



Name	Feedback
Abdul M	I was helpful and informative
Adam C	Ease
Adam O	Service good
Adil Z	The level of interaction of the community is strong. It's basically not a dead forum (:
Adrian	Good place of information and to be able to post questions and to see what's up. Good to get feedback and reviews on services plans and products.
Adrian K	Gives us advice on things that we might have to otherwise spend time searching for. Many interesting contests with great prizes to be won. Reading about experiences from others in the community. Great place to hang about.
Adrian N	Its a one stop shop
Afzal	Twitter has really benefitted the starhub community.. They are more engaged with the people.. N responses are much faster than the conventional hotline method..
Agilan S	Lately I've had quite a few issues with StarHub. I feel StarHub has alot of improvements to do to keep loyal subscribers. The community is quite redundant. But it's better than nothing.
Agnes P	It is good that there is a community or another facility aside from the customer hotline where you can get help/assistance. I believe the persons or customer support persons should be further trained on how to provide customer support.
Agustin	Good customer sevice well done
Ahmad H	Quite simple and good layout but maybe there's room for improvements on information given and updates of promotions.
Ahmad I	Its simple easy and efficient
Ahmat J	Informative
Aidil B	It can serve as a point of reference for feedback on services based on other customer's experiences.
Akshay M	Saves time
Akshed	Contents
Alan F	informative and very engaging. lots of reviews and opinions from real people.
Alan K	This is a place where I can get useful info from fellows hubber. A platform to share our experience and useful tips
Alan L	Able to share information and get comments from other community members.
Alan Q	The cso are very responsive even they do not have the answer they will try to make their presence instead of ignoring the question.
Alan T	Able to read about different users experiences.



Name	Feedback
	Having a Starhub Community, gives us a resource which is close at hand and always available to us, and what more it is free.
	When we need help on any problems, that we may encounter during our usage of the computer, all we need to do is to contact any of the dedicated IT volunteers that have kindly given their time and expertise to help us with our IT problems or any other questions that we may have and that we don't have to wait long for them to reply.
Alban D	
Alejo	Ease of access on all my starhub services concerns.
Alex L	Very good.
Alex S	No particular reason
Alfred A	informative
Alicia H	now i can get faster assistance from starhub whenever needed
Alireza J	Get a lot of questions and answers in one place!!
Alison K	It could have been better promoted. I stumbled across it via google.
Allan L	Provides info about latest Starhub service updates and promos.
	This is a good experience of having to be a part of the community for a product/service I have been experiencing since last 5 years. Getting access to the community forums helps me to find out what I was looking for and in some cases, the information is very helpful is making educated choices and decisions. Kudos to Starhub community!!
Alok M	
	It keep me updated on the events that star hub community members are talking about.
Aloysius C	
	Starhub community allows everyone to post their enquiries and related stuffs on the website. With that, most of my enquiries could be found on the website without having to call the enquiry hotline.
Alusyos T	
Alvin	friendly and reliable
	I have used it only once or twice.. not sure of my usage. Cannot really comment on this.
Alvin	
Alvin C	user-friendly
	The friendly environment.
Alvin C	I have yet to encounter any rude comments.
Alvin F	Informative
Alvin N	able to view other people feedback
	Kaiboon is helpful. But overall customer service not good.
	I have to get 4 calls to get things settled. Obviously starhub is not putting customer satisfaction as top priority
Alvin S	
	Swift responses to general enquiries, common issues most customers face are clarified in a concise and efficient manner.
Alvin T	
	There is definitely value in Starhub Community. Hopefully I can see more interaction, there is still room for improvement but overall. Still a good service.
Alvin T	
Amanda L	Users sharing same problems and solutions



Name	Feedback
Amirrudin B	I like about StarHub Community as it is one of the channel to give suggestions and feedback from customers. Despite having a social network such like tweeter and Facebook. To have a forum for our Starhub customers is a WOW.
Amit K	It is very useful platform for getting all the details in short and direct answers.
Amy	informative, user friendly
Ana P	Good customer sevice
Andre S	What is there to like? The main website is not informative and Community wasn't really helpful
Andre W	Quick way to get answers
Andrew C	It has answers to some of the simple questions.
Andrew C	easy and convenient
Andrew L	Need more room for improvement
Andrew L	We are able to use the forum to obtain answers to any questions that we have.
Andro I	This Community is a one stop shop for all information i want to know about Starhub :)
Andy C	Ease of use.
Andy C	It's cool.
Andy K	approachable, friendly
Andy W	Accessible 24hrs a day without having to wait to be attended by customer service over the phone
Andy W	Easy to navigate and useful resources available
Ang C	You can learn from other's experiences.
Ang C	The information is very accessible.
Ang G	Engaging and frequently updated.
Ang H	Services is good
Ang H	Easily accessible
Ang L	Lot of help from other users n staff
Ang M	It let know the services,support,and product Starhub can offer
Ang P	Keep up the good work and try to organise more promotions or contests.
Ang S	Staff participation helped to answered some questions
Ang S	Its a central spot targeting only for starhub customers. Here, we hubbers can share the experience and problem we encounter. Only starhub customer using the same equipment know better.tt why its easier to interact.
Ang S	good interesting layout. nice content too!
Ang T	Well done
Ang W	Nice idea but i prefer talking with operator.
Ang Z	StarHub Rock~
Ang Z	Friendly n easy to use
Ang Z	People there are friendly. I got my answers rather fast, within an hour or so. It totally solved all the problems I had. Kudos!
Angela G	Easy to navigate and informative



Name	Feedback
Angela L	Did not leave me any impression
Angelie J	perfect
Angeline H	It's easily accessible at all times of the day
Angelo A	It is very good tool to communicate with your fellow colleagues as you share own thoughts and can gather answers for same interest. This is a good community whereby can promote awareness and virtual bonding with your co-Starhubbers. Please send me an email to <a href="mailto:angelo.anyayahanfernandez@starhub.com">angelo.anyayahanfernandez@starhub.com</a> if ever I win this contest as have difficulty putting on the last part of the survey. Though I have put my personal email address <a href="mailto:gelofernandez83@gmail.com">gelofernandez83@gmail.com</a> as for my contact email.
Angelyn T	Informative and resourceful information.
Angie T	Easy and no waiting time request.
Anita R	very informative, solutions to several queries can be found. I love the outlay of this site.
Anna D	I could find the information i needed.
Anna G	The site is very effective and user-friendly. To view the contents is very easy plus the browser is fast. The offerings and promotions are also inviting. The design also is up-to-date and queries can be answered simply by visiting the site.
Anna H	Complicated to use
Annabelle T	The connection where people can share and post their comments with one another.
Annup V	Like to see other people's view about products and make decisions based on popularity... "if so many people like something it must be good!" It's a great way to avoid long waiting time on helpdesk phone. But, still a long way to go about content richness - i.e. becoming a knowledge repository of real F.A.Q. Hope in near future more users will be part of the community and enrich the experience
Anol B	a community network
Anselm A	I think kaiboon is very well verse in the feedback regarding the Wi-Fi fibre optics issue.. well done.. and his response is very fast too.. I introduced the site to my friends too... well done.
Anthony C	Easy to access, user friendly
Anthony T	Its good to have some communities as it helps people to interact and know common problems as well solutions upfront.
Anurag G	You should consider making an android/iphone app.
Aprizal C	Prompt reply n many helpful resources
Aqil	I can ask for thoughts and the availability of a certain phone
Araceli M	Its helpful.
Arnaldo S	interactive and informative
Artemio B	Amazing platform!
Arthy M	Convenient place and effective staff whom response to queries.



Name	Feedback
Ashley G	Similar questions are already been provided and this greatly reduced the time spent enquiring.
Athar	Its very simple yet useful for me. especially the FAQ
Aung T	I can see feedback from other customers like me.
Austin O	It creates a more effective platform to allow customers to find out more about Starhub information at a touch of a button.
Avan	Useful to get answers from community when the company isn't able to help much.
Averyl H	For simple issues, it's a click away and hence no need to wait 30mins or more on the helpline. But more the more complicated issues, we still have to call and it is not fun having to wait 30mins or longer to get assistance.
Ayu J	I feel it is always great to have a community that shares their insights and reviews on the latest handsets or gadgets. Article writers who shared their technical expertise and me being a technology geek, feel it is definitely encouraging so that I know what to look out for so that I can make an informed purchase.
Azael D	Promotion and Members Contest
Azaman B	Share ideas,Feedback Issue and Helpful Starhub Cso.
Azlan B	Online enquiries without having go to the shop
Azmin A	Uaeful and informative
Azrinna B	It is a great one stop where we can get answers to all our problems.
Balasubramanian R	It's a nice concept ,we can approach one more way to starhub.This community is helpful & reduce the time & stress.
Balraj G	Real time help experience.
Bambang	you should make an app to access the community
Bang S	easy to read, but lack of information.
Beh H	Easily accessible to . Have better staff to help us eg Kaiboon.
Ben W	I LOVE YOUR SERVICE
Benjamin	Alternative ways beside calling the hot lines
Benjamin H	The staff is very friendly
Benjamin T	It is a platform where consumers, users are able to source solutions for the queries they face, as well as a forum where they can use to interact and exchange opinions.
Benjamin T	more events
Benjamin T	easy to assess
Bernard L	Convenient.
Bernard N	Good for non urgent queries
Bernard S	Nothing outstanding
Bernard T	Able to help one another.
Betsy T	The Reception Counter was able to perform an urgent action immediately, which was cancelling the sim card.
Bima R	prompt action regarding my technical issue
Bjorn A	I love your service ALOT ^_^
Bobby P	Simple and clean interface. Easy to search for information.



Name	Feedback
Bok W	When i experience some doubts or encounter certain issues with regards to Starhub products or services, via viewing other posts of similar cases and solutions provided by the staff...i wa able to rectify problems or issues.
Bong A	I got the answers I want effortlessly
Bong C	It is user friendly, hassle free and saves time.
Bong C	Comprehensive, helpful and clear!
Borislav G	Nothing. It's useless.
Brian B	Awesome contests that I benefit in joining as a Starhub user and love taking part in them.
Brian C	Probably solve a technical problem, another platform to report problem instead of making phone calls
Bryan L	It is easy to browse, the interface is simple and the colors are pleasant.
Bryan L	Simple and easy to use.
Cai L	Easy to access and easy to use
Calvell C	Got to discuss problems with fellow users and got feasible solutions from the community. I like the part where starhub spokesperson will answer queries there. Its a place where information can be shared easily and quickly among starhub users.
Calvin	I like the user interface of the website layout
Calvin C	Efficient and helpful
Calvin G	The help on the forum is fast and good
Camille T	It's vibrant and colorful
Camillius C	Gives me the information I am looking for.
Camy L	It's better then calling into the hotline as always get held on hold for ages before I get to speak to anyone
Candy W	Useful guides
Cao Z	Good layout
Carey W	The warm community and level of activity.
Carista W	I like it that fellow Starhub users now have a platform to voice out their feedback, plus chat about topics of interests such as makeup etc
Carol C	plenty of info
Carol L	nice navigation
Carolina M	Awareness promotions and services that are offer.
Catherine A	Useful and easy
Cedric L	Totally helpful but would prefer to have less waiting time. Thank you.
Celeste T	It wonderful that most of my none urgent matter can be found and solve on Starhub community without any waiting time and even during late night with there is no operator services.
Chan	Helpful plus got answer that I need, cause star help helpline and store staff are not helping to give correct answer and they are rude
Chan C	It has all the info I want to look for
Chan C	Having fun joining the contest!
Chan C	The community is active, supportive and helpful
Chan F	



Name	Feedback
Chan J	Allows people to help each other
Chan K	Contests, videos about the HappyEverywhere campaign
Chan K	Some of the technical information is quite helpful.
Chan L	It helps at times when I required the services.
Chan M	The contests
Chan M	The contests
Chan M	You can solve customer problem.
Chan P	Layout n colours
Chan S	Easy navigation
Chan W	Information sharing from starhub customers
Chan W	Good for FAQ
Chan Y	more information
Chan Y	Fast and detailed response from the admins and community solves my problem without needing to call customer care
Chan Y	Simple uncluttered layout
Chan Y	Registration was simple.
Chandra	1.The openness and quick information is welcome change as company for Starhub. otherwise.. it takes times to know the problem/answer. 2. We(customer) can help each other ;a Win -Win situation through ST community.
Chandra S	I like its efficiency and user friendly website layout.
Chang L	Easy to look for answers!
Chang M	User friendly, able to find the information that I was looking for.
Charles L	It covers all my telco needs of TV, broadband and phone. It gives free viewing on Starhub TV on holidays. I can redeem points for rebates. I get discounts.
Charlotte C	The ease of search and ability to post questions.
Chau W	Good
Chaw K	Simple to navigate and to well structured
Cheah K	Customer are free to share their experience with starhub, and the customer service is really helpful with my problem or issue.
Chen F	Many features in one website
Chen L	Quite useful
Chen W	Saves precious time by cutting down some steps. Prompt and responsive! If got Any common issue can be solved through the hotline, no need to visit the store
Chen X	
Cheng H	Staff reply within 2 working days..
Cheng W	Contest and problem solving
Cheng Z	able to refer to others' experiences.
Cheo B	Someone to advise on how to re-solve the issue
Cheong C	Good improvement, room for better customer service though
Cheong L	The interactive aspect.
Cheong Y	Convenient and I can get the answer quickly without much waiting
Cher C	Never have i ever like the stupid idea.



