

Complaint - Customer Service - Call Centre for ASTRO and Celcom

Written by Administrator
Friday, 11 September 2009 10:58 -

I do not know if I have got the right place to file a complain but I would like to inform to you that it has been such a disgrace to be in a country with such poor customer service.

To be exact, I am talking about the call centre for both Astro and Celcom.

ASTRO

1. i have to wait for such a long time for them to attend to me.
2. they told me that there'll be an auto direct debit bill payment from my credit card but nothing was done until this month.
3. there's supposed SMSes sent into my phone to remind me of payment but there were none except that they SMS me, asking me to insert my SmartCard, which i have ALREADY did.
4. i asked the girl on the phone, why there's no SMS sent to me on the pymt thingy, she said only selected customers will get it. so i said dont u all remind all customers? who am i then? why only certain customers? SHE HUNG UP ON ME

CELCOM

1. i didnt wait too long, time waited was moderate which is good.
2. english speaking are not well spoken and they do not have hospitality skills at all i would say. i have to guess what they were trying to say and confirm with them, before i can answer. i wonder how training was conducted in the call centre.
3. last year when i wanted to make payment thru phone via credit card, they said not until i have sign a letter which they will fax it to me, n then when they receive the letter again thru fax, they will allow me to do so. well, at least they didnt ask for that now... BUT... i called last week when i was away from Malaysia for 10 days. my bill was a 2 months' outstanding balance. when i was on my way out from LCCT, i called for payment n i needed to make phone calls. they say i have to make FULL payment for reconnection but due to the "PYMT thru PHONE via CC", they can only settle for one month pymt, and that, reconnection still cannot be done. ??? so why did i call them for? lastly, they did it for me because i asked, if i have to make a second call the next minute to make another payment.

I hope NCCC, are able to help ASTRO and CELCOM on their services before implementing more packages to earn my money. that is so not fair for me, and to the rest of our fellow friends

Complaint - Customer Service - Call Centre for ASTRO and Celcom

Written by Administrator

Friday, 11 September 2009 10:58 -

out there who doesnt voice out, or being bullied. I am sending this email out because I still think that Astro's and Celcom's patrons are being bullied. I am from the customer service industry and have worked in a call centre as well and I know what can be done better and what is serves customers better. If there is a better place for me to lodge this complain, do inform me. I do not want to get back to Astro or Celcom on my phone anymore.

Here I thank you in advance. Your help is appreciated.