

## ASTRO - Poor Customer Service

Written by Administrator

Thursday, 10 September 2009 12:39 -

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Saya adalah salah seorang pelanggan astro. Kerana masalah kewangan saya tidak dapat membayar bill astro saya untuk beberapa bulan dan pihak astro telah menghentikan khidmat mereka. Akan tetapi saya telah membayar semua bill yang tertunggak astro pada 17 June 2008. Walaupun sudah tiga minggu saya membayar, astro masih tidak menyambung balik perkhidmatan mereka. Hampir setiap hari saya call customer service astro. Either cannot be reach or the computer will say ' SEMUA PEGAWAI PERKHIDMATAN KAMI SIBUK, ANDA AKAN DILAYAN SECEPAT MUNGKIN '. And this dialog will go on for at least 15 Minutes. Sometime we even have to wait for more than 30 Minutes. In my case, i tried to call astro customer service number for nearly 2 hours but its engaged. When i really got fedup, i call astro installation number and complain to them. The first guy just transfer me to some unanswered number. i was waited like a stupid for nearly 10 minutes hoping someone will answer the call. Then i disconnect the line and call them again. This time the girl ask me to call the customer service. After i explain the problem, she gave me the direct line number to astro customer service. But it took 15 minutes for me to go through all the computer messages and talk to the customer service officer, eventhough its a direct line number. Don't we have other works to do than listening to that irritating computer voices? This thing also cause our phone bills up. i have heard about some people who reload RM 50 just to call astro, Tapi habis duit dengan hanya mendengar mesej komputer. Is astro having any agreement with mobile phone companies to help them get more money?? If they don't have enough officers to entertain people, why don't they hire more people?? At the same time when we call to astro installation phone number, in just few rings the officer will answer. What is this? We only can get proper layanan if we give them benefits or money is it? This is not first time and i am not the only one having this problem. So many people complaining about this all the time. Dah lah harga minyak, barang runcit, charge astro semua dah naik, kini astro nak tambahkan lagi beban masyarakat dengan membantu menaikkan bil telefon. Consider the problem that been facing by people in Malaysia and give us proper service. I am not asking astro to go house to house to check for the problems, i just want them to answer our calls immidiately when we want to complain, and solve the problems as soon as possible. Thanks.

**NCCC : This complaint has been forwarded to MCMC for attention and immediate action. Please read comments below.**

Dear MCMC , Please find a complaint on Astro.

Points to Note :

1. Walaupun sudah tiga minggu saya membayar, astro masih tidak menyambung balik perkhidmatan mereka.
2. Hampir setiap hari saya call customer service astro. Either cannot be reach or the computer will say ' SEMUA PEGAWAI PERKHIDMATAN KAMI SIBUK, ANDA AKAN DILAYAN SECEPAT MUNGKIN '. And this dialog will go on for at least 15 Minutes. Sometime we even have to wait for more than 30 Minutes. In my case, i tried to call astro customer service number for nearly 2 hours but its engaged.
3. At the same time when we call to astro installation phone number, in just few rings the officer will answer. What is this? We only can get proper layanan if we give them benefits or money is it?

Being a sole monopoly, Astro must pay particular attention to customer service issues. Thank you  
Darshan Singh  
Director-NCCC