



REPORT OF THE ADJUDICATOR

Complaint reference number: 17140

WASPA member(s): Sprint Media (IP) / Opera Interactive (SP)

Membership number(s): 1168 / 0068

Complainant: Public

Type of complaint: Subscription Service

Date complaint was lodged: 30 April 2012

Date of the alleged offence: 1 November 2011 – 28 April 2012

Relevant version of the Code: 11.6

Clauses considered: 11.5.1, 11.5.2, 11.6.1, 11.6.2

Relevant version of the Ad. Rules: Not Applicable

Clauses considered: None

Related cases considered: 11033

Complaint and Response

This complaint arises from the escalation of unsubscribe request #30931 regarding subscription services charges (the “Mobmatic” service) operated by the IP in conjunction with the SP.

The complainant alleged that he had never subscribed to the Mobmatic service which the IP denied. The IP produced evidence of its interactions with the consumer’s mobile phone / MSISDN – this evidence appears at page 17140_003 002 of the annexed bundle of documents.

Sections of the Code considered

- 11.3.1. If a subscription service is initiated by entering a customer's mobile number on a web page or WAP site, then a separate confirmation message must be sent to the customer's mobile handset in order to prove that the number entered matches the customer's mobile handset number. This message may either:
- (a) contain a PIN number which is then confirmed or validated on the web page, or
 - (b) contain the name of the service, an explanation of the confirmation process, and a URL with a unique identifier, which, when clicked, validates the handset number.
- 11.5.1 Once a customer has subscribed to a subscription service, a notification message must immediately be sent to the customer. This welcome message should not be mistaken for an advert or marketing message. The customer may not be charged for this message.
- 11.5.2 The welcome message must start with the text "Welcome: " and must also be a clear notification of the following information, in the following order:
- (a) The name of the subscription service;
 - (b) The cost of the subscription service and the frequency of the charges;
 - (c) Clear and concise instructions for unsubscribing from the service;
 - (d) The service provider's telephone number.

11.6. Reminder messages

- 11.6.1 A monthly reminder SMS must be sent to all subscription service customers. This reminder must be sent within 30 days of the initial notification message, and once per calendar month thereafter. The customer may not be charged for these reminder messages.
- 11.6.2. The reminder messages specified in 11.6.1 must adhere exactly to the following format, flow, wording and spacing:

Reminder: You are subscribed to [name of service provider] [content/service description]. Cost [cost of service and frequency of billing]. SMS HELP [optional keyword] to [short code] /call [call centre number + "(VAS)" if applicable]. To unsub, sms STOP [service keyword] to [short code].

or

Reminder: You are subscribed to [name of service provider] [content/service description]. Cost [cost of service and frequency of billing]. For help call [call centre number + "(VAS)" if applicable]. To unsub, sms STOP [service keyword] to [short code].

Decision

In the present matter, there is an obvious dispute of fact regarding whether the consumer subscribed to the service on 1 November 2011 or not. It is difficult to make a finding on this aspect of the matter on the evidence available to me.

However, based solely on the IP's own version, it is quite clear that the welcome message sent to the consumer and the monthly reminder message do not comply with the requirements of sections 11.5.2 and 11.6.2 of the Code.

The welcome message opens with the following text *"WELCOME: COLLECT COINS 4 PRODUCTS 24/7 Visit mobmatic.com"*. Viewed objectively and within the context of the entire message, this message is capable of being misconstrued as a marketing message, not a subscription confirmation message.

In addition, the unsubscribe instruction is prefaced by the phrase *"2 unsub sms stop 31923"*. The omission of the word *"to"* between the word *"stop"* and the short code number is confusing. Must the consumer SMS *"stop 31923"* or *"stop"* to 31923?

The unsubscribe component is also prefaced by the text *"16plus"* which is confusing and draws the consumer into reading a component of the sentence as being *"16plus 2"*. For several reasons then, the welcome message breaches section 11.5.2 of the Code.

The monthly reminder message produced by the IP reads *"REMINDER: UR HOROSCOPE HERE <http://ems.cx/s/A%EB056399> Help 0213002334. u r subscribed 2 S/Media Mobmatic.com/ cost R7/day 2 usub, SMS stop 31923. free msg"*. This is an obvious breach of the requirements of section 11.6.2 of the Code.

