I am very angry at Astro billing services attempt on daylight robbery!

I have been a customer since 2002. My main problem as I have stated time and again by calling the helpline is that I&#65533;m not getting my bills consistently. Thus Astro has been in the habit of charging me late payment fees and interest on those fees whenever I&#65533;ve missed my payment.

Their explanation is that the bills&#65533; date is on 16th every month. Do they actually think my main purpose in life is to monitor my Astro payments?? If there is no bill, I will of course overlook it!!!

Astro also has this ridiculous rule where they can only waive the current month&#65533;s late charges. Therefore throughout the years there is an accumulated charges and interest of RM41.61 which Astro claims they cannot waive due to that ridiculous rule above.

The latest incident is where I can see how unethical Astro&#65533;s attempt at daylight robbery is! My package is currently priced at RM54.95 (after they raise their prices again, I now have less channels but am paying even more!). I have 1 months outstanding bill which I am not aware about due to not receiving the bill again. I had also just come back from my overseas trip. On the 25th September 2007 (16th-25th =9 days!!!) they promptly cut my subscription! When I called them up to inquire, they said they would charge me reconnection fees of another RM20 dollars on top of the RM10 late fee, which the customer service officer refuse to waive. That&#65533;s RM54.95+RM30=RM84.95, an additional 55% on my bill!

What other bills do you have that cuts off supply with only 1 lousy outstanding bill and then charges reconnection fee??? Well I know of only Maxis & Astro, same parent company!

This is daylight robbery which I am refusing to submit to. When I asked them to waive this amount they told me I need to speak to a supervisor. I promptly tried to get in touch with a supervisor named Chin Lee Fong for 3 weeks and failed.

They even tried to trick me to pay the RM41.61 fees by suggesting that I sign up for autodebit. I am more than happy to do so provided they waive that amount 1st. It is not as if I am a new customer. I have been subscribing since 2002 and they keep charging me these fees even after I told them about the bills not arriving. It shows Astro doesn&#65533;t really care about how to solve the problem but continues to take the easiest (and most profitable!) way out by arbitrarily continuing to impose these ridiculous charges.

On 22 October 2007, I got my bill and to my horror my accumulated charges are now RM71.61 which is more than my monthly subscription! I called up the helpline again and again they told me the same drivel about how they cannot do anything and I need to speak to a supervisor (which they are unable to connect me to immediately!).

I&#65533;m seriously fed up of this. This is what happens when 1 company has monopoly of the industry and they can raise prices indiscriminately and throw in charges and fees as they like. If I don&#65533;t see this matter resolved and Astro is still replying to this letter with their same bullshit. I will be more than happy to wean myself off cable TV services in Malaysia!