



**STREAMYX COMPLAIN BY CUSTOMERS:  
A CASE STUDY OF TELEKOM MALAYSIA BERHAD**

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**October 2010**

## **DECLARATION OF ORIGINAL WORK**



### **BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS (FINANCE) FACULTY OF BUSINESS MANAGEMENT UNIVERSITI TEKNOLOGI MARA “DECLARATION OF ORIGINAL WORK”**

I *Mohd Syafiq B. Ishak*, Ic Number: 870509045033

Hereby declare that:

- This work not previously been accepted in substance for any degree, locally or oversea and is not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extract have been distinguish by quotations marks and sources of my information have been specifically acknowledge.

Signature:

Date:

**LETTER OF SUBMISSION**

26 October 2010

The Head of Program  
Bachelor of Business Administration (Hons) Finance  
Faculty of Business Management  
University Technology Mara  
Kampus Bandaraya Melaka

Dear Madam,

**SUBMISSION OF PROJECT PAPER**

Attached is the project paper titled “A STUDY ON STREAMYX COMPLAIN BY CUSTOMERS:A CASE STUDY OF TELEKOM MALAYSIA BERHAD” to fulfil the Requirement as needed by University Technology Mara

Thank you.

Yours sincerely,

.....  
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BACHELOR OF BUSINESS ADMINISTRATION (HONS) FINANCE  
FACULTY OF BUSINESS MANAGEMENT  
MARA UNIVERSITY OF TECHNOLOGY  
MELAKA CITY CAMPUS

**ABSTRACT**

The purpose of this study to determine the problem that have been faced by customers when using streamyx and action taken by TM to overcome complains and to suggest the alternative way to overcome such complaint that reported by customers. The number of TM customers in 2009 all around Malaysia is 1,712,909 and the number of complain received by TM is 20,933. The study shown the streamyx complain received from July 2009 until Dec 2009 all around Malaysia. There are 8 type of complain that have been reported by the customers such as difficult to connect (DSL blinking, DSL off), connected but cannot browse, frequent disconnection/ intermittent, no dial tone, Line is busy, slow connection, general - complain on service quality, and termination not satisfied with service. The highest complain that reported by customers is difficult to connect which is 10034 complain.

Keywords: TM (Telekom Malaysia)

Paperwork Type: Case Study (Mode A)

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