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## **Streamyx tears: So difficult to transfer account**

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THE government is looking at various ways and means to encourage investments and make communications seamless and easier. Unfortunately, an important player in communications continues to be stuck in bureaucratic quagmire. I moved from Kuala Terengganu to Johor Baru recently and went to TMpoint to register for a new number and to transfer my Streamyx account to that new number. At the same time, I noticed a great offer known as Streamyx Combo that I thought I should apply for.

I was told that I could not register for a new number, transfer my Streamyx account and apply for the Streamyx Combo on the same day. I was instead asked to register for my new telephone number, return home and wait for it to be installed and return on another day to transfer my Streamyx account.

I did just that and was told that I need to come again another day to apply for the Streamyx Combo. I was also told to call a certain number, instead of a customer service person, to find out whether my Streamyx is up and running.

Soon, it will be my third visit to TMpoint and my patience is running thin. In the meantime, I have received no less than six calls to solicit me to register for a Streamyx account.

At a time when the government is trying to make things easier and trying to encourage broadband use, Telekom Malaysia seems bent on making things difficult for its customers.

My Streamyx account has still not been activated.

I still have to go to TMpoint to register for Streamyx Combo and I can only do it on Saturdays.

Furthermore, I will have to call to find out if my Streamyx account works and that service is only available during office hours.

Easy? Hardly!