

NST : Complaint : Penalised for all the wrong reasons

Written by Administrator

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MANY of my friends and I are unhappy with Astro for a number of reasons.

We viewers have to put up with constant repetitions of everything.

Then we have to pay RM50 for technical assistance, only to be told nothing is wrong with our decoders.

We find out that it is Astro's satellite signal that is responsible for all the disturbance and the "service not available" sign cropping up. This is too much to swallow.

Why should we be penalised for faults in their transmission?

Last month, I was charged RM10 for late payment by one week. I feel this is rather hasty.

As Astro has the monopoly in providing satellite TV, it seems to think it can dish out whatever it pleases.

So, before the majority clamours for some other satellite station, Astro should lend an ear to the problems of its viewers.

ADRIENNE TAN Petaling Jaya

No response

THE recent outcry over Astro's poor customer service does not surprise me at all.

I submitted an online application to reduce my subscription package last September. Four months later, my subscription remained the same.

In January, I emailed Astro through its website but until today I have not received any response.

How do I get a refund from Astro for overcharging me for the last seven months despite my instruction to reduce my subscription package?