Sanctions

I have had regard for complaint 11033 where the IP breached the equivalent section of the Code before with non-compliant reminder messages. In that matter a R20 000 fine was imposed. The adjudication report in complaint 1033 was published before the present matter arose.

I accordingly impose the following sanctions:

1. The IP is ordered to refund the Complainant all amounts charged for subscription from the date of subscription until the date of termination of subscription.
2. The IP is fined an amount of R20 000.

Subject: [WASPA.Archive] [formal] Complaint Ref:#17140 Escalation of unsubscribe # 30931

From: "WASPA Complaints [Redacted]" <complaints@waspa.org.za>

Date: Wed, 09 May 2012 11:56:09 +0200

To: [Redacted]

Dear WASPA member,

The appended unsubscribe request was logged on the WASPA unsubscribe system on 2012-04-30, but the complainant has indicated that they are not satisfied with your response.

Therefore, the WASPA Secretariat has no choice but to escalate this query to a formal complaint against Sprint Media.

Accordingly:

- You have five working days to respond to the complaint, and to provide the WASPA secretariat with any information you deem to be relevant to this complaint.
- After five working days have passed, this complaint, together with your response (if any) will be assigned to an adjudicator for review, and if upheld, determination of appropriate sanctions.
- You do not have an obligation to respond to this complaint. Should the WASPA secretariat not receive any response from you within this time period, it will be assumed that you do not wish to respond.
- Your response, and any other correspondence relating to this complaint, must be sent to complaints@waspa.org.za. Correspondence sent to any other address may not be deemed to constitute a formal response.
- The WASPA Secretariat will confirm receipt of your response.

It is recommended that your response should include as much as possible of the following information that is relevant to this complaint:

- Logs as stipulated in clause 11.10.2. of the Code of Conduct
- Information on how this service was or is advertised e.g.: TV, WAP, Internet, SMS, radio
- A copy of the advertisement/marketing material
- In the case of a TV advert please provide flight times and codes
- Statistics on the number of entries/users of this service

If you have any questions regarding the Code of Conduct or the complaints procedure, please address your queries to complaints@waspa.org.za.

Please confirm your receipt of this message.

Warm regards,
WASPA Secretariat

--- A copy of the unsubscribe request follows below ---

The user who escalated this request has provided the following reason for escalation: This is not acceptable as I have given you the true detail in this matter and there are a number of similar issues between this case and the adjudications referred to in my letter. In these adjudications fines were imposed and in one case compensation was awarded.

Please advise what I need to do to escalate this matter to Adjudication as I will not let this matter rest until I am reasonably compensated in this matter. I do not have any idea of what the contents of the attachment but whatever it means I am willing to

swear under oath that I never intentionally subscribed to this or any other service and to say that I have done this is false.

Yours faithfully,

██████████
WASP members

Sprint Media S.L.

Details of the complaint

Mobile number: ██████████

Customer name: ██████████

Customer email: ████████████████████

Actions requested:

- SP requested to unsubscribe customer
- SP requested to send an SMS confirming this unsubscribe
- SP requested to provide proof of subscription
- SP requested to contact customer regarding a refund

WASPA member response: Sprint Media S.L.

Response to unsubscribe request: Unsubscribed and blocked

Confirmation SMS sent to the customer: Sent

Response to the request for a refund: No refund offered

Upload proof of subscription: Uploaded by WASP

Proof of subscription available from <http://secure.ff.co.za/unsubscribe/proof.php?action=view&id=30931&wasp=3081>

Comments

Opera Telecom t/a Opera Interactive on 2012-04-30 10:54:46 said:

Hand over to Sprint Media ██████████

fs_williesh_vodacom on 2012-04-30 13:22:15 said:

Opera Telecom t/a Opera Interactive: The service provider is still billing. Last billing date was 2010-01-04

fs_williesh_vodacom on 2012-04-30 13:22:15 said:

Opera Telecom t/a Opera Interactive: Customer requested a refund. Customer's name is ██████████, alternate contact number supplied is ██████████

wolfshar_vodacom on 2012-05-06 08:19:47 said:

Sprint Media S.L.: Customer requested a refund. Customer's name is ██████████, alternate contact number supplied is ██████████

wolfshar_vodacom on 2012-05-06 08:20:42 said:

