

Astro, please improve your billing system

Written by Administrator

Friday, 11 September 2009 10:57 -

◆ <p align="center"></p><p align="justify">My family was an Astro customer since many years ago. We have decided cancel this service and effective since Nov2007. However, Astro still send bill to my house and urge my family to make the payment. We have stop to pay this back on Apr2008. </p><p align="justify">I call a numbers of call to Astro customer care to claim back the money they owe me. 3 months time, I'd made more than 10 calls, almost 2 calls a month and now 3-4 calls a week. the customer care agent promise me his/her manager or finance people will call me back and tell me how to pay me back the 4 months bill I have extra paid. Hey man, try imagine that I've been waiting for 3 months and no action making by Astro still. </p><p align="justify"><u>NCCC : This complaint has been forwarded to MCMC for immediate attention and action.</u></p><p align="justify">Dear MCMC, </p><p align="justify">Subscribers have to go through severe hassle just to deal with Astro customer service. I don't agree with this kind of service. Astro customer service must improve. If previously subscribers were made to pay RM10 penalty, I think Astro must also be made to pay compensation to the complainant for the delay in performing a refund. </p><p align="justify">Can you imagine that this complainant has actually cancelled the service but his parents kept on paying as they were receiving the bills. What is wrong with Astro billing systems? (I have actually interviewed the complainant) </p><p align="justify">Points to Note :</p><p align="justify">1. "We have decided cancel this service and effective since Nov2007. However, Astro still send bill to my house and◆◆ urge my family to make the payment. </p><p align="justify">2.◆ "I call a numbers of call to Astro customer care to claim back the money they owe me. 3 months time, I'd made more than 10 calls, almost 2 calls a month and now 3-4 calls a week. the customer care agent promise me his/her manager or finance people will call me back and tell me how to pay me back the 4 months bill I have extra paid" </p><p align="justify">3. "Hey man, try imagine that I've been waiting for 3 months and no action making by Astro still. </p><p align="justify">Thank you </p><p align="justify">Darshan Singh
Director-NCCC </p><p align="justify">"Treat Others The Way You Want Others To Treat You" </p><p align="justify"> </p>