



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

Michael Brown



Starhub Customer Service Feedback:

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

Marketing Analytics Using Excel Rahul Pratap Singh Kaurav, Asha Thomas, 2025-03-15 Marketing Analytics Using Excel is the essential introduction to data driven marketing which simplifies complex concepts and offers practical real world applications This comprehensive yet accessible guide encourages an in depth understanding of marketing analytics from fundamental topics and basic Excel functions to more advanced topics such as AI and predictive analytics Packed with practical examples and easy to follow fully worked problems which demonstrate how theoretical concepts are applied in real world situations this book also includes Industry case studies from leading companies like Zappos Amazon Netflix and Spotify providing insights into how marketing analytics is applied in various industries Exercises activities and discussion questions to reinforce learning A focus on open access tools and career prospects which encourages readers to develop further This no nonsense guide minimises the intimidation factor of complex formulas and instead focuses on practical real world applications making it essential reading for Marketing students and anyone looking to upskill Dr Rahul Pratap Singh Kaurav is Associate Professor at FORE School of Management New Delhi India Dr Asha Thomas is an Assistant Professor at Wroclaw University of Science and Technology WUST Poland

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

HWM ,2005-12 Singapore s leading tech magazine gives its readers the power to decide with its informative articles and in depth reviews *Singapore Bulletin* ,2001-05 Asia-Pacific Telecommunications ,1999 **Digital Product Management** Boon Kee Lee,2025-04-10 This book is designed to equip readers with essential knowledge and skills in digital product management It covers strategic planning and market opportunity offering a clear and accessible guide to navigating the complex world of digital product management in today s fast changing environment Chapters explore key topics including understanding digital transformation identifying market dynamics and developing a comprehensive product strategy Readers will learn how to conduct market research build strong business cases and define product positioning The book also covers practical methods for selecting pricing and packaging strategies as well as crafting a go to market plan Real world examples such as the growth of Grab in Southeast Asia the rise of Zoom during the global pandemic and Shopify s role in empowering small businesses globally provide insight into how companies leverage strategic planning and market insights to thrive The content reflects both current and future trends making it relevant for global markets and today s digitally driven economy This book is especially useful for product managers entrepreneurs and business leaders who are keen to refine their strategic planning skills It offers actionable advice and frameworks that can be applied across various industries empowering readers to successfully manage digital products and drive business growth **Asian Communication Handbook 2008** Indrajit Banerjee,Stephen Logan,2008 *HWM* ,2008-10 Singapore s leading tech magazine gives its readers the power to decide with its informative articles and in depth reviews *InfoWorld* ,1986-10-06 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects *The Wall Street Journal* ,2008 Times Business Directory of Singapore ,2005 **Yearbook of Asia-Pacific Telecommunications** ,2002 **Singapore Electronics Industry Directory** ,2006 **Kompass** ,2002

The Europa World Year: Kazakhstan - Zimbabwe ,2004 First published in 2004 Routledge is an imprint of Taylor Francis an informa company The Europa World Year Book 2002 Europa,2002 First published in 2002 Routledge is an imprint of Taylor Francis an informa company Internet Law and Regulation Graham J. H. Smith,2007 This book provides a clear and authoritative explanation of the law governing the internet both in the UK and globally It identifies legal questions likely to arise explains how to deal with them and addresses key areas of contention InfoWorld ,1986

Decoding **Starhub Customer Service Feedback**: Revealing the Captivating Potential of Verbal Expression

In a time characterized by interconnectedness and an insatiable thirst for knowledge, the captivating potential of verbal expression has emerged as a formidable force. Its power to evoke sentiments, stimulate introspection, and incite profound transformations is genuinely awe-inspiring. Within the pages of "**Starhub Customer Service Feedback**," a mesmerizing literary creation penned with a celebrated wordsmith, readers attempt an enlightening odyssey, unraveling the intricate significance of language and its enduring impact on our lives. In this appraisal, we shall explore the book's central themes, evaluate its distinctive writing style, and gauge its pervasive influence on the hearts and minds of its readership.

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