Opera Telecom t/a Opera Interactive: Customer requested a refund. Customer's name is ██████████, alternate contact number supplied is ██████████

archive mailing list

archive@waspa.org.za

<http://lists.waspa.org.za/mailman/listinfo/archive>

Manage unsubscribe request #30931 ([Edit this request](#))**Status:** Closed**Flagged for special attention:** No**Mobile number:** [REDACTED]**Customer name:** [REDACTED]**Customer email:** [REDACTED]**WASP responses**

WASP	Status	WASP Response	SMS Confirmation	Proof of subscription	Refund	Customer contacted
Mira Networks	Handed over	Unsubscribed and blocked	Sent	Requested	Requested	No
Opera Telecom t/a Opera Interactive	Handed over	Unsubscribed	Requested	Requested	Requested	No
Sprint Media S.L.	Processed	Unsubscribed and blocked	Sent	Uploaded by WASP (view)	No refund offered	No
TIMw.e. New Media Entertainment South Africa	Processed	Unsubscribed	Sent	Uploaded by WASP (view)	No refund offered	No

Secretariat actions:

Escalate this request to a formal complaint for the following WASPs:

- ☐ Mira Networks
- ☐ TIMw.e. New Media Entertainment South Africa
- ☐ Opera Telecom t/a Opera Interactive
- ☐ Sprint Media S.L.
- ☐ **Select/deselect ALL WASPs**

Please provide a reason for escalating this request to the complaints team:

Escalate this request**Comments**

Author	Date	Time	Comment
Charles	2010-01-04	10:19:30	he never downloaded the song as the terms and conditions where not to his liking and he received his password but he never used the password on the site to start the subscription. he is claiming fraude.
Charles	2010-01-05	09:10:00	He tried to down load a song but due to the terms and conditions he never went through with the download.
Mira Networks	2010-01-05	14:58:37	Unsubscribed. Handed over to TIMWE
TIMw.e. New Media Entertainment South Africa	2010-01-05	20:27:50	Unsubscribed
Charles	2010-01-13	13:24:23	Escalation reason: "The complainant is not happy with the outcome of the informal investigation"
Opera Telecom t/a Opera Interactive	2012-04-30	10:54:46	Hand over to Sprint Media – Lorraine
Fs_williesh_vodacom	2012-04-30	13:22:15	Opera Telecom t/a Opera Interactive: The service provider is still billing. Last billing date was 2010-01-04

Fs_williesh_vodacom 2012-04-30 13:22:15 Opera Telecom t/a Opera Interactive: Customer requested a refund. Customer's name is [REDACTED], alternate contact number supplied is [REDACTED]

Wolfshar_vodacom 2012-05-06 08:19:47 Sprint Media S.L.: Customer requested a refund. Customer's name is [REDACTED] alternate contact number supplied is [REDACTED]

Wolfshar_vodacom 2012-05-06 08:20:42 Opera Telecom t/a Opera Interactive: Customer requested a refund. Customer's name is [REDACTED], alternate contact number supplied is [REDACTED]

Charles 2012-05-08 12:10:35 Escalation reason: This is not acceptable as I have given you the true detail in this matter and there are a number of similar issues between this case and the adjudications referred to in my letter I n these adjudications fines were imposed and in one case compensation was awarded. Please advise what I need to do to escalate this matter to Adjudication as I will not let this matter rest until I am reasonably compensated in this matter. I do not have any idea of what the contents of the attachment but whatever it means I am willing to swear under oath that I never intentionally subscribed to this or any other service and to say that I have done this is false. Yours faithfully, [REDACTED]

Add a new comment:

Add comment

History

User	Date	Time	Action	Detail
Charles	2010-01-04	10:19:30	logged	None
Cron	2010-01-05	08:00:20	autorereminder	Mira Networks
Mira Networks	2010-01-05	14:58:37	handover	TIMw.e. New Media Entertainment South Africa
Mira Networks	2010-01-05	14:58:37	wasps_update	unsub response changed from "None" to "Unsubscribed and blocked"
Mira Networks	2010-01-05	14:58:37	wasps_update	confirmation sms changed from "Requested" to "Sent"
TIMw.e. New Media Entertainment South Africa	2010-01-05	20:27:50	wasps_update	unsub response changed from "None" to "Unsubscribed"
TIMw.e. New Media Entertainment South Africa	2010-01-05	20:27:50	wasps_update	confirmation sms changed from "Requested" to "Sent"
TIMw.e. New Media Entertainment South Africa	2010-01-05	20:27:50	wasps_update	refund changed from "Requested" to "No refund offered"
TIMw.e. New Media Entertainment South Africa	2010-01-05	20:27:50	proof_supplied	TIMw.e. New Media Entertainment South Africa
Charles	2010-01-13	13:19:47	updated	Customer email changed from "" to [REDACTED]
Charles	2010-01-13	13:24:23	escalated	Formal complaint #8467
Charles	2010-01-14	14:37:49	updated	Customer email changed from [REDACTED] to [REDACTED]
Vodacom	2012-04-29	10:20:51	wasps_added	User = tp_busakwyo_vodacom
Vodacom	2012-04-29	10:20:51	wasps_added	Opera Telecom t/a Opera Interactive
Vodacom	2012-04-29	10:20:51	reopened	None
Cron	2012-04-30	08:02:17	autorereminder	Opera Telecom t/a Opera Interactive
Opera Telecom t/a Opera Interactive	2012-04-30	10:54:46	handover	Sprint Media S.L.
Opera Telecom t/a Opera Interactive	2012-04-30	10:54:46	wasps_update	unsub response changed from "None" to "Unsubscribed"
Fs_williesh_vodacom	2012-04-30	13:22:14	escalate	Opera Telecom t/a Opera Interactive: The service provider is still billing. Last billing date was 2010-01-04
Fs_williesh_vodacom	2012-04-30	13:22:15	escalate	Opera Telecom t/a Opera Interactive: Customer requested a refund. Customer's name is [REDACTED], alternate contact number supplied is [REDACTED]
Vodacom	2012-04-30	13:22:15	reopened	None
Cron	2012-05-01	08:01:51	autorereminder	Sprint Media S.L.
Cron	2012-05-02	08:02:31	autorereminder	Sprint Media S.L.
Cron	2012-05-03	08:02:20	autorereminder	Sprint Media S.L.
Sprint Media S.L.	2012-05-03	15:20:57	wasps_update	unsub response changed from "None" to "Unsubscribed and blocked"

Sprint Media S.L.	2012-05-03 15:20:57	waspa_update	confirmation sms changed from "Requested" to "Sent"
Sprint Media S.L.	2012-05-03 15:20:57	waspa_update	refund changed from "Requested" to "No refund offered"
Sprint Media S.L.	2012-05-03 15:20:57	proof_supplied	Sprint Media S.L.
Charles	2012-05-04 16:44:26	closed	None
Wolfshar_vodacom	2012-05-06 08:19:47	escalate	Sprint Media S.L.: Customer requested a refund. Customer's name is [REDACTED], alternate contact number supplied is [REDACTED]
Vodacom	2012-05-06 08:19:47	reopened	None
Wolfshar_vodacom	2012-05-06 08:20:42	escalate	Opera Telecom t/a Opera Interactive: Customer requested a refund. Customer's name is [REDACTED], alternate contact number supplied is [REDACTED]
Vodacom	2012-05-06 08:20:42	reopened	None
landa	2012-05-07 12:26:51	updated	WASP status changed from Processed to Open (new) for Sprint Media S.L.
landa	2012-05-07 12:26:51	updated	WASP response changed from Unsubscribed and blocked to None for Sprint Media S.L.
landa	2012-05-07 12:26:51	updated	WASP refund changed from No refund offered to Requested for Sprint Media S.L.
Sprint Media S.L.	2012-05-07 17:31:12	waspa_update	unsub response changed from "None" to "Unsubscribed and blocked"
Sprint Media S.L.	2012-05-07 17:31:12	waspa_update	refund changed from "Requested" to "No refund offered"
Sprint Media S.L.	2012-05-07 17:31:12	proof_supplied	Sprint Media S.L.
Charles	2012-05-08 09:53:02	customer_notified_of_close	[REDACTED]
Charles	2012-05-08 12:10:35	escalated	Formal complaint #17140

