

Telcos have to do more

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THE Consumers Association of Singapore is of the view that telco companies ought to be flexible to accommodate the needs of consumers so that they do not end up paying for programmes that they already have ("Paying double due to cross-carriage laws?" by Mr Ernest Seah; Tuesday).

By bundling the programmes and pricing them together as a package, the telco companies may have disadvantaged consumers who do not require some of the programmes in the bundle.

Telco companies should also do more to explain the pricing of their bundle of programmes.

We urge telco companies to be mindful of the needs of consumers in planning their packages.

We also urge consumers to vote with their feet and signal their needs to telco companies if they feel that the bundle of programmes does not meet their needs or is not priced competitively.

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