Dear Vani,

I'm very grateful for your assistance in this matter. Ms L from Astro called me and said that there is no penalty on early termination and to ignore the bill send earlier (Sep'10 bill). She is helpful and friendly when arranging their man to collect the decoder, smart card and remote controller. If everyone can provide service like her, sure people will complain less.

Thank you NCCC, keep it up and do your best.

With regards,
Fiona Kwong