Name	Feedback
Cherry	The friendly and helpful staff and the comfy embiance.
Cheryl C	It is informative.
Cheryl T	easy to access and time saving
Chew B	Starhub community is awesome, it allow easy access to not only the latest mobile but also fashion, health and other general news.
Chew K	It is open, transparant and staff are helpful!
Chew M	Fast to look for solution.
Chew M	Good attempt. But there should be experts monitoring forums to give conclusive answers in a timely manner
Chew M	Community is categorized properly ad a search is provided or easy searching
Chew P	Gives me the pluses and minuses of the website !
Chia C	Can browse for information , can be faster than calling the customer service some times
Chia M	Room for further improvement.
Chia P	Useful & convenient
Chia S	Easy to find info without having the need to call to ask customer service
Chia S	Useful and easy to access.
Chia Y	Ease of use
Chiam B	Update me the latest promotion & event
Chiam S	A lot of interesting and helpful posts shared by many users. Great place for information.
Chiang Q	There are active participation on the forum where answers to my questions can be easily found. I do not have to contact Starhub directly and this saved me a lot of time.
Chin L	I can see all the other feedback and questions that others post, and thus, sometimes I don't even need to post anything regarding my queries! I like how easy it is to post and see replies too!
Chin P	Can ask the question directly and get answer in soonest time.
Chin Y	Save time and afford to get advice from the community, in one word "convenience".
Ching W	It's convenient and easy to look out for information without having to call the hotline. It's also a good place to share and find info between users.
Chio W	very good in service
Chng L	To check any FAQ as it would save the waiting time for calling to starhub hotline and put to hold for 45mins.
Chong C	Well, Sometime is just that we never realize there is such function or solution around. With Starhub Community, there is a lot of think i learned and find it very useful.
Chong C	can improve further
Chong C	Knowledge Sharing..
Chong L	It helps me reduce the time consumed for solving problem.
Choo C	Can get views from other users.
Choo J	It's a good place to check up on information



Name	Feedback
Choo K	Went there for some technical questions and got most of the answers.
Choo M	You can read about the issues raised by other people and find useful solutions. Pretty standard forum. Should have tech new and latest tech information and group style deals to make it interesting. Something like hardwarezone. With sponsors and best gadgets deals.
Choo T	
Choong C	overall is ok just if possible the waiting time to be cut short.
Choong W	Discussions by community members
Chow C	advise and experience sharing
Chow T	Be more proactive in engaging customers
Chow Y	It's a space where exchange of experiences and feedback for these enormous and complex configurations like types of modem which works with that router. StarHub cannot simply test ALL configurations out there. So the community is a place to share.
Chris	nothing much to be honest
Chris T	Not much actually...
Christina T	custom service is good, thank you
Christophe C	I can see what other people are doing and through sharing can get to know new things.
Christopher	Lets me find answers to specific queries online easily.
Christopher	You get to understand what are the problems or issues people are actually facing when they are using Starhub services.
Christopher C	It will be better that if we can check phone numbers which we dial out last month.
Christopher L	Community of daily life.
Christopher P	I can read what other customers' good or bad experiences with Starhub. :)
Chua B	I've not really visited the Community. The only time i visited was because of the contest during the initial launch. More can be done to integrate it into the main website. It should not be a platform for customers to find answers to their queries but should rather be like a forum page like how Hub is organised.
Chua C	Can be done better
Chua C	There are lot of news and information in the community. Some quite useful. Respond from community and others who shared the same problem can join in to discuss
Chua D	
Chua E	Its a useful place to look 4 information. I dont have to immediately call the hotline for queries.
Chua H	it's reduce my hassle to call the hotline
Chua I	Contest with chance to win prizes.
Chua Y	Information that was simple and direct.
Chua Z	quite informative for the consumers and relatively easy to navigate



Name	Feedback
Chung S	A convenient webpage not only for Starhub related matters but a place to 'hang out' for latest information about beauty tips and other interesting topics.
Cindy	Easy navigation :)
Cindy L	All information under one roof
	I call in customer service had up to 1hr or more.
Cindy S	I think if can improve the calling service.
Cindy S	Informative
Clarence P	nice place
Clarence T	Prompt replies to questions even if it's not always helpful
Clarissa K	They are helpful and friendly
Clement P	I have been a Starhub subscriber for more than 10 years through good times and bad. It's nice to know that i'm not the only one :-)
Clement W	can find out what are the trends going on in the forum
Cliff H	Able to freely express and get information from other people
Clifford C	It is a good place to share some information, but starhub should pay attention to the feedback given so that to improve the quality of the service
Clive L	It is a cool place for Starhub fans to interact and share info.
Clive W	It did not meet my needs, so nothing really.
Colin H	Not bad.
Colin L	Good concept, but the service is poor
Cornelis T	make the website more user friendly, post more roadshow or exhibition or promo or discount
Dallas G	Easy to navigate
Damien	Nice website and usefull for information
Dan M	i like people difference view/comment and the admin always answer you in nice updated..
Daniel	I have not use the starhub community yet
Daniel	i like it all.
Daniel	The forum is always have answers in what area of help you need, but slow
Daniel A	it gives me up to date details of the service support as well as when the new models arrives!
Daniel C	information
Daniel L	I can ask a question anytime I want and I prefer an email reply for direct answer and further contact for clarification if needed.
Daniel L	Intuitive. Self help
Daniel N	quite prompt reply
Daniel P	Works. But needs to respond faster
Daniel T	With the StarHub community, I was able to find most of the answer without using the hotline. Plus it's very easy to search for solution :)
Daniel Y	Is a place to get some relevant information from a variety of topics



Name	Feedback
Danilo M	i like the information that they provide starhub customers and also the contest
Danny C	let us be aware of problems and solutions
Danny L	I like to know the feed back others customer when new devices launch.
Darrell N	Personalized answers to each issue whether major or minor
Darren Q	Useful for sharing of information
Dave J	Got valid feedback but still require more information in hello shops
Dave T	It saves me the hassle of going down to a store. With Starhub Community I can get answers to my enquiries fast, accurate and at the comfort of my own home!
David	Not very helpful and not active
David	very best way between starhub and customer. keep it on!
David E	visiting the community will be quite meaningless to me as i'm quite an advanced pc (or internet) user so i will be anticipating more in-depth assistance by calling the hotline to get the problem(s) rectified. whatever the community offers I would have already tried before calling the hotline. And when I called, it means the problem cannot be solved at my end.
David F	It's pretty simple to navigate and has some helpful content.
David J	Information easily accesible
David L	Ease of use.
David T	Informative.
David T	Gives customers a platform to interact.
Dayang K	Very informative & helpful
De S	I like the fact that anyone with knowledge of solving issues can help each other to solve the problems. I believe that StarHub should do more to promote StarHub Community instead of having many platforms. StarHub should consider using this platform to replace StarHub Cares (Facebook & Twitter pages) as I personally find it difficult to interact with the staffs based on a particular issue.
Deguzman R	Easy to use, helpful and it's a great way to know more about what 's the latest happening in StarHub community.
Delia L	It's easy to access, convenient and service is fast.
Delson L	We unite and share our ideas. We stand and voice out when things are obviously infavourable to us. It's a great community to allow customers to interact and share among each other. I also hope Starhub can make good use of this community to hear the voices of your customers.
Denise T	I didn't really know about it although I have been a Starhub customer for about 9 years
Dennis	It is a good place to see other user feedback on promos, products and services before I avail of them.
Dennis C	interactive with other's comments



Name	Feedback
	Good platform to meet and discuss problems and solutions with fellow Starhub users.
Derrick S	These may be people who have first hand experiences with the problems posed, they would be able to relate and give immediate solutions to the problems.
Desmond	Provide information which I do not need to call and ask over the phone
Desmond H	it is easy to get latest information
Desmond T	User friendly and pleasant to the eye
Devdeep	Starhub community is a one stop shop for all the needs and also a great place to catch up on the latest buzz in the Telecom world!
Deve S	It's informative, interactive and entertaining :)
Devin C	Informative. User-friendly. Nice Layout and Designs - Pleasing to look at.
Devin W	Lots of info without having to call.
Dhanasegar	Starhub community is the place to us to solve all the problems and technical issues..
Dickson L	None
Ding W	It is very convinient platoform.
Dino F	At least Starhub is the only local telco that's having and support the users community via this unique platform, at the same time, knowledge is being shared so that we can get first hand info when we face trouble like data connection, certain brands, certain model that having technical issues etc.
Dixie T	I love this website because its accessible, in just one click you can get the information you want. The forum also provide information for non subscriber like me.
Diyana	common faqs answered n new questions can be posted.
Do M	Community is really helpful
Doddy Y	ITs a forum that you could get much info about the starhub
Dolly C	It makes my life easier by going through one channel to search/ solve my queries!! Thank YOU!!
Don	As above, a channel for feedback on StarHub services.
Don H	The forum search function
Don N	I find the Starhub community very helpful. I believed that it serves its purpose, because whatever you need to know about Starhub you can check it straight to Starhub community. Keep it up and More power!!!
Don S	Quick replies from the administrator.
Donny G	simple, direct to the point
Donny P	Customer service, Kai Boon responded quickly to my queries and I appreciate it.
Donovan L	It is a close knit community which allows users to get their answers quickly, not only from the starhub CS but also other users
Doris L	Get to know the other hubbers
Doris R	Friendly staff
Du J	helpful
Duraisamy K	GOOD



Name	Feedback
Dyah K	Its a forum abt starhub
Ea J	Helpful and fast.
Eddy I	respond with follow-up action for the issues rised by customers
Eddy K	saves time rather than going to the shop or waiting for a response from the hotline
Eddy T	nothing to be honest
Edgar	Interact with other users
Edi W	It is very helpful and easy to get some simple yet important information.
Edmund L	It is very interactive and exclusively starhub's.
Edmund S	Great but need to improve in adding more Q&A.
Edmund Y	No wait time, unlike hotline.
Edmund Y	Is user friendly, easy to get info.
Eduardo S	You will get some tips with the new function/features of the new phones. At the same time there's always some contest to take part.
Edward T	Informations are up to date
Edwin	One-stop solution center
Edwin F	There is none.
Edwin F	A community level support where other users can assist each other and the information is shared and archived on-line for anyone to view/search for assistance.
Edwin K	looks confusing and not straight forward enough
Edwin K	Is a very good interactive community.
Ee K	Simple questions were answered by non-Starhub employee from other Hubbers. Maybe able to find solution fast if making calls were not an option at that time.
Ee M	That's help when I can't get cs at u hotline. Bit just the feedback, reply or call fm u to assist a bit slow normally take 4 days. Can u reply faster?
Eileen	Overall it's good
Eileen A	It's user friendly, lots of information & up to date
Elaine C	Fast, easy and clear layout!
Elaine K	troublesome, have to register and I prefer to call the hotline to resolve my issues
Elaine K	Easy to use...
Elvis C	It is interactive and informative.
Elyssa	Accessible.
Emily	innovative
Er S	helpful to us with the easy way.
Eric	Golden Gurus
Eric	Not bad
Eric	online access to starhub
Eric L	Try to market the website more.
Eric L	The quick response time and helpful solution to our problem.
Ernest	There's a forum where I can see other users with similar problems and I can get help there.



Name	Feedback
Ernest C	Quite easy to redeem rewards points.
Ernest C	Friendly and somewhat easy to get information
Ernest H	useful but could be better if there is more information
Ernest P	easy to use platform for the much internet savvy people. greatly reduced the waiting time to talk to a staff.
Esther L	Professional, the 3G is good and the staff is knowledgeable in their products and services.
Esther Y	Comprehensive and user friendly
Eugene	Fast replies for my queries from the Starhub Admin Officer. Other users can also share their knowledge or experience with one another.
Eugene K	The blog posts are useful in informing people about product reviews and tips.
Eugene Y	interactive
Eva M	It answered d question I needed, helpfull indeed
Evelyn W	It plays an active role in charity.
Ewan S	Good initiative.
Ezeedin S	Keep up the good work I like the way how Starhub seems like a happier telco than the rest of them
Ezra B	Prompt support given when required.
Fabian S	I don't even know this service, as I didn't received any email services for this
Faherah	The Speed of It!..Like people reply back fast.
Fahrul R	It is very organized and the forum discussions help to filter the information, and helps users to target their information sourced there. Helps to reduced repeated information and questions.
Farhan B	Everything
Faridah B	I am impressed by their service and I do not have to go down to the outlets!!
Faris A	Very interactive, but can be better in terms of admin response, and also feedback.
Farridon	It is convenient and easy to use. It is made easy for users to browse around and such
Federick L	Accessibility
Felicia L	Its user-friendly, easy to navigate and design of the website look sophisticated.
Fen	able to view the posts by others
Feng L	share more information
Feng S	It is useful when I get an issue. No need to call the service center to wait for phone. It creates an avenue to give immediate feedbacka, ask customers support, and interact with other starhub customers about issues, updates, or promotions
Ferdie I	oabout starhub services.
Ferdinand G	Have an effective solution at my fingertips but more importantly be able to Interact with not only the StarHub Community but also be able to build bonds among Singaporeans, residents and the workforce!



