I HAVE been an Astro subscriber for six years now. I have been satisfied with its service despite the disruption during rain and the repeat screening of programmes.

Lately, however, I have been disappointed with the quality of Astro's service. The programmes aired make a loyal subscriber like me wonder if I should continue my subscription.

Astro Oasis, for example, is a new religious channel. Instead of airing new shows, it screens series that have previously been shown on free-to-air channels. Furthermore, I also feel there's an excessive amount of advertisements being screened.

I hope in future Astro will prioritise its customer service more than its profits.

Although it has increased the number of channels, I feel that these efforts only seek to increase the quantity, and not the quality, of its programmes.

14 November 2007