Dear Redone,

The below Screen shots show the same description/ information for “Calls” for Red Plan 8 and Amazing 28.

I am using Red plan 8 for since 2014. Red plan 8 charges by utilising the first RM8 and subsequent charges is charged based on my calls on each month. However, Amazing 28 had totally charged my Calls apart from RM28. This information I got to know only today (25.06.2018) when I viewed my latest bill. Previously before request to shift Plan 8 to RM 28 I had consulted more than 2 times with Redone Careline on the features of Amazing 28 in May 2018, besides I had read carefully on what has written in Redone Website on the packages. There wasn’t any information state that Calls will be charges separately from RM28 (Amazing 28). Moreover none of Redone staff informed me when I made calls to Careline that Amazing 28 is ONLY for Data Plan Usage but excluding Calls. Those staffs only informed me that the only difference from is by subscribing Amazing 28 I will eligible for additional data 5GB+5GB plan but the call charges will be remain unchanged.

I am totally disappointed now on my latest findings, which any calls made in Amazing 28 is charged as additional. The information given in Redone webpage is insufficient and information given by Careline is misleading. I seek immediate reimbursement on the fee for converting my RM 8 package to Amazing 28 package for both of my subline. Secondly re-calculate the billing for mobile number 017 5051373 based on RM 8 for month of June 2018. Because there was no information given earlier that RM28 is only for data plan & calls will be charged separately. Appreciate your soonest revert to sort this out.

Amounts seek for re-imbursement : RM28 + RM10 =**RM38**.

Thank you.

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