Name	Feedback
Fiona L	Keep it simple to use & user-friendly.
Firdaus	A more efficient channel than call centre
Florence	we get to know quite a lot of things
Fong K	Easy reference to enquiry
Fong K	Easy to search for Q&A and also a platform to interact with mobile phone enthusiasts
Fong K	Look for free apps recommended by users
Fong T	I like Starhub Community because i could find out a wide ranges of information from product to price plans. i think it is much convient than make a trip down to the starhub just to make enquiries.
Foo H	I like the contests held. For enquiries wise, I would prefer to call the hotline as it is faster.
Foo L	Pretty good
Foo M	gives starhub customer another outlet to address our issues.
Foo S	nothing to get me excited about.
Foo W	Convenient, ease of usage
Francis	Easy to get help
Francis C	Quick response time
Francis K	I like any online portal that is interactive, reduces the reliance on talking to help-line customer service staff and I can avoid being made to wait on the line till someone is free to take my call.
Frank	Right now i don't like anything about StarHub i tried to top up my friends Phone card and it would not let me process it 1
Franklin J	The topics etc
Fu W	It provides some news about the artists.
Gabriel	Good so far. hope to see more things.
Gabriel N	lots of info
Gabriel N	real life answers from the community
Gallardo C	Quite helpful and saves time
Gan C	Not all the solutions can be found.
Gan H	Friendly and efficient
Gan K	It is user friendly with information up to date
Gan P	Awesome!
Gan S	Easy
Gan W	None
Gan Y	it provides a means for me to self-help myself to resolve issues.
Gao D	easy to get information
Garry T	Fast and understandable
Geoffrey T	A place to find answerw
George L	It's convenient when you're connected.
George N	It is inclusive. easily accessible fun and informal
Gerald F	It's green.
Gerald L	i dont know. this is my 1st time here.
Gerard Y	Not sure yet as never use before.
Gho H	New ideas, great platform for sharing



Name	Feedback
	its great to have this centralised place where we can get most of our queries answered rather than every time have to call the hotline which usually have to be on hold for long time. it is also like a community place where we can take part in some activities which enhance customer experience.
Gilbert T	Looking forward for more features to be incorporate in this Community site
Gimra	fairly helpful but maybe not for all cases
Gina N	Minimize wait time
Glen N	They are great, convenient and reliable. With more post, it will solve most of the problems. Good Job!
Glenn L	Room for improvement
Goh C	Convenient, no need to make a call to starhub hotline (need to wait) or go to the starhub shop.
Goh C	Not very sure what is it
Goh H	Most questions & answers are in there with knowledge without hassle to call for answer which sometimes needed to wait quite long for a consultant to pick up or just wanted to ask 1 question only.
Goh K	simple solutions can be solved
Goh M	Starhub community is a great platform for Starhub customers to find solutions to their problems without over-relying on Starhub customer service officers.
Goh S	Sharing of common questions face by Starhub customers .
Goh S	Many times, the question still has to be answered through the hotline, so it would be quite pointless to ask here.
Goh S	their speedy reply ,given right answer to solve my problem without visit the shop nor call 1633 for help.. thank you
Goh T	adequate information provided
Goh T	Generally honest feedback which you may not get from Starhub product or support staff.
Goh W	It is a great community for sharing knowledge and information.
Goh Z	Easy navigation.
Grace	It helps me to update myself about any promotions held.
Grace N	Provide quick access to information
Grace O	It saved time and help me to find my answer online and almost instantly. Fantastic!
Grace T	A great forum for users to make friends and share beauty tips, as well as catch up on the latest updates about the Lady First SG episodes. :)
Gu F	Very much satisfy with the Starhub Community service All my question was answered promptly within very satisfying time duration.



Name	Feedback
Gunady N	There are Starhub staffs that actively answer questions from members plus other helpful members. It is a great way to find answers that sometimes trivia, but quiet frustrating to go through normal helpdesk channel. Keep it up, and maybe improve the interface to makes the viewing of the thread even easier and simpler.. :)
Guo X	i can learn more about the information through the net.
Hadinata	I love the design and simplicity of the website
Hafsah B	Sharing of experiences and knowledge with others and vice versa. Try to resolve issues before walk-in (may not be necessary).
Haini	To be honest, I have not really browse through much of the site. But what I can say from my previous browse is that it does help in certain issues like I can get some answers for my enquiries from it rather than calling up the hotline. It also has interesting contest that I can take part, even though not often you have it.
Ham P	I like Starhub Commuinity for the following reasons :  1) I am able to get help and answers for my problems relating to Starhub products and services. 2) I am able to view topics of interest from Starhub customers. 3) I can post answers to help other Starhub Community members.
Hanee	Starhub bothers to send out regular survey like this to get feedback from customers so that they are aware of issues we customers are facing whenever we make call/visit starhub shops and staff interaction
Hardy O	The response to my query was fast.
Harinath K	its too easy to complaint in community, get answers for faqs... ratherthan calling to customer and wait for long time.
Harish	It fast and efficient and most of all, easily accessible
Harold C	can still be better
Haron	its quick and convenient any time ready for answers for my needs queries
Harvey B	it is informative & interactive
Haslimi B	Lest waiting physucally as u can inbox all mssg related to the Starhub e-service before this we have to play waiting game at the service centre .
Hau Y	fast reply and easy give the help..
Haziq	Better interaction with people who have experiences on how to deal with people.
He Y	Clear for user to see and browse. Structured for user to find their answers.
Heah D	Help to save time
Heizel T	It is very user-friendly and easy to navigate around. Did not spam emails to my mailbox.
Helen F	It is user-friendly. I could rely on this 'tool' to find the solution to my issues, if any.
Hendra	Troubleshooting and solutions



Name	Feedback
Heng H	Sometime other consumer also will help and it is good to share the tips for some of them who dare not ask...
Heng S	Good service
Heng Y	Creating a conducive environment for information sharing and at the same time making it more convenient for customers to make enquiries.
Henry T	It is like a forum where I could get answer to my enquiries from various people not only for, starhub.
Hermelin O	It helps on your questions and call only the customer service for confirmation and advises.
Hery	it's useful, i can ask starhub related question without needing to take a long time waiting on the phone :)
Ho K	It is very efficient and friendly.
Ho L	Convenience
Ho L	Informative
Ho S	Able to see the same problems or questions in the Community, to save time
Ho W	Good platform for users to check and get some information
Ho Y	Enjoy h get together Racer harmony
Honey M	lady first fashion. i get answers/sugegstions from other ladies.
Hozefa B	staff are knowledgable and offer alternatives and attentive and patient that is why i have been sticking with starhub broadband for past couple of years becos of their prompt technical service personnel who always solve my problem
Huan W	some ready answers of the issues i face
Huan Z	Its good
Huang J	Simple and easy to navigate
Hui H	It allows all users to come together to share about information which is very convenient and reduces reliance on interaction with staff to get the required information.
I N	great initiative. not perfect yet, but everything needs time to settle and grow and mature.
Ian C	it's good for general queries and peer assistance. but at present I am an Platinum member, so for most issues, I'd just call the Platinum hotline :)
Ian K	Great!
Ifa	It is effective!
Iqbal A	Not very helpful at times. Not all of the post are reply.
Irene T	none
Irin O	Satisfy
Irsyad	Direct easy to understand answers
Ivan C	It does provide useful info so that customers can reduce the calls to customer service/technical help. Hope Starhub will continue to provide the info sharing and improves the knowledge base into StarHub Community.



Name	Feedback
Ivan L	It's simplicity is good
Ivan T	a lil support for us.
Ivan Y	Prompt reply. Easy access
Izwan	It was helpful as some of my doubts were answered in the forum. Also the staff was prompt in giving updates about the current status of my network problem. And it resolved quite quickly. Very efficient. Happy everywhere!!!!
Jabez F	Bustling, interesting community that shares the knowledge, and is unusually friendly and helpful
Jack S	Can get all the comments from others people in the community on the latest gadgets and promotion.
Jackin P	Helpful admin and very prompt reply.
Jackson T	Clear and Useful information given
Jacqueline C	1 stop place to search for common queries online n interface is user friendly
James	forum
James N	Fast and efficient. Definitely better than going through all the automated message and maybe the miscommunication and misinterpretation between both parties.
James T	I cannot comment since I seldom visit the site. Very seldom I visit the site only to look for some information in the hope of finding a solution to a problem.
James T	User-friendly interface.
Jameson S	More proactiveness and open discussion from Starhub rather than just request for call back.
Jamie T	I have only participated in the forum so far, and i have already been able to get a few good tips from fellow community members. In the area of StarHub services, this community will be useful as fellow customers share their real experiences and solutions that will benefit everyone in general.
Jan M	Good Job StarHub community team!
Jan M	Feedback from the users
Jan R	It's a community effort and helps me clarify doubts without having to solely rely on customer care representatives, I got information instantly without having to hold on line.
Jane C	User friendly
Jane L	looks nothing more than a forum page
Jane S	staff are friendly and know the products pretty well
Janelle	I do not need to wait hours on hotline
Janice R	Provides all the information I need regarding starhub services.
Jannson K	The patient staff.
Jared L	I do not need to go down to a Customer Service Centre to clear my doubts, neither do I need to make a phone call to check for any queries.
Jasling Y	Event



Name	Feedback
Jasman N	I noticed the standard reply on Starhub Community on issues requiring technical support, is to call Technical Support. Why bother to have this channel in that case?
Jasmin	easy going.....
Jasmine	interactive and fun
Jasmine	It's a one stop service.
Jasmine T	Easy to source for information
Jason C	It's very relaxed, and the active community there is considerably friendly and helpful. Lots of interesting discussions and reviews too.
Jason H	The visual design and mobile browsing. Don't really like the gift and point redemption system, hard to browse
Jason T	It helps to interact with other starhub customer, to know more about the insides, their thoughts.
Jay P	A forum like this is always useful.
Jayantha S	Easy to understand information
Jayben L	Starhub community is a convenient way of knowing the things about starhub and what they can offer you. And also you can find alot of answers to those questions that you have without going to the shop. i find it very helpful to us consumers.
Jayce L	Informative
Jeffery L	I am able to get answers from other customers with similar problems or questions.
Jeffrey L	Informative
Jeffrey L	Its user friendly
Jeffrey N	seriously~ from my heart.. (CMI) cannot make it. even maybe I call in for enquiry it's still the same thing and I can even wait till 2-3 hours for them to respond my call.
Jeffrey P	Its a one stop place for people to get information easily.
Jennifer G	It's user's friendly, easy to use! Simply awesome!
Jensen L	very helpful!
Jeremy	The response from Starhub is reasonably fast considering the amount of forum questions people ask here.
Jeremy W	Efficient and useful. But more elaboration could be given.
Jerome L	Helpful
Jerome N	Community allow customers to quickly find solutions to common issues/question that plague other customers
Jerry	Improvement - to make the link to community more prominent on the website. Make a list of top 3 qns in each of the Starhub Services ( Mobile, Broadband, etc ) and make conscientious effort to address each issue every day
Jerry L	knowledge based with FAQs on user's problems.
Jerry L	Interesting and they are user friendly.



Name	Feedback
Jerry Q	Easily accesible and convenient to find answers and browse through products and reviews.
Jeslin	Not so useful to use.
Jessen T	Not helpful.
Jessica K	Clear graphics.
Jessie S	interesting but nothing beats the calling the hotline
Jiang C	it's a convenient place to get information about starhub services. it's also fun to communicate with other users and share experiences of starhub products. moreover, it doesn't involve the long waiting phone calls to 1633.
Jill B	Awesome!
	Quick reply can be seen. Details reply are normally send in private messages.
Jimmy G	It is better to advise the guideline for vouchers eligibity, rewards or rebate to customers.
Jimmy L	Tips and tricks of mobile devices
Jin Z	clean neat and simple
	Starhub shop wish can be easily changed in the plan.
Jinwoo-Kim	It is now possible, but the procedure is too cumbersome.
Jireh D	The prompt and accurate response mean a lot to me.
Jo	Helpful people, learn things abt StarHub
Joachim L	convenient, easy and user friendliness
Joan Y	Excellent service provided & connect me with all my friends & family!!
Joanna	u have a vast topics
Joanne H	Save time, do not have to go through the calling Plus waiting progress especially it's in the middle of the night.
Joanne T	1 stop portal for all enquiries
Joanne T	It's easy to navigate and is helpful.
Jobu	Immediate response, Transparency about all the range of issues within starhub, useful up to date information
Joel C	I like the convenience factor.
Joel T	An avenue to share the answers to various issues faced by consumers.
Joevanni S	Sharing of information not only from Starhub but also from the community.
Johan	If there is a team from Starhub support to answer is better.
Johar	i can understand the reason behind certain issues in more depth..clarifies issues..
John B	Fun and Interactive.
John D	In a few words of your own, tell me what you like know.
John L	It is simple to use, and I usually get answers from the community.
John L	New ideas of interacting
John L	simple direct user interface, can checkout questions already asked by others and wide range of topics to discuss.



