

I usually buy STI prepaid telephone cards to make international calls. I cannot use the cards since yesterday morning. I thought it might be some type of temporary interruption. I tried again today at 5:30 am but again I couldn't. I called their customer service, they listened to the complaint, and gave me a case #565998 with instructions to try using the card after 90 minutes and if it failed I should call them again. I called them again after 90 minutes, gave them the case number and again I received the same instructions.

To my question on how to get a refund so I can buy a different card, their representative responded that they control more than 90% of telephone cards and, probably, wouldn't make any difference. To my question, what was the problem, the representative said that their technical department did not tell them what the problem was. To my request that I had a phone appointment with a company in Cyprus, they responded that I should go to a pay phone and make the call from there.

I think the attitude of this company is arrogant and irresponsible. Also, I don't believe allowing a company to almost have a monopoly over prepaid cards is wrong and that it is your action that will correct it.

I believe we deserve better treatment as consumers. I buy the cards in good faith but their product is defective and they will not offer any alternatives.

Thank you.