I AM an Astro subscriber. My latest bill shows an amount of RM10 charged as a "switch fee".

After several failed calls to Astro, I finally managed to speak to a customer service representative who explained that the fee was charged because I had cancelled my movie and sports package.

I was told that I would be charged the fee only when I reduce the package and no charges would be imposed when I increase the channels. This means it is a win-win situation for Astro.

By : T.Q., Kuala Lumpur - 27 March 2008