Name	Feedback
John L	Make it more attractive and user friendly for browsing
John Y	Community is helpful and friendly. And provides accurate advice.
Jojo C	Easy to post question and easy to browse for information that was posted by others.
Jolene	Some info which dont require to call the hot line directly
Jonar H	it is very informative Good initiative, there are still outstanding questions that has not been addressed by StarHub appropriately.
Jonas T	Will be good to refrain from using general scripted replies for a more authentic and genuine feel to it.
Jonathan C	Adequate knowledge. Could be more friendly.
Jonathan L	Dont like at all.
Jordan T	easy and convenience ...
Joseph L	Good place to know if there's issue with any of the services and the extend of it.
Joseph M	Provides relevant informations and come up with convenient solutions. The word "Community" mean everyone can share their problems together and help each other, but seems like it is too much of a hassle to do so if compare to hotline help.
Joseph O	Would be better if more user friendly and a good search engine to search through the questions.
Joseph T	not applicable
Josephine	The people who share the information are the people using the items.
Josephine F	This is a forum which is of more interactive in nature and every one can share their experiences and help resolving others' issues.
Joshi S	Relevant, applicable answers to FAQs.
Joshua K	It's a good initiative to try and engage with the subscribers
Joshua L	Forumers can contact each other to find out. Actually forumers provide more info/scenario than Starhub Staff do.
Joyce	I prefer online rather than visiting the shops.
Joyce S	I like the layout of the website and it is user friendly.
Joyce T	Customer delight
Joycelym G	It's probably useful if you have generic questions. Most likely someone would have asked the question and a quick search would have given you the answer, thus saving the trouble of having to call up the hotline.
Joyee Y	it was easy to use and intuitive. needs more complete content though.
Juan T	You get different views from the community that makes you better understand how things are.
Judy M	Friendly, helpful, satisfy service
Judy T	Easy to use but have to login to Facebook in order to do the search, rather inconvenient. Also have to read through all the forum comments which is time consuming. This platform is useful to those who like to communicate with other people.
Julie Y	



Name	Feedback
Jun W	good as in people can share their problems and we could find answer without calling the HotLine
June S	It's informative, interactive. Interesting & helpful tips!
Jurico O	Accessible any time
Justin C	Engaging and dynamic.
Kai	Not much
Kamalruzaman B	Good service..but there is still room for improvement
Kandregula S	It's great to have wide range of topics and especially the lady first. Just Love it !!!
Kang C	I still don't know/understand what is StarHub Community.
Kang Z	Updated with interesting contest to take part in
Karen	know more information and also another place to feedback and complaints .
Karthik	Ok, but can be better.
Kasmadi	Im able to share and chit chat with other starhub members. Maybe you can post product review\preview? That way you can increase more members.
Kat W	it is easy to navigate and a place to find contests for StarHub
Kataria J	Its happening.. and buzzing with the right vibes.. keep it hubbing with fresh ideaz..!!
Katherine N	It provides one stop information centre for me
Kathy T	Friendly environment.. Feels comfortable in e discussion.. Made some friends.. Cool
Kathykwek	Sharing experience with members. Getting more info from members' questions and answers about similar issues.
Kavin P	It functions as a one stop centre for every need.
Kayhock	friendly, useful, easy.....
Kc	something different for a change
Kee C	convenient
Keek H	The helpfulness of the community, and would like to see a broader spectrum of participation but like the speedy answer I get.
Keith E	I like the interaction between customers of the same product. However, there is room for improvement. I have been a long time Starhub subscriber but it was just recently that I discovered the community because I did not realize that it exists. A better way to present the availability of the community page would greatly help other users who may find the main Starhub website too confusing to navigate to get to the exact area the customer wants to get to.
Keith L	Responsive Customer Service staff ...
Kelvin L	Common issues could be found and potential resolutions could be found.
Kelvin L	convenient, easily accessible & user friendly.
Kelvin O	It allows users to share their experiences and help to bring some understanding on different issues face by subscribers.
Kelvin T	Great and Helpful



Name	Feedback
Kelvin Y	Not bad but need to be more active
Ken	neat well organized
Ken	Starhub community has most answers that other people commonly encounter. It is a good place to put down our common problems.
Ken H	Only if the community can give their opinion that can change the owner in this case starhub to change for a better telco, else, there is no point setting up a community.
Kenneth L	Central place for all questions and answers.
Kenneth L	It's good to hear from the ideas, opinions and discussions offered by others.
Kenneth N	Great and fast response to enquires
Kenny C	Able to get handset reviews from the community users, before deciding on a phone.
Kerry K	It is informative.
Kevin	It's simple and convenient. Reply was prompt.
	SH Community is a good step forward. I think it is a positive feature which other telcos do not offer. The admin and mods are helpful.
	However i strongly believe the final result/customer satisfaction lies with the back technical office, of which i find a bit lacking and suffers poor co-ordination. The need for us to wait and to be referred between departments and the time taken to solve is not good. Im not looking for 24-48hr solution but the need to wait 1week and the need to personally call back for update is not satisfactory.
Kevin	It seems you are overloaded. Please hire more back office staffs. Jobs for Singaporeans please! Government calls for good customer service, but unless the employer culture here change, everything is just lip service.
Kevin H	Sharing of customer experience
Kevin L	Good interface and informative
Kevin L	Good resource
Kevin L	contest
Kevin S	It was a nice turn from the corporate website and felt warm and entertaining, providing an alternative avenue to seek information rather than turning to the more cold and sterile original commercial website. Starhub Community feels more close-knit and more like a real community rather than just a website promoting commercial products
Khairul	We convenient for other uses.



Name	Feedback
Khairul R	<p>Having the various choice of inquiries allow customers to choose the best means possible to solve the issue. Starhub community provide the 1st line of resolution to see if other customers are facing similar issues. Only if I need further help I still have other means of contacting Starhub.</p> <p>Also, custom search works well with starhub customers queries. The search bar starts finding helping words the moment a letter is typed in. The content will only get better through time as more users might have the same questions. This community is becoming the Google of Starhub.</p>
Khairulnizam B	I like that starhub makes each account owner feel like they are part of an exclusive community and we know that we need not go through the old process of either going to a physical shop or call the hotline for enquiry.
Khairunnisa	Information are easy to find as its helpful
Khoo S	Gd
Khoo Z	Nothing very interesting
Khor P	Easy to understand
Kimberly K	Helpful
Kimberly L	People provide great advice.
Kiran	informative and interactive
Kiran P	<p>Without visiting or calling we can get most of the answers. Moreover we donot need to post the problem, it may already posted by somebody and got the answer so we just search with the subject. I found it is very useful</p>
Kl W	Sharing of experience from other customers regarding the issues they face and the resolutions.
Klain	Cool
Koh C	It's user friendly and easy to find the answers I needed
Koh D	another way to learn from others.
Koh G	Its a useful alternative for our solutions!
Koh H	I like Starhub Community because is a powerful and interactiviive knowledge hub where all Starhub users can search for solutions or issues posted by other users by using the powerful search engine inside the community and in turn will help them solve the problems or queries =)
Koh H	Efficiency, simplicity and informative!
Koh H	Can get the information that I need.
Koh J	Friends
Koh K	very helpful when I encounter issues and when I don't have the patience to hold on the phone for the customer service consultant.
Koh K	able to get help and more info on problem encounter
Koh P	Easy to use and post/find solutions.
Koh S	Good initiative but need more information on it.
Koh T	Might be useful if I have some generic questions.
Koh T	Straightforward, ease of access
Koh V	StarHub community is very nice, contain useful info that helps me



Name	Feedback
Koh W	Information can be found there without calling StarHub. It can be difficult getting through the line at time.
Koh W	An easy platform for Hubbers to share their hubbing experience.
Koh W	StarHub Community has most of the things that a StarHub subscriber would need. Users can share their experience and expertise with others and help solve each other problems without going through customer service as it would usually take a longer time. A lot of effort has also been put in to expend the content found in the Community.
Kong S	A good place to share, but not a good place to get results
Kor S	Sorry but nothing much.
Kriegsman T	Unless contests require visits to the SHC
Kriegsman T	Liken to a FAQs by customers, for customers
Kristin H	Can have more information on the issue that I need to know and the experience from others.
Krithika T	Convenient
Kunal A	pleasant experience
Kuppusamy S	Very happy to join in starhub community.
Kwa Y	Faster response time than the hotline.
Kwok M	new update regards to Starhub
Kyaw M	good service, helpful.
Lai C	Good and easy
Lai K	It has answer for popular question
Lai S	Not bad
Lai Y	ease of use.
Lai Z	User Friendly
Lai Z	Nothing in particular I like.
Lainus K	It provides us a very convenient channel to solve our doubts without going down to the shop.
Lam C	The information obtain is useful. However, I still need to refer to STARHUB direct face to face for queries which I have doubt.
Lam C	However, Star Hub Community has also served its purpose.
Lam C	All round articles and valuable answers
Lam K	It seems disorganised. More could be done to make it easier to use(ie. removing login requirements to ask basic questions and only requiring login for more technical issues like resolving issues that require knowledge of customer details.)
Lam K	I can get useful info to answer my query, updated information to share from people and learn some new stuff that i never encounter before.
Lam N	At the moments I don't find anythings i like about Starhub Community.
Lam S	faster access through web to reduce waiting time on hotline to get the answer.
Lam W	The community is very helpful.
Latha K	Appreciate the open forum sharing. Helps me make an informed choice.
Lau K	It help you to resolve some issues



Name	Feedback
Lau P	could be better organized in terms of topics, issues
Lau T	Any question i can just online and directly key in & ask, the staff will reply in a short time. So this is very useful for me to get the answer without go down to the shop or call the hotline.
Lau W	Is a great platform for star hub customers to interact!
Law S	Good, Fast & Reliable.
Law Y	Movies
Lawrence A	Reasonably good feedback from community
Le T	Just for complain
Lee C	The customer service officer helped to answer my queries n questions.
Lee C	Resourceful, easy way of interacting with other users.
Lee C	I got the answers that I want. In this fast paced world, this is exactly what I want.
Lee C	Quick and no fuss replies.
Lee C	The great telco in Singapore.
Lee C	Blog articles in StarHub Community are very interesting and appealing to me. I get to know more about the various plans and rates of mobile services just by browsing through the community and there isn't a need for me to call starhub and ask about the questions that i have.
Lee C	Convenient hub for interaction and solution findings. Starhub should fully utilize this platform for better service and response.
Lee G	The sections are convenient for searching answers.
Lee H	Can participate in contests and also get help
Lee J	read more reviews of the problem response from other subscriber and solution.
Lee J	conclude the decision to solve my problem.
Lee J	Easy to search.
Lee J	It is a lovely platform that we can find most of our answer regarding starhub. it help us to save time and hassle from travel and queue at customer service center.
Lee J	StarHub Community help me understand and obtain service and happening about StarHub
Lee K	Other users who face the same problem as me, might have posted their experience and solution. So by looking at their reply, I can make a more informed decision.
Lee K	It is a good way to find answers and interact with others.
Lee K	issue that have already happened and cut the inquire time with customer service
Lee K	It is informative and it allows user to find answer related easily.
Lee K	it good to sharing as well as to find out some ideal when have doubt.
Lee K	Easy to navigate
Lee K	Comprehensive
Lee L	Not that user friendly when it comes to findinh hub-club member info. Trial n error before I found e info that I need
Lee S	It's a place where I could get a quicker and more personalised response from someone who actually knows what he is talking about.
Lee S	Helpful



Name	Feedback
Lee S	Its a channel for me to know what to do when I need help on some common questions before I make a phone call.
Lee S	StarHub Community is an interactive forum that let me hear from other Starhub users regarding Starhub products and services.
Lee S	Easy access
Lee S	Friendly community of people
Lee W	Fast response and accurate answer.
Lee W	Within this I can get an answer direct ,check up on new promotion or new phone,know about between all news from star hub and some time is can get answer direct from we share out.
Lee W	It is a place where one can find a lot of information generated by the public, often which, are useful.
Lee X	Ease of use
Lee Y	getting answers quick from other people's experiences. avoid jamming up 1633
Lee Y	A show of commitment by company to be helpful. I like Starhub Community because I can locate answers to some of the issues I encounter.
Lee Y	Not really informative
Lee Y	It's a forum board. It's ok.
Lemuel A	The immediate interaction and wide issues first hand experience of the customers which helpful to other customers
Len K	Would be good to have Specialist to help answer technical questions
Lenny S	Exchanging infomations of problems n solutions with other subscribers.
Leo K	Cheerful looking and inviting. Allows me to track my reward points which help me reduce my bill.
Leong C	I can go to the site anytime, anyday to check on information.
Leong C	I dont like it at all, not many people are using this Community to share the issue.
Leong C	I get to see alot of interesting topic raise in the forum
Leong P	Easily accessible and user friendly!
Leong W	Can see other users' feedback
Leong Y	I love the Be Happy video, the excellent customer service, the promotion, the discount, EVERYTHING!
Leong Y	I'm a happy starhub hubber! (:
Leslie W	fun, interactive, easy-to-use
Lew F	Its a very useful portal and it solves my issue.
Li J	give me freedom to understand the terms or regulation
Li Q	waste of time
Li S	More feedback and answer regarding the product & technical problem
Li S	frank comments by everyone
Liam W	The Starhub community is too loose. It could be more interst, group or function orientated to facilitate easier searching or grouping.
Liang Y	It's more convenient than before. Better than calling hotlines and have to have for the time.



