



Yan Shiyuan ▸ StarHub

July 22 at 5:57 PM

I personally don't like to write complaints on Facebook as I think it's unfair to the person being complaint. I have been a StarHub customer when it first started maybe about 18y ago. My home, company mobile, cable services are all provided by StarHub. Few days ago, I had a sudden surge in my data usage and I called in to StarHub to make an enquiry. This customer service agent, Mr Yong handled my call. After explaining the situation to him, he said that it was my Apple App updating that has resulted in the sudden surge. He asked me to check if my phone settings allowed Apple app to update over mobile data. I checked and my app update over mobile was off. But he insisted that his computer was right and I could not dispute over this. I asked to escalate my problem to a senior in his team since he is unable to provide me with a reasonable answer. He said that he is the most 'senior' and there was no one I can escalate this matter to???!!! He said I had to either pay for the excess data usage or buy a data bundle because it is my fault for not ensuring my phone settings are not set properly and there was nothing to dispute about. His computer system indicates that and fullstop.

It's the tone and attitude of this person who really made me very unhappy. He was very arrogant and rude. He was also very impatient in his replies. He is probably better as a 'senior' in debt collecting or ah Beng shop.

Starhub Customer Service Feedback

Daniel F McAuley



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Competition Policy in the ASEAN Countries G. Sivalingam,2005 This book is important from the public policy and foreign investment points of view and should be read by all who need to understand the competitive policies in the ASEAN Countries As the author has rightly pointed out the narrow capitalistic model to maximize profits even at the expense of income distribution has been modified in ASEAN countries to take into account the need for equity and distributive justice The socio economic strategy has been essential to promote political stability without which there cannot be economic growth and development The book argues impressively that competition policy cannot be unfettered but has to be efficiently and compassionately managed to ensure balanced business and steady socioeconomic development Competitive policies have to follow the best interests of developing economies and not just the pressures and preferences of the capitalistic competitive policies of the highly developed industrial countries that often ignore the different priorities of developing countries

Tele.com ,2002 *Understanding the Interactive Digital Media Marketplace: Frameworks, Platforms, Communities and Issues* Sharma, Ravi S.,Tan, Margaret,Pereira, Francis,2011-10-31 Increasingly multimedia content from music movies games news books and digital art to sharable educational material e government services and e health services is delivered over broadband networks With technological advances cloud computing applications and social networking approaches many exciting applications are emerging to deliver this content as Interactive Digital Media IDM *Understanding the Interactive Digital Media Marketplace Frameworks Platforms Communities and Issues* presents the results of a large industry oriented multi national research program This research seeks to discover usable business models technology platforms market strategies and policy frameworks for the emerging global digital economy particularly for digital media researchers and industry entrepreneurs who wish to reach users around the world

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web nachdem im vorangegangenen kapitel die grundzüge des betrieblichen gesundheitsmanagements generell vorgestellt wurden geht es in diesem kapitel um das controlling im betrieblichen gesundheitsmanagement es werden vier komponenten des controllings unterschieden gesundheits determinanten maßnahmen und

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