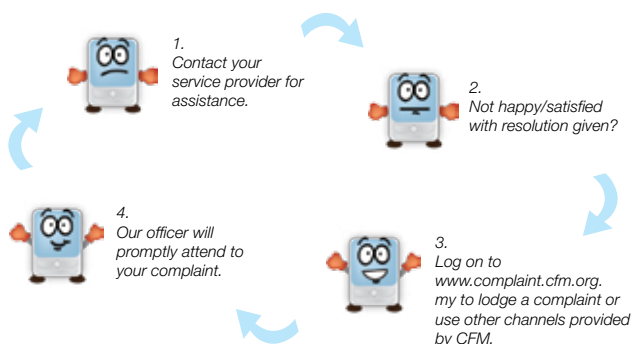


## “What do I have to do?”

As a guide, you are advised to refer complaints to your Service Provider first, then proceed to CFM if you are still unsatisfied with the resolution. Illustrated below is the complaint cycle and channel that you can use to contact us:



## “What happens after my complaint has been lodged?”

1. CFM will acknowledge and issue you a file reference number within 1-3 working days.
2. CFM will seek redress for a resolution to your filed complaint.
3. The CFM officer in-charge will follow up and closely monitor the development of your case until the case is resolved. Service Providers are required to acknowledge and provide possible redressed resolution to complaints within 7 business days.
4. The General Consumer Code requires 95% of the complaints to be resolved within a timeframe not exceeding 30 business days from the time of submission of all relevant supporting information or documents as requested by the Service Provider with regards to the nature of the complaint.
5. At any time, you can check the status of your complaint by logging in to the CoP.

**CFM**

Communications and Multimedia  
Consumer Forum of Malaysia

Consumer Hotline  
**1800 18 2222**

Website  
[www.cfm.org.my](http://www.cfm.org.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](mailto:enquiries@cfm.my)

## “How do I lodge my complaint?”

Below are the complaint channels provided by CFM:

### CFM COMPLAINT CHANNELS



Lodge a complaint directly to our CFM Complaint Portal (CoP):  
[www.complaint.cfm.org.my](http://www.complaint.cfm.org.my)



Email to:  
[complaint@cfm.org.my](mailto:complaint@cfm.org.my)



Call to our Customer Hotline:  
1800-18-2222



Fax to:  
+603-2693 2288



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



**REDRESS YOUR COMPLAINTS  
@ CFM Complaint Portal (CoP)**



“ It is my right as a consumer! ”

As a consumer, it is your right to obtain satisfactory services from your service provider. All communications & multimedia service providers are required to deal in a reasonable manner with their consumers and adequately address consumer complaints.

The Communications and Multimedia Consumer Forum of Malaysia (CFM) is a national organisation that was established in February 2001 under the requirements of the Communications & Multimedia Act 1998 (CMA). One of CFM's function and responsibility is to provide a channel for complaints, disputes and grievances in relation to consumers' Communication and Multimedia matters.

Find out more about CFM at [www.cfm.org.my](http://www.cfm.org.my).



“ What is CoP? ”

CFM Complaint Portal (CoP) is an online unresolved complaint management system with the objective of helping users to lodge unresolved complaints regarding their communications & multimedia services. This portal assists the users, CFM officers and the service provider representatives in resolving the complaint without any external involvement.

CoP was developed according to CFM's General Consumer Code of Practice or GCC, which utilises standard procedures in the handling of customer complaints and disputes.

“ What type of complaints can I lodge? ”

### COMPLAINTS ON COMMUNICATION AND MULTIMEDIA SERVICES, SUCH AS:

#### Billing

Billing Disputes, Billing Errors, Delayed Bills, No Bills, Overcharging, Refund Delay.

#### Service Quality

Dropped Calls, Blocked Calls, No Coverage, Poor Coverage, Slow Internet Speed, Service Activation Delay, Service Restoration Delay.

#### SMS

Scams, Spams, Receiving Unsubscribed SMS, Receiving Threatening / Abusive / Obscene SMS.

#### Information Privacy

Identity Theft, Online Identity Fraud, Unauthorised Distribution of Personal Information.

#### Others

Disputed Terms & Conditions, Unauthorised Subscription of Services, Unfair Practices, Poor Customer Service, Misleading Advertisement & Promotion, Misleading Prices and Packages, Online Threatening / Abusive / Obscene Content.



“ How do I use CoP? ”

### JUST FOLLOW THESE EASY STEPS:

- Log on to [www.complaint.cfm.org.my](http://www.complaint.cfm.org.my)
- Register your account
- Report your complaints
- Follow up on your complaint status using your CoP account



“ My rights to redress ”

It is your right and responsibility to address any dissatisfaction or discrepancy that you have with your fixed line, mobile phone, Internet, television, radio and mobile content service providers.