Name	Feedback
Liew M	Good and efficient.
Liew S	easy online interface
Liew S	Easy install maxonline.
Liew S	I cal self help with basic enquiry
Lilian L	The colours
Lily	It is not active~
Lim	I get inputs not just from Starhub staff, but from Starhub customers as well.
Lim A	It is very informative and easy to navigate around to look for the answers to my questions.
Lim B	Starhub Community allow me to find my answers quickly before there is a need to call the hotline. It help to save my precious time.
Lim B	Simple, yet useful.
Lim C	User friendly.
Lim C	More sharing on technical issue. Like common problem we usually encountered on android and ios smartphone
Lim C	Self-Service and Able to Get Answer online.
Lim C	Like to read some tech issue
Lim C	Good servive
Lim C	Technical FAQ will make our smartphone experiences better.
Lim C	Interesting and full of information =)
Lim E	information are clear but may have to improve the FAQ information
Lim G	Latest updated news
Lim G	Easy to use
Lim H	They are helpful and can find all the information I want:)
Lim H	can get the answer i want to know without call to customer service centre
Lim J	Be happy
Lim K	good promo & contest that can win prize
Lim K	Convenient
Lim K	It was informative
Lim K	Friendly staff.
Lim K	The community managers are super helpful. Their replies are prompt and swift and it answers properly. The forum members are providing useful aid too.
Lim K	We are able to find similar question that we would like to consult the customer service... this forum helps us to save time
Lim K	It save me a lot of time from waiting to be answer from your CSO over the phone
Lim K	Easy accessible to my queries and very helpfully customer service officers.
Lim L	Alot of discussions, sharing and assistance.
Lim L	Password is something i always having problem with. Until today i had not used any of my hub reward points cos nobody seems to be able to solve this problem.



Name	Feedback
Lim M	Many feedbacks from consumers which are useful.
Lim M	I like to read the Starhub Community Blog where I can find some information of the latest mobile reviews and information.
Lim M	It is informative and clear.
Lim M	hopefully starhub can continue provide us the recontact voucher
Lim P	Save my time to call the help line as sometimes I can get the answer from the community.
Lim P	Alot unrelavant info
Lim P	The Starhub Community Blog has information of the latest products, and it is useful for me for upgrading.
Lim P	Very interactive
Lim R	Informative site.
Lim S	I do noticed that the website had improved tremendously in terms of providing information to the PUBLIC. However, it will be better if we are able to access all promotion pertaining to each individual services which are provided by Starhub. Example i am able to know which are the promotion pertaining to Home Broadband when accessing the Broadband category rather than having to click into the Promotion category in order to know all Sales discount. Thank you.
Lim S	Very informative and useful
Lim S	Quick, easy and informative
Lim S	It's filled of energy, vibrant and inviting, love the colors and the information/content are of the correct "size"
Lim S	I like to browse at starhub community to explore more about new gadgets, incoming new shows, and writing feedback and comments with a quicker answer from the team.
Lim S	Thank you for setting up this useful community page.
Lim S	gOOD
Lim S	Contests & prizes.
Lim S	i can share, discuss and learn with my peers, powered by expert advice and user generated content.
Lim T	Some info can be obtained from here!
Lim T	Information clear and easy to get it
Lim W	It a different platform for starhub to closely interact with user
Lim W	forums are always to get information from other subscribers
Lim X	keep it up
Lim X	Can win contest!
Lim Y	Easy to use
Lim Y	Easy to navigate
Lim Z	It's very lively site, well managed and with very knowledgeable users and forum administrator! Very convenient to get all information needed.I information also go beyond starhub services like phones information etc which I find it very good. Most importantly there are survey like this which spice up the urge to visit the site more often!



Name	Feedback
Lin A	It's pretty good that there's an interaction between support staff and customers without needing customer to visit the shop physically. Some of the blog posts about products and information shared by customers themselves are useful to others.
Lin C	contests
Lin J	Accessible and informative
Lin Y	Interesting topics and very pleasant looking and user friendly interface !
Linda	Fast in respond rather than on the phone with cs. Has all proof if the cs turn over.
Linda Y	I have not preference with Starhub Community
Ling B	Staff was quick in response.
Ling C	Starhub Community give us a platform to share among starhub users.
Ling H	pain in the posterior as is in dealing with waiting endlessly for cs overall, not sure how "community" helps customers better than phone calls to real customer services
Lingxiao J	very good community that I can find some issue easier than before.
Linn H	very good community that I can find some issue easier than before.
Liong A	Able to solve my problem
Liu C	updates on latest promotions
Lo W	Interesting tips and info from other community members
Loh B	It's the best thing StarHub customer service has produce. Crowd-based solutions will reduce the calls into their call center.
Loh C	It keeps us updated of the things that is happening in starhub and the latest promotions too.The information given is clearly written and there are many sections to read too.Very entertaining website to browse through.
Loh G	Useful
Loh G	Many things are available for users and knowing Starhub is trying their best to improve customers' experience.
Loh H	I have an avenue to check out all issues and feedback related to StarHub services. I can learn from other fellow StarHub users' experiences and get information and assistance from StarHub moderators.
Loi K	Not Bad
Loke Y	get new product & services provided by Starhub
Lokesh	Can find similar issues raised from others and findssolutions
Long S	Informative and user friendly
Loo C	Tne response was fast.
Lope B	A lot of info that can get
Lou P	It's provides a centralised platform to get information on the latest treats. it is a good area for users to share their common issues and information regarding to what is happening in StarHub
Louis C	to what is happening in StarHub
Louis Y	the layout of the website was easy for me to find what i wanted.
Low B	It's pretty basic and simple to navigate
Low G	not aware of this
Low H	can be made more fun



Name	Feedback
Low J	The cute jack Russell terrier
Low K	A step in the right direction, now if only people used it...
Low K	A good venue for open interaction and feedback
Low L	Uncluttered
Low M	Awesome get some news and comment
Low P	Replies to my questions appear less than 2 seconds
Low S	I know nothing about it until come to this survey
Low Y	I do see that its the consumers that gives a more accurate/detail/updated sharing of information... The usual template answers by administrators is the same as calling up the cso...
Low Y	Informative & user friendly platform
Lu M	Well thought and Useful but requires more human touch
Lucas S	Okay lah...
Lui S	It gave me the answers of some of my questions.
Lui W	It's a good initiative by Starhub. Do keep it up and i like how i can search for other similar qns that other customers might have asked before
Lum C	Relatively fast response.
Lum C	I CAN ASK ABOUT WHAT I NEEDED TO KNOW IN STARHUB COMMUNITY WITHOUT CALLING THE HOTLINE AND HAVING DISCUSSION IN THE FORUM.
Lun Y	forum is useful for certain queries.
Luo F	great information and easy to understand
Lynda	if people answer then it's good however my issue just got forwarded like a router
M S	Their service is getting better every time I visit
Ma J	Very concise :)
Madelene T	Information getting at own time and own pace.
Mae S	I like the Lady first section and the mobile section... informative, interesting and user friendly...
Mahendra	Great support
Mahesh N	its easy to share views and opinion on starhub community forum
Mak M	It's interactive, helpful and easy usage
Malini D	Just for fun
Mandy C	Everything is clearly written.
Mani	Kind of casual communication, slower than phone help but very relax. - i enjoyed this process in my recent request.
Manoj K	I been using this shub since 2003 earlier .....so far i ve found .....good service and .....effective .
Manvendra U	It provides the concise information which clarifies most of your basic queries.
Marc P	very helpful and detailed
Marcel I	useful, informative, and it has user friendly interface
Marcus G	It is helpful to a certain extent. Some information requires me to call the hotline, even if i did call, my questions were not answered and I have to go down to the shop to clarify eventually



Name	Feedback
Marcus H	The help provided by other users
Marcus Y	information provided is detailed, some doubts are clarified by other users who have raised similar questions
Mardiana	Recommendation, suggestion & solution at its best by Starhub Community
Maria C	Accuracy
Maricel L	ease of use
Mark	You will get what u want faster and better than 1633!
Mark E	It helps alot when specially whene you dont know how to tell what is the problem you facing.. just go to the community and read.alot of info can be read
Mark K	I was able to keep myself update on some user experiences.
Mark M	Useful information!
Mark P	very informative
Mark Y	Social and it engaged your customers, getting us together in a positive manner will be a good thing.
Marlow	Comprehensive information.
Marniza J	It is a good one stop portal where i can get the latest information on Starhub and feedback from other customer's.
Martin T	The site itself is nicely laid out and easy to navigate. Cannot say much about the Community as I do not interact with others on the site.
Maryatul Q	I can read my bill
Mathisekaran	Good . Its really help my doubts :-) good to share issues and hear from others on how they resolved these. faster than calling support line.
Matthew P	Costumer support question and answer
Maung M	Starhub community is good for knowing about related starhub's services.
Maung S	Simple and easy to navigate.  Cuts down time calling Starhub and easy to access on the go!
Maureen T	My puppy could do it!
Mavis	quite helpful. will check this place out for info before calling the customer service
Max L	More ideas , less one minded answers. the support people are helpful and they know whatever you ask..they try hard to understand my questions and be of real help. they also give me all possible options. they are well-mannered too.
May A	Easy to use & staffs are friendly
May T	Share our complaints
Mazepu	Get more Starhub Community members to join / more opinions / more solutions / clear most of doubts
Md R	Easy and save time to your needs by just by create/log in account.
Md S	I know only starhub is best telecom in Singapore
Md S	nice and detailed answers are given



Name	Feedback
Md Z	people coming together to help one another
Md. I	Getting tips from other users to optimize my needs in retrospect to my starhub products.
Mei Y	Another platform for increased interaction level with StarHub
Melvin L	Promotions and reliability of services.
Melvin L	Feedback from other users on Starhub product and services
Melvin T	Overall, starhub community was very content friendly and useful in finding the information.
Mervin L	I will be able to find out solutions without calling the hotline or going to shops. I also can learn from others who shared their experiences on new phones or services.
Michael	fast respond
Michael G	It's faster to receive feedback from people as some of the problem they might also experience before.
Michael G	It is a place where you can ask question or get feedback on the services StarHub provide.
Michael S	It help me find new promo's and offers in starhub. It gave me a good overview of what are the available packages and what fits my need. Also made me aware of the useful tools that help me monitor my internet and how to do things without calling hotline right away.
Michael T	Many loyal starhub customer felt that starhub don't treasure them (me included).
Michael T	Not so sure... Faster to google.
Michael U	Starhub community is a good information based hub which enable me to learn more and able to fully utilize the tools that I have. I may not able to use it much but its a good step.
Michele L	Interactive one stop portal
Michelle	it saves me time.
Michelle A	Informative & user friendly.
Mike S	Great for employee interaction if only there were more employees involved.
Mike W	1 convenient site for starhub related information
Mochamad R	It give me prompt response for any product related questions so I don't need to visit Starhub shop for any queries, save my time a lot
Moey J	Well done!!! Still have room for improvement, please keep it up!!!
Mohamad R	I find product reviews to be particularly helpful (e.g. Samsung Galaxy S4). This can link the product and the Starhub services that can compliment such product becoming a one stop shop for my purchasing needs.
Mohamad S	It helps me to know more on Starhub services and great insights from Starhub customers.



Name	Feedback
	Customer's with similar issue faced brought it up. We were able to troubleshoot with customer's who already had the issues resolved.
Mohamed A	Furthermore, there are agents to assist as well.
Mohamed F	Good service.
Mohamed H	Users can assist one another based on prior experience.
Mohamed I	Starhub Community offers the most reliable service. Keep it up!
Mohamed I	I like starhub. But if they got more sports channel it would make starhub better.
Mohamed N	Interesting views and feedback/comments by participants
Mohamed S	User friendly and helpful with suggestions.
Mohamed Z	good service
Mohamedjahir H	It's helpfull in a sense that's everyone can gain help/solution from other people experiences
Mohammad A	It's very efficient
Mohammad J	Feedback from other customers
Mohammad R	it's informative
Mohammed F	Lot of good info available. short and sweet.
Mohammed S	Very helpful...informative..
Mohan	It gave me the information that I needed in an organised manner.
Mohd H	That there is such a thing where starhub consumer able to communicate to one another and share their problem with others.
Mohd I	easy to use and understand
Mohd N	I dont have much to say. Only one word to describe it "BRILLIANT".
Mohd.Shahrim B	The starhub community is very fun community to be in.There you will meet people of the same interests in media content.
Mok H	great service
Moy C	It helps clarify issues that other hubbers have, so that I need not ask the same questions again.
Mr. C	I can get some information about products and it help me to choose the product. Moreover, I can also get some suggestions for issues I encountered in the forum. Public view ... Starhub is always a excellent service provider... Friendly staffs and reliable service
Mubarak A	No comments
Muhammad A	Fast response
Muhammad A	It helps consumers not only get their problem solved faster, reducing time taken waiting via phone, it also provides them with reviews on products or services of their interest either by the Starhub professionals or by consumer just like myself. Another great way to interact with others and exchange views on products and services.
Muhammad F	No need to wait for a CSO to answer my call.
Muhammad F	I like the ease of use where you can confidently find anything you want. Either the own search or via google search. The top level domain listings really help.



