



Dear Customers

As your energy provider, it is Wirazone's objective to provide a high quality service to our customers. We are determined to give you an excellent service. Our staffs are trained to deal with your inquiries, quickly and efficiently. If you have any inquiries or complaints regarding our service, do contact us at:

Tel.: 03-2273 5888 (Customer Service Center)

Email: cs-wsb@malakoff.com.my

Our Standards of Service

The guidelines in this booklet details out our Guaranteed and Overall Standards of Customer Service ("Guaranteed Standards"). These Guaranteed Standards are our commitment to our customers that we strive to provide quality services. If we fail to fulfill our Guaranteed Standards, where applicable, we will rebate up to RM80 from your next bill. If you need to know more about these Guaranteed Standards, or you have any problems with your electricity bills, please call us at

03-2273 5888.

Providing A New Supply

After receiving all the necessary information, in the event of:

- i. A Change of name**, we will connect supply of electricity in not more than 1 working day or we will rebate RM10 from your next bill.
- ii. For a new tenant** (for low-voltage customers only), we will connect supply of electricity in not more than 1 working day from the date of appointment, or we will rebate RM10 from your next bill.

Complaints on Interruption of Supply

Necessary action will be taken within 24 hours of receiving your complaint.

Restoring A Supply

If your electricity supply fails due to a fault in our distribution system, we aim to restore the supply as follows:

- i. Minor faults** (i.e. fuse, isolator, meter, etc., in not more than 2 hours, or we will rebate RM10 from your next bill.
- ii. Major faults** (all major faults except that involving both Main Distribution Substations, which distribute energy to the same customers), in not more than 24 hours, or we will rebate RM10 from your next bill.

Voltage Instability

If you are experiencing voltage instability, we will investigate and provide feedback within 24 hours, upon you notifying us.