 I would like to voice my dissatisfaction over the service provided by Astro. A big and reputable company like Astro should have standardized rules and regulations, isn't it? NO, different officers have different rules!!!! On 25/1/2010, I went to Astro office in Ipoh to do a transfer of ownership from my husband's name to my mother's name on 1 card and terminate 2 other cards, and i was informed that i have to give 1 month's notice for that. That was fine with us. The officer then informed me to call up Astro on the 25/2/2010 to get and pay the pro rated charges (fr 5/2 - 25/2) as we have already pay the bill which was until 4/2/2010. On 25/2/2010, I was informed by my family that the Astro service was terminated at around 10 in the morning. At 12.49pm, i received a call from an officer from Astro, KL. I was informed that in order for the ownership to be finalized and service to resume, i was to pay 209.++. I immediately pay the amount given and fax the receipt of payment to them, before 1pm. I was promised the service will resume later on the same day or at least within 24 hours. On 26/2/2010, since the service is still terminated I gave Astro another call in the afternoon. After going through all the details again, I received apologies and was promised that my service will be resumed within 24 hours again. On 27/2/2010, when my mother called Astro again in the afternoon, this time we were informed that our service will not be resumed as there is still an outstanding bill of RM94.99 which are charges until 7/3/2010!!!! I am totally confused now. Why do i need to pay the RM94.99 when &#65533; 1) my 1 month's notice is until 25/2/2010 2) my service was terminated on the 25/2/2010 I feel totally CHEATED!!!! So, I called Astro again to clarify and was informed that unless I pay, my line will not be resumed. When I told the Customer Representative that i was advised by 2 different officers to pay the pro rated charges, i was informed that "they don't know want la'!!! What kind of service is that? We are the one suffering from their ignorance. I don't have all the time of the day waiting for different people to give me different advice and getting played around!!! I thought that being in a service industry, to be a Customer Service Representative of a company, one have to know what are they doing!!!!! Since this is so troublesome, we thought that maybe it will be easier if we closed this account and opened a fresh account, NO we were informed that we have to pay more since opening a new account means they have to get installers to instal a new disc. Why do i need a new disc when i already have a disc??? I feel totally and thoroughly CHEATED!!!!!!. Status : Matter has been brought to the attention of ASTRO and SKMM for their view and immediate action. NCCC Advise : We understand and also regret that customers do receive similar experience like this with Service Providers but we never fail to keep reminding everyone to immediately complaint to us when your good self receive any poor service. Hope each of us are well aware of our rights as a consumers and exercise our right by voice out to NCCC when things gets wrong.