Name	Feedback
Muhammad F	Starhub
Muhammad F	Help us to seek out information when we are in need just to let us know what we need to know. Besides that, it helps to answer our norms queries as a customer but not the other questions.
Muhammad F	It is a good platform to get to know something valuable in dealings with your problems on products, experience etc. At ,the same making enquiries on some other important issues is definitely at ease.
Muhammad R	Innovative
Muhammad T	efficient
Muhd I	a forum full of helpful admins and members
Muhd N	Its very informative n easy to be used
Muhd R	all about starhub enquiring
Muhd R	Its more convenient n easier way to communicate other than calling or go to starhub shops directly to enquire. Its kinda OTG Helpline.
Murtaza M	Gud customer service. But offcourse some improvements are required
Murthy	When i have a general query, - Say i'm facing a network issue somewhere in singapore i just type it out in google, to see if others are also facing it, , & was releived when i found a simiar question in starhub community & starhub's employee answering it.
Mustafa A	Appreciate the high-level of interactivity of Community moderators, with helpful comments and solutions in a very friendly fashion.
Myint A	I got to know of latest gadgets and latest happenings. My issues got attended and resolved quickly.
Myint S	Suggestion and advices from others.
Myo M	Overall, it is a good platform for customers to interact or support one another. However, StarHub would need to put in more efforts to make more customers interested in this community.
Myo T	starhub is a good service provider and i and my family use starhub happily.
Nadia S	Its useful and interesting.
Nadirah J	Keep up the good work!
Nancy S	Conveinence and get answers quicker.
Nandini G	Very user friendly and well organised into various sections.
Natalisa	I like starhub community because it provide pretty much info and contest for entertainment.
Nathaniel M	There are quality answers in many posts that I find very useful.
Nazeem M	The knowledgeable people moderating the forums.
Nazeer A	easy solution from the forum, direct way to interact with starhub, response is fast
Nee S	Fast response time from the Customer Service team
Nelson C	Great!!!!
Nelson O	different reads
Neo G	Able to slove my problem from online resource.
Neo J	Friendly,effective and efficient!



Name	Feedback
Neyton T	<p>Very structured approach to assisting customers</p> <p>I tried using the website Starhub Customer Service, but was not satisfy with the answer.</p> <p>Using Starhub Community, I have another way to raise my concerns.</p>
Ng C	<p>If not for Starhub Community, I may stopped my service with Starhub.</p>
Ng C	<p>take a look</p>
Ng C	<p>A good source of information without the need to call the Customer Service</p>
Ng C	<p>Hotline.</p>
Ng C	<p>Basic information available from a few clicks away.</p>
Ng C	<p>Is so easy to know every information for what we want.</p>
Ng H	<p>The tips given by the Community can be quite useful.</p>
Ng H	<p>Able to find answers related to questions faster instead of calling the hotline and</p>
Ng H	<p>having to wait.</p>
Ng J	<p>Some solutions to common issues can be easily found on StarHub Community sites.</p>
Ng K	<p>Resourceful</p>
Ng K	<p>Easy to use</p>
Ng P	<p>good and it can be better :)</p>
Ng Q	<p>Forum chats</p>
Ng Q	<p>Starhub Community is a very user friendly. It covers a wide range of topics that i find either useful or very interesting. I like that it allow interaction between members.</p>
Ng S	<p>The layout of the website is simple and easy to get around for information.</p>
Ng S	<p>It is a refreshing new way to keep in touch with the customers and their needs</p>
Ng S	<p>Easy to use, and detailed information.</p>
Ng S	<p>convenient and flexible.</p>
Ng T	<p>I like how public could easily find solutions to some of our common problems and</p>
Ng T	<p>how the staff from StarHub can answer to our enquiries quickly and easily.</p>
Ng T	<p>At least it help me solve my number porting issue. Thumb up</p>
Ng W	<p>Helpful.</p>
Ng W	<p>More people should use it to before approaching the CSOs. This will increase their</p>
Ng W	<p>insufficiency in serving customers with serious needs.</p>
Ng W	<p>I like other starhub subscriber's comments, which we can share starhub related</p>
Ng W	<p>information etc.</p>
Ng Y	<p>Its an open forum where I can find help from anyone like me or even the admin.</p>
Ng Y	<p>Open discussions are a good way to find answers and to read up on others</p>
Ng Y	<p>opinions.</p>
Ng Y	<p>Its really a one-stop community to look for helpful &amp; useful answers to clear my</p>
Ng Y	<p>doubts.</p>
Ng Y	<p>I like e services - solve my problem but I don't like the waiting time.</p>
Ng Y	<p>I still prefer to use the help line to solve my problems. I have Starhub cable TV at</p>
Ng Y	<p>home and most of the problems were solved thru phone call.</p>



Name	Feedback
Ng Y	It is free.
Ngiam H	Not applicable
Ngo Q	Starhub Community is very useful and informative. Kinda like it.
Ngho H	Comprehensive and ease of usage
Nicholas	Could reduce the possibility to seek a customer service officer during outside office hour
Nicholine N	Good to have some deals for customers. But it's inaccessible for people who access the web via their phones.
Nick L	it feels engaging to have other starhub users highlighting issues and problems with solutions suggested.
Nikki E	It's something new that needs getting used to, but overall it's quite well executed.
Nina L	User interface wise very good :)
Nino D	sometimes its crowded but non the less its helpfullin many ways.
Nisha M	It's very easy to find what I'm looking for, quite user friendly :)
Nitesh T	Customer support and technical support is good
Noor E	It's a place where users may be able to get and give infos
Noraidah	It's a helpful website
Norasyikin A	Useful
Norimah H	It is like a one stop website. It is really useful for helps and guidelines.
Norliza B	Simple
Normala A	the vibrant layout, colourful
Norman Y	It is online and can search for answers
Norsiah B	Sharing informations with other users of Starhub.
Nur F	They were friendly and approachable
Nur S	Helpful and good.
Nurain	It tells me what is happening to some of the Starhub services, comments and promotions.
Nurul H	Got information and also suggestion
Oh C	Interesting approach to connect with consumers. Best if there are great promos, invites to shows, rewards etc every month.
Oh D	At time when the hotlines are full or takes long time to get through I would turn to starhub community for help.
Oh K	Solution to common issues can be found in the forum. The forum-ers are helpful. Community is somewhat resourceful. Though it will be better if more details are included such as contract termination penalty fees and ways of participating promos.
Ong A	a lot of information about what i need
Ong C	The amount of help i can get is invaluable
Ong C	I dont like, I love it.
Ong J	Simple
Ong K	got contest win prize
Ong K	informative
Ong L	Make it more user friendly.



Name	Feedback
Ong L	Useful source for browsing and general information. Also easy to access to take part in contests
Ong L	Very efficient and most importantly, we can share our problems there
Ong S	Helpful and informative
Ong T	Great!!
Ong Y	organised
Ong Y	A good alternative before you have to resort to long waits on the phone helpline.
Ong Z	Useful information and interactive forum
Ong Z	services are sincere and polite
Ooi S	I like it because I feel that starhub is the best and much affordable price among three operator...
Or L	Can share with other people for Starhub community whenever they have anything for upcoming contests.
Ow S	Accessible and interactive
Palaniappan M	Good support
Pang C	The easiness to search for answer in community
Pang T	The search box is good for getting what you want fast.
Pang W	Good
Pang Y	Connecting me to starhub
Paras G	Not Helpfull at All
Park J	It is very helpful
Patricia T	the customer service officers
Patrick L	Nothing, useless platform.
Patrick P	It is one place that I can search for the help or find solution for my issue with starhub service before call hot line. It is based on other user experience, so it almost all real issue in the service list in the site.
Patrick W	Quick response time in case of a question
Patrina N	Easy to browse and find relevant topics
Pattarin	Knowing that others might have faced the same issues.
Paul A	Good service
Paul C	It had some basic answers that most ppl seek
Paul C	Efficient, useful & easy way to get help.
Paul C	it offers a one stop shop/solutions though not complete but helpful
Paul L	A community is one where users assist one another with minor problems and issues.
Paul T	Things are user friendly
Paulina C	A place where I can get relevant info abt starhub services.
Paulo B	It's a helpful community, and presents both good and bad experiences so that customers like me can either avoid similar bad experience and at the same time experience the same satisfaction that others experienced. And for starhub people/personnel it becomes an entry point for better understanding customers' needs/wants.
Paulo G	Website usage is straight forward and not too complicated
Pavan	It would be good if its easier to access it from the mobile.



Name	Feedback
Pavithren	interactive service
Peck J	It is efficient
Pee H	Interactive
Peh J	In my opinion, it doesn't have the wow factor to lure you to visit more often.
Peh J	One platform to get feedback/problems/issues from the community.
Peh S	Able to assist to get helpful information online.
Peiyun	interactions
Pek S	slow in cust svc. starhub community served as a better help than cust svc. It allows for sharing and questions that I would like to ask being prompted by others. Usually such answers cannot be found in the starhub website hence making it a "wikipedia" site alike.
Pek X	
Pek Z	Able me to get some information which is necessary when required.
Peter D	I like the fact that Starhub officers answer questions online asked by customers
Peter O	It a good sharing are where ppl get to know and solve their problem or queries....
Phang T	User-friendly and convenience
Pher C	Immediate answers.
Phil P	Looks like a quality service.
Phila P	Forums are interactive with helpful replies
Philip	tell me a lot of useful thing regarding computers nd home broadband
Philip L	A place to find tips for handling our daily IT related stuff
Philip L	Finding solutions outside the FAQ
Phoebe L	Llow in picking up calls
Phoon K	good
Phua A	I get updates and information of interests to me. Another channel for me to get support without the need to wait for an operator to answer my call.
Phuang K	
Phyllis S	I don't really like the community. Too clustered and difficult to find the information I want
Ping H	Everything
Png H	As a first level support for self discovery, still acceptable.
Poh T	I like all the benefits starhub given for a hub club member
Poh Y	convenient, access anytime
Ponnarasi	The website
Poongkuli D	Everything.
Porus H	Very good social community of starhub users. I got all my queries clarified by visiting star hub community. My experience is one of the best
Prabhu S	
Prakas S	it easy, convenient, accessible 24/7, user friendly.
Prakash	It is very helpful!!
Prasad	It's like Wikipedia



Name	Feedback
Praveen R	Not a valid question for me as I indicated that I haven't browsed starhub community yet and I wasn't aware about it. I received an email to participate in survey.
Priscillia L	able to check if tther is any answer to own query before contacting hotline
Pua H	The existing information found in the community doesn't serve my needs at the moment.
Pua L	Hope most questions and answer will be up.
Qin R	professional. neat.
Quah	Easy to use
Quek Y	Quick respond, friendly and helpful staff
Quimson N	Easier and no need to wait long to get information
Rachel L	It was informative and responses were fast. In fact Im now on my way to the service center to check on my phone.
Rachel L	Useful and convenient
Radhakrishna L	near instantaneous solution to problem = better than hotline solutions.
Radzaly B	Useful and informative.
Raghu	Excellent service.
Rahat S	Active participation from moderators and others, very interactive
Rajabunnisha	they are helpful and very quick in replying to me
Rajeev	Good initiative.
Rajen	It is very interactive
Rajesh C	A portal as it should be!
Rajeshwaran	Can pay bills oonline
Ramadoss K	Easy to use
Ramya G	I love the contests in the StarHub community
Ramya O	This was a really great community , clears almost all the doubts with out visiting the shop.. This is also helpfull for those who are busy in their day to day lives. Thanks
Randall V	I like the idea of users/customers helping other people. It's a great way to build your brand and build a community around your brand.
Randell M	It's a forum but with focus on services to the customers.
Randy	Forum
Randy T	at least don't need to call and hold on forever to get attend by your CS.
Ray C	Friendly and provided sufficient info to my queries.
Ray X	allows Starhub users to come to a common place for issues they are facing.
Raymond S	There is a support group. Better than nothing, compared to the other telcos.
Rayson S	Ease of finding the info I need.
Reales M	Good source for information.
Redzuan I	Attractive offers
Reelina B	It was easy to follow and very helpful. Solved most of my queries. Good job !
Reggie V	theres a lot of answers in hand



Name	Feedback
Regina L	It's interactive and the response was really fast.
Relly T	Just make the page easier to navigate.
Rendy F	Much easier access to information and troubleshooting for any issue. Also extensive interaction with other members using the same service helps a lot in term of information and events sharing
Richard M	Its a perfect place to save time.
Richard O	It is a one-stop for your Starhub services needs. It is very user friendly with just a click of a button. I recommend the community for all the Starhub subscriber like me.
Richard S	Starhub community makes a busy people like me stay connected with whats going on within the Starhub community like promos, events and the likes. It also helps me a lot to interact with the Starhub people in general.
Rick P	Maybe mix with people of similar mindset?
Ricky J	It provides some insights and topics that resolve some of my inquiries and issues
Rimson	Firstly is people can ask anything no matter how noob the question is without feeling shy talking in person. Secondly you are able to get more opinions than just one person opinion if you were to call the hotline. Thirdly you can take your time and read the advice and reach a conclusion.
Rita G	Contest and other information.
Rivera M	It is accessible anytime, anywhere.
Rizaliz S	got the answers to my questions
Rob C	Almost instance response and action by StarHub personnel
Robert D	I did not know it existed until recently. I have yet to use it but will definitely will from now on. I think it could be advertised a lot more clearly or perhaps in a mailer.
Robert T	I LIKES STARHUB BECAUSE IT WORKS EVERYWHERE
Robin J	Usage of Green color
Rodello Y	will explain the answer patiently
Rodiah E	It actually help us in many ways easily to interact with starhub and at the same time make more friends :)
Rodolfo S	Starhub community is a good interaction between us(customer) and starhub. It helps a lot better understanding some of the issue.
Rohit B	good start..
Roland Y	Easy access for info that customer can turn to for quick reference
Rolly	there's always info on common problems and how to solve them...
Ronald C	24 hour access
Ronald N	Its easy to use and have alot of information
Ronald Y	Nlce colours
Ronaldo F	Good starting point for problems/
Ronnie C	StarHub Community has been helpful in trying to provide information to us users, please keep it up.



Name	Feedback
Rosalind Y	May a a quick way to resolve my issue if the community is very active. - The "Search" function is really useful & convenient, I can find what I'm looking for very fast
Rosiana L	- Member are helping each other
Roslan B	More interaction with the community.
Rosnita B	Most information needed is at the Starhub community from fashion, skincare and mobile information.
Ruben R	Prompt responses to concern
Rudy G	Good browsing
Ruinie S	One stop
Rukshan A	I like the concept as more often than not there are many others out there facing the very same issue.
Rut N	I am not sure how to get the benefit from this community
Ryan C	Better search function in regards to search for certain problem needed to be addressed.
Ryan D	A good place to seek advice and to see what starhub products and services people are using and recomend.
Ryan S	Most of the thins i needed are already there... i only called the support people only once since last year
Ryan T	Get useful info without calling 1633
Ryder S	The community is helpful in solving technical problems without the need to call the customer service.
S M	interactive and can get comments from other subscribers as well
Saadiq M	It is easy to find in the internet
Sakdia B	Its simple and easy to understand. Without the hassle to pick up phone and holding the line for the next available customer to come to phone.
Sakinah	user friendly
Sam L	Especially the Customer Cares are patient and a good knowledge of the products and technical features ., The call was made outside office hours. Person attended to me was Mr. Ahmad Awisil Falah on 06 May 2013. A letter of was sent to Starhub in appreciation of a good done.
Samantha S	The forum-like environment provided a better platform for multiple viewpoints.
Samundeeswari B	Immediate Responses n solutions too!!
Sangeetaa	It is helpful when I need immediate assistance and don't wish to be put on hold in the telephone.
Sanjay G	Useful.. I plan to use more frequently I like that I can do comparisons for mobile phones and prices without having to visit the store.
Sara A	But rewards could be better.
Saw H	It's good to have Starhub Community
Scott B	Usually if people have the same problems you will be able to find an answer there instead of having to look at other places or calling the hot line.
Seah K	Easy navigation and user friendly



Name	Feedback
Seah W	Great to know that there's a online community to ask before I call 1633 for queries.
Seah X	Internet based, do not have to go down to the counter personally.
Seng L	Quite Prompt Service Support.
Seo W	Good initiative to engage the customer.
Seow B	I like the updated TV guides, the contests and the promotions
Seow M	User friendly.
Serene T	Starhub Community enables users to get interactive about latest information and assistance from various medias. We are able to post comments and get feedbacks online, without going down to store, queuing and waiting instead.
Sese N	Quality service
Shahrul	I dont even know what it is if i were to be honest
Shaifudin B	The community was very helpful and a good place to share our problems and help others.
Shaik M	Informative with a group of individuals to assist in queries that are not within the FAQ section.
Shaikh T	From my little experience, I think it can be really helpful if staff were to actively participate and assist customers in their needs when it comes to seeking assistance as information and questions are in black and white and does not get passed from one staff to another. From my experience, I've been asked the same question my several staff regarding my issue and it takes a long time to come to a solution.
Shajudeen	Good
Shakinah	Been using starhub for 5 yrs... And I really do like to use starhub... They provide everything that we required
Shane S	Very professional staffs who go all the way to help me.
Shanmugam M	its very helpful
Shao C	The questions and answers sections which puts me into the same situation as them sometimes. It also keeps me updated with The latest deal and promotions by StarHub.
Shasi	Starhub easy and smart choice..
Shaun L	It allows one to get the readily available information available on StarHub community without the need to approach or contact the staff which saves a lot of time and reduces a lot of admin procedures.
Shawn	is good that someone, who calls himself a guru, comes in to help with some reply i see. it is actually a good way to reply customer unofficially
Sheldon L	I think it's useless as most problem cannot be solved here
Shen G	Good Keep It Up...
Shenny F	great info which i manage to search and read.
Sherlyn Y	Easier for answering inquiry.
Sherry	Trying to get appropriate answer from here
Sheryl	Very close knited
Shi L	Forum discussion
Shienna A	Easy access. Forums are helpfull too



Name	Feedback
Shirley	I can get most of my answer from the community so i dont have wait for the long at the counter.
Shirley L	So far so good
Shirley L	Informative
Shirley S	easy to find wat i need
Shum S	It is a great place to learn and contribute experiences and information. It was through Starhub Community that made me realise that I did pick the right Telco provider. Not only are the people courteous but they are indeed very helpful too.
Sia H	It allows consumers to find out solutions to problems we encounters. This allows us to find information without having to call the hotline. Since hotline can have a very long waiting time, the community has brought about some time saving.
Sidney N	Fast respond , don't need to wait long time during contact customer service at 1633
Sidney W	active and informative.
Sigit S	I can get direct reply from Customer Service staff. Quick response. Nice. Keep the good work.
Silambarasan	I prefer to surf online to get answers rather than making calls, so starhub community -to me is a good place to get my queries/clarifications answered.
Sim L	If customers are not able to get the phone through reserve, please do not inform customers to go through the reserve process
Sim W	Starhub community provided me with all information i need without having to call the customer service hotline. I get all my answers now and i do not have to hold for a customer service representative
Simon N	Helpful less time require
Simon T	Contests and prizes!
Sing T	Can easy to get the answer i want.
Siraj	it's good as i am also part of the singapore leading mobile community. I appreciate all your efforts to reach customers satisfaction
Sisibiya W	it is a good idea because sometime i feel frustrated to wait on the telephone line.
Siti Z	Informative
Sivalingam V	I like StarHub Community because very user friendly...
Soe W	It's quite nice and I can get response within an hour. Even though he can't give me answer, he can guide me how to get that info.
Sofian O	at least u don't delete customers complain
Soh C	Friendly. Caring. Patient. Informative. Egficient
Soh J	Can get to know more information that I required.
Soh K	It is a platform whereby you can get updates on the latest info pertaining to services offered by Starhub.
Soh L	Easy to navigate
Soh M	A place to hang out and share information with others.
Soh S	Normal



Name	Feedback
Soloman P	User Friendly Can be improved on the detail provided online.
Song B	often, we face the same few issues. hence, firstly, knowing that people face the same issues calms me down slightly. secondly, the community helps to save time by allowing me to find some answers (since the hotline is always busy).
Soo S	It's like family!
Spring S	The web page is attractive and easy to navigate. It's a one-stop shop for all your telecommunication needs and questions.
Sri P	It is friendly to browse for some information when you need it. And this website allow you to understand more. However when you need in depth information, I will still call hotline or go to shop to clarify.
Sridhar A	The knowledge base shared by the community is huge, sometimes an issue may seem to be complex but can be resolved with a simple solution. And the community space is a place where we can get these solution
Srinivasan J	Its an easy community that has two major functions: 1. Getting answers from StarHub in a community setting 2. Discussing StarHub and importantly technology related stuff with other people!
Stacey C	I love it!
Stephanie G	Answer given was not helpful. Or Starhub did not have the utilities to test it
Stephanie L	it is user friendly and has useful information
Stephen L	not at this moment.
Steve T	FAQ about products and services
Steven C	General issue can be solve here
Steven T	Easy to access and navigate
Stiven C	Helpful, polite, resourceful staff
Su	can find some answers to my questions that already asked by someone
Sua A	It was informative and convenient. Browsing was quite easy.
Sudhakher R	it helps to share the issues faced by others and can use their solutions.
Sue F	information can be easy obtain from the posting
Suhaimi S	Fast friendly response in layman terms.
Suhaiza I	I can get variety knowledge just in one click
Suharman D	I can get the answer immediatly from another community users that have encountered the same issue like me, more details on the steps.
Sujath	It's informative
Sumanth	one stop solution for all queries....
Sun W	It's a nicely thought out implementation of help and support for the tech savvy generation.
Sundeeep	Good
Suresh S	Well it is what u want to know about the products and services n how to take n requirements to get a product.that is convenient.



Name	Feedback
Suryani	I try to register. But the website keep saying I had already register, I try to call for help but no reply.
Suryani	Its has some useful information and I don't have to call the hotline.
Susheela B	It has useful information but cant offer LIVE help!!!
Suwanto A	Good channel to communicate between customer and starhub
Syamim A	The user friendly interface and the ability to get help quickly with a click of a button
Syed F	What I like about StarHub Community is that the colours are vibrant, cheerful as it's in green!
Sylvia	It's innovative and comprehensive
Sylvia T	It gives us updated info on promotions but rewards page can be improved,ie, if customer unable to redeem reward, is good to indicate "pls refer to customer service" than saying our account is invalid.
Tamilchelvan	It offers me a platform for my enquiries and usually I get the right feedback.
Tammy	its comprehensive
Tan	Nothing i dislike :)
Tan A	Informative and provides additional information
Tan B	Gedd information and solutions
Tan B	The information is very useful and there is many things to learn about and browse through.It helps me to pass time too.
Tan B	Informative and useful
Tan B	A place to share and get information on issue and update from the pool of community with less hassle to keep waiting over the phone for operator to provide information.
Tan C	Limited information about the Asus Fonepad which I am trying to Recontract.
Tan C	Roomforiimprovements.
Tan C	its a place where I can find answers to my questions
Tan C	StarHub Community certainly enable StarHub users to interact effectively with the Community admin and/or other fellow StarHub users, on issues related to, for example technical enquiries. With the latest addition, Lady First Singapore Community (the ladies can interact with one another on the products featured in the program.
Tan C	Reduces the need of calling up the hotline for most issues.
Tan C	People there are really friendly! They are always so willing to answer any queuries that i have. I can feel the passion in some of the staff. Good job!!
Tan F	Useful if I like to obtain certain information from the site.
Tan G	Easily get online details especially to view bills
Tan H	Browsing for deals
Tan H	At my convenience.....



Name	Feedback
Tan H	It is like a forum, some issue experience by me can be solve by reading the threats there. Sometimes, solutions provided by other 'hubber' are better than those provided by starhub's customer officer as the solutions is base on how the 'Hubber' solve their problems.
Tan H	To know more people having the same slow WiFi speed problem but no solution.
Tan H	More cable tv, mobile and broadband promo pls
Tan J	Plenty of rooms to improve on but overall experience is gd. Sometimes calling hotline take years to pick up call, now with this community consumers can ask for support anywhere and anytime.
Tan J	user able to share some useful tips in the community
Tan J	I like Starhub Community because I can find information pertaining to Starhub issues as well as lifestyle issues.
Tan K	Information provided
Tan K	I can find the help I need without wasting time to call the staff for assistance.
Tan K	A place for Starhubbers to go to discuss issues.
Tan K	Fast n gOod
Tan K	see
Tan K	I can get most of the answers to my problem from there.
Tan K	Allow me to self-service
Tan L	User-friendly
Tan L	Personal experiences sound closer and more practical.
Tan P	GREAT! It it is a another channel of communication with quick response.
Tan P	Get the answer that I need. Don't need to call to enquire.
Tan Q	Interesting and helpful.
Tan S	Forum to discuss on StarHub services
Tan S	Easy to navigate and information was sufficient.
Tan S	I am not so sure as I never visit the website before
Tan S	It's a good place to find answers to questions and promotions.
Tan S	easy to browse and i can my questions answered in StarHub Community
Tan S	It is great community to get in touch with issues and updates that affects all mobile/internet users. It is also allows seniors like me to reach out to other like minded people who shares the same interests and concerns.
Tan S	Thank You
Tan S	product reviews on forum as well as keeping myself up to date with Starhub TV and Internet news, also to get beauty tips from Lady First section too
Tan S	Effort is made to allow customer self service online!
Tan S	No opinion.
Tan S	If I have issues, I would usually call the hotline
Tan T	informative
Tan T	I liked how the Starhub Community was organised and I am able to search for some informations I need.



Name	Feedback
Tan T	I believe the sharing of personal experience by various users, literally make the effort to rectify fault or some configuration error easier
Tan W	Easy to navigate around and find information
Tan W	its online accessible at anywhere
Tan W	easier and faster
Tan W	It is a platform for users to discuss issues and look for solutions
Tan W	It is fast and simple to use
Tan W	responsive and committed to solve any online issues that i am facing.
Tan X	self-help myself, save time and easy to use
Tan Y	interesting and able to gain useful knowledge
Tan Y	Starhub community is always committed to engage customer by organizing meaningful event.
Tan Y	Benefit to me and my family
Tan Y	StarHub Community has a certain level of interactivity and peer-to-peer communication associated with it.
Tan Y	Layout is nice.
Tan Y	Hard to use.
Tan Y	Contests & discussions
Tan Z	Able to find some of the common answers.
Tang C	a good way of getting info, learning frm others.
Tang H	I found it to be resourceful and informative and It saved me alot of time from calling helpdesk for some useful information which i may encounter.
Tang K	Informative by self-help.
Tang M	Useful information that provided in the community. Save a lot of time call hotline.
Tang P	nice place
Tang Y	A place where we can find questions and answers without going through the hotline where at times, its a looong wait. And perhaps useful and updated information can be found there which greatly reduced time-consuming calls to the hotline. Should have this community forum long ago. Anyway, thanks for coming up with such initiative because it makes consumers like us feel appreciated to be part of the StarHub big family. Well done!
Tay C	Getting everybody together, however calling the hotline is better
Tay C	Quite user-friendly but reduce the number of clicks to get to the answers.
Tay H	Firsthand accounts by actual customers make them more trustworthy.
Tay H	Approachable staff
Tay K	None.
Tay L	I understand that community is very helpful. just that i didnt face a problem which require that assistance.
Tay S	I feel closer to StarHub when I at home.
Tay T	Is just like a knowledge & solution center for everyone who needs help.
Tay W	An alternative platform to look for answer other than taking to the staff



Name	Feedback
Tay Y	Convenient way for me to want to check the things i want to check and its very informative.
Teddy G	I can get some answer to my questions regarding some of the problems in starhub
Tee B	Its a good platform for sharing tips and information. The platform is rather new for now. Would benefit when there's more members.
Teh E	I think staff over the counter were helpful and polite . Overall experience there were nice.
Teh S	Just like big family to share your love together.
Tein J	Easy ans helpful
Teng J	It have most of the information I need.
Teng K	More contests
Tengku M	Very helpful. I always join competition and win. And that 100 dollars will help me renew my starhub contract. *hint*
Teo B	Can see other questions posted by others ?
Teo C	USer friendly
Teo K	Informative.
Teo K	it answer my probelms regarding the fibre broadband.
Teo K	none
Teo K	Not much at the moment
Teo L	It is very convenience, save time in solving problem and gaining knowledge from other's experience since I browse internet everyday.
Teo L	a community to provide the necessary solution or answer
Teo S	Useful at times.
Teo S	love the contest and forum =)
Teo T	Its easy to use.
Teo Y	easy to gain kowledge. Learn from other's experience.
Teo Z	Have not really heard or use this platform
Teow B	Easy access and searchable
Teresa T	Easy to browse and locate the enquiries I need.
Terrence W	Nothing much about it. All complaints still need to go through CSO. But CSO not doing a good job by dragging the case and bouncing the case around.
Terry T	Quite useful
Tey C	It allow interactions between user and more should be done to prompt this
Tey L	Easy to navigate, clean and simple layout, helpful discussion on the forum.
Tey T	Found a lot of interesting stuff.
Tham C	Useful and helpful about some simple question, they can simply answer to you.
Tham N	Reply faster and more detailed answer
Than C	The language is not complicated and simple to understand.



Name	Feedback
Than L	It take more time to get an answer to your problem than calling up customer service hotline since Telco's customer service officers clearly know the solutions.
Thanalatchimi D	It gives me the thoughts about other peoples' experience which is quite useful
Theo K	Be able find more information
Thng C	Innovative
Thomas	there is a REAL person there who really tried his very best to assist me, because i called the hotline so many times but no outcome.in the end,this guy in the community helped me to settle the issue.
Thomas S	It's another alternative for help. Hope to see it grow
Thong W	It gives us a platform to feedback and also to share information.
Thung C	StarHub rocks
Tian D	All the informations are available n easy access too
Tiang K	It prevent us from using more time to get the answer we want and question could be ask directly over at starhub community.
Tiffany H	It is user friendly and easy to navigate around. it is a very useful platform where public can raise their problems as well as finding answers to it.
Timothy L	Able to find some of the common questions raised by others
Ting M	Generally ok, but could be a bit more user-friendly.
Ting S	Infiormative n helpful
Ting T	Easy, fast, effective...
Tng S	Very informative
Tock L	Unique in social media and user friendly. Able to share and get prompt response.
Toh C	It allow us to listen n understand what other comsumer facing.
Toh C	A good step moving forward.
Toh K	Sharing, discount,
Toh L	Needs more content and activities to attractive subscribers or non subscribers to be interested to visit it.
Toh P	It is a good way to post our enquiry but it is quite troublesome to create an account just to post them
Toh Q	Very interactive and informative
Toh W	Useful and simple
Toi T	Can know more news about starhub, new gadget launch and blogger opinion.
Tok H	Is a place where you can get the answer you want without much time waste.
Tok J	not much answers or info.
Tommy C	Should have alerts for Broadband maintenance schedules. In emails pr sms.
Tommy W	Interesting
Tong C	feels like an avenue to receive more information
Tong J	Share knowledge.
Tony L	great and easy to use. Hope to have more contests.



Name	Feedback
Tony L	The is ample info and most info is relevant. It is also organized in an easy-to-find way to facilitate customers. It's greatly helpful!
Tony T	Self-find info online
Tracy A	Starhub Community lets customers share their thoughts and experiences with other users.
Tripat P	very user friendly and can easily find answers to my queries
Tripathi A	In StarHub Community I see a lot of problem and suggestion. People talking about different different technology. It also give the proper way how we use the mobile phone.
Trixilea L	Starhub community is an user-friendly website. Not only I get to find out more about Starhub, there are also other sort of forum such as Lady First (hair, make-up, beauty and more).
Tseng Y	more help pls
Tyan C	it saves me the trouble to call the hotline and wait for a long period of time for the customer service to pick up my phone call. and i can get my answer by browsing through some topics that other customers created.
U. K	I like the way StarHub treat their clientes.
V. V	usefull information
Vaibhav G	Everything is good
Valencia H	Fast and Easy to find my answers
Valentine L	The service provided is up to standard and I like the smiles.
Venkatesh K	it is a place to find info easily. and to interact with people to get the feedback and comments about products and services.
Vergil V	Real and actual customer experience sharing and feedback.
Verlyn L	One Stop service for common issues, errors and questions.
Victor L	It helps to build up good relation between StarHub and customers.
Vidhya	Its useful
Vijaykrishnan M	Thanks for the continued service & glad to say that I'm one among the happy customer of StarHub....!
Vimalkumar D	It's AWESOME!
Vincent C	At least some initiative to move answer-searching from the phone lines which can take some time to connect.
Vincent H	It helps each other for problem solving.
Vincent L	information is easily available.
Vincent T	The interface is easy to navigate and the content is mostly useful.
Vincent T	Good to see a community of loyal customers gathered to bond - much more can be done though. With such competitive rates and services from the two other big telcos and smaller niche ones, retention can be further strengthened by sponsored community activities on top of the usual contests.
Viren K	Excellent presentation, enough information



Name	Feedback
Vittal S	They are very approachable and very helpful but at times the problem is beyond their abilities then they need to bring in the technical experts. Overall I am happy and satisfied about the way they handle the customers and get things done.
	It is a good initiative. However, during my last visit I was not impressed with the content management. Starhub has a great access to information, and that gives Starhub the benefit of providing custom content based on user needs.
Vivek C	In addition, various support issues & promotions can be driven through this community page. Starhub can also save some support costs as community users can answer each others' queries.
Vivian H	It provides me an alternative to search for the answers I want without having to visit the shops or pick up the phone :) It is also a convenient portal to find out about latest happenings :)
Vivian O	It's improving but requires time.
Vivian P	More info and problem can be settled up. Just one click and type the problem, everybody happy to help you out.
Vivien L	A lot of information and news being shared
Vivy S	Colourful
Vun B	Great place to find answers and information.
Wan C	providing an effective and good service
Wang J	An avenue to seek for answers.
Wang L	Informative and allows users to help and assist each other
Wang M	Good..well done
Wani B	Discussions and sharing of solutions minimised the waiting time on the holding and waiting for a technical support to attend.
Warlie C	All the members are helpful and all suggestions given are relevant
Wee C	Wealth of information
Wee T	I get fast reply to my enquiry from very polite and professional staff.
Wendy	Provides reliable service and support, loved the vouchers for recontract of phones
Wendy C	I think it is informative and useful.
Wes G	I like the forum concept.. Where I get to learn a lot of issues from different people from different walks of life
William C	None
William C	At times helpful
William G	friendly and helpful
William M	Is helpful
William N	Great platform but needs more advertisement to get more users
Willy B	very helpful. easier than phone call or online support.
Wilson A	As the word "Community" implied, useful advice and assistance provided by the community is large.
Wilson C	It is user friendly.



Name	Feedback
Wilson S	Easy to access, usability of the interface is good and the look & feel is soothing which attracts me in coming back to browse the page. Thank you Starhub.
Wilson T	I feel that the starhub community is very interactive, i get to see questions being answered without waiting for too long. felt that starhub is really having focus on the community to get feedbacks and to help customers solving the problem before going down to the shops or calling the hotline. it saves more time posting questions here than facebook as facebook might not get attention from starhub.
Win T	It can give us some useful information.
Winardi S	Best place to seek an answer about StarHub
Winnie C	Info at fingertips . Self service..
Wint Y	I love the simple UI and easy to search some of the common problems.
Wong J	Very helpful
Wong J	easy to use
Wong K	Ptizes
Wong K	it's very organize, easy to search for the things that is needed.
Wong L	Easy to access and was very helpful
Wong M	It is easy to navigate and the information is well described
Wong P	It is a fast solution to general questions and it save me the hassle of calling the hotline.
Wong T	It allows the customer to find the solutions to their enquiries faster and at the same time, they have an idea on what kind or how starhub can offer to help them
Wong W	it's informative and provide lotsa self help guide where one doesnt need to speak to the customer service in order to find out. Love the blog segment where moderator contribute their thoughts ans experience
Wong W	I like starhub community because it gives real time help from experienced users. Thus they are able to give more practical advice and cutting down spent queuing at the customer service shop or waiting by the phone to speak to the customer care consultants. What is even good about it is i am able to get help at the comfort of my home and able to the help i wanted. Also sometimes i would still required the starhub operator to help me like checking network issues and all, the time interaction spent with the operator was lesser as i had already gotten my issues solved using starhub community.
Wong W	It is a real informative site.
Wong X	There is a forum which is very useful for discussion purposes.
Wong Y	More responsive replies or at least acknowledgement. One common reply ID used by Starhub staff instead of various.
Woo J	I feel that it is a good way to share some information but not the best way to get problem solved.
Woo T	unbiased comment
Woo Y	Useful site to connect Hubbers.



Name	Feedback
Woon S	It's informative for people who are getting the latest mobile phone because people commented the spec on forum.
Wu M	Hubbers unite to share Q&As.
Wu X	I like the way the community categorised the forum topics. This makes navigation easy.
Wu Z	Good enough but can improve
Xavier G	I can interact with other users. Page is simple to navigate and the search bar is easy to access.
Xavier T	The website is simple and easy to navigate.
Xing H	The colours.
Xue T	I do not lik StarHub Community,because no Chinese.
Yacob P	user friendly
Yan J	A great social community for customers to interact with Starhub and seek answers, thereby reducing the need to call 1633
Yance	Starhub Community is a place to look for Q&A
Yang S	It is a very nice platform for us to find out solutions to our problems quickly and conveniently.
Yanty	friendly
Yap B	Is very proactive and reply is fast.
Yap S	Neat and user-friendly interface and layout!
Yasmin M	They are very efficient and excellent customer service.
Yau P	Nothing really, its full of complaints with no solutions.
Ye L	The response was prompt, issue was resolved and kudos to the friendly staff on the community who make things happen. =)
Yeap B	i can find my queries asap
Yee I	Efficient
Yenny	Everyone is able to share and enquiry about their problems.
Yeo E	It is a very helpful tool for me as I am able to get the information I need and could share my knowledge I have with others as well.
Yeo H	Some reference if there is need to seek help
Yeo K	It's a platform to engage with customers.
Yeo K	Informative
Yeo T	Very helpful. I was trying to get a phone but was out of order. One of the staff was so helpful that he went to one of the star hub shop and check and ensure me to get the phone.
Yeo T	I very appreciate about his help and like his attitude.
Yeo W	the community needs more update of information on promotions. although there is information but is not the latest updated one
Yeo Z	like a forum where answers are available. can improve on searchability
Yeow A	Many contests
Yeow J	Contest
Yeow W	experience sharing
Yew H	More on starhub promotion, contracts for hp especially for loyal customers.



Name	Feedback
Yew J	Easy to understand and navigate, keep up the good work!
Yi H	it saves time calling the hotline and u able to gain more knowledge what u are looking for.
Yong A	Share, discuss and learn
Yong C	The people there are very helpful and my problems there were always solved quickly
Yong K	I can see people post about some issues that I probably have and be aware of it.
Yong Y	It is useful for everyone.
Yoo L	It gives me new ideas on how to go about resolving my issues as quickly as possible. The Community is a vibrant place where like-minded and helpful people hang out and lend a helping hand.
Yoong K	fun, able to connect with people
Young C	Good tips could be found in it.
Young Q	I like how I can understand what are the problems other starhub users are facing and how their problems relate to me as well.
Yoyo I	This is a very good approach on customer satisfaction
Yu J	The reviews aided me in making decisions on whether I should get the product or not.
Yu S	nice efficient and cool.
Yulian	the answers
Yusyanto	Superb service...
Yvonne T	Help Videos, Knowledge Base Articles
Yvonne W	I like green color, comfortable to look at
Zach C	A place that I can share my questions and hope those who have the answer can share.
Zalina B	It is much easier to collate feedback from other Starhub users who are in the same boat as me. I could also gather other relevant information which was helpful to me as a user.
Zaw M	It is good to have online solution.
Zeng Z	Simple, fast, efficient.
Zeyuan X	It's quite informative and user friendly.
Zhang T	it's good effort that the customers can share their thoughts in a centralized place, which are more likely heard by Starhub. I have been using MaxOnline for years. Sometimes DNS server of MaxOnline was not stable so that I have to manually configure DNS server to Singtel's. By having Starhub Community, I would post my issues in the forum and let Starhub know what its customers experience. I didn't try calling the hotline as I hate to be put in waiting for dozen of minutes.
Zhuo M	lots of informations
Zulkifle	A great way to begin the research for unknown problems with the mobile etc