

Multichoice - do any humans work there?

Customer call line a dead end if you have an account query.

I received a letter from Multichoice in the middle of May which was dated March 2007 advising me that my subscription will be increased from April 1. A tad on the late side don't you think?

In addition it contained a note that my M-Net decoder-care contract would also be increasing by 200%. Now I don't use an M-Net decoder and didn't realise I was paying this as my N-Net now comes via DSTV. This is where I have a real problem as although I don't expect to get a refund for all the time I've unknowingly paid this, I can't get to speak to anyone to cancel it. Are there any humans out there at Multichoice?

I have phoned the customer care line several times and no human response and I have even sent them an email via their website to which I have no response.

So not only do they increase my subscription and only advise me 2 months later, I can't cancel even if I wanted to.

Makes me sick. Bring on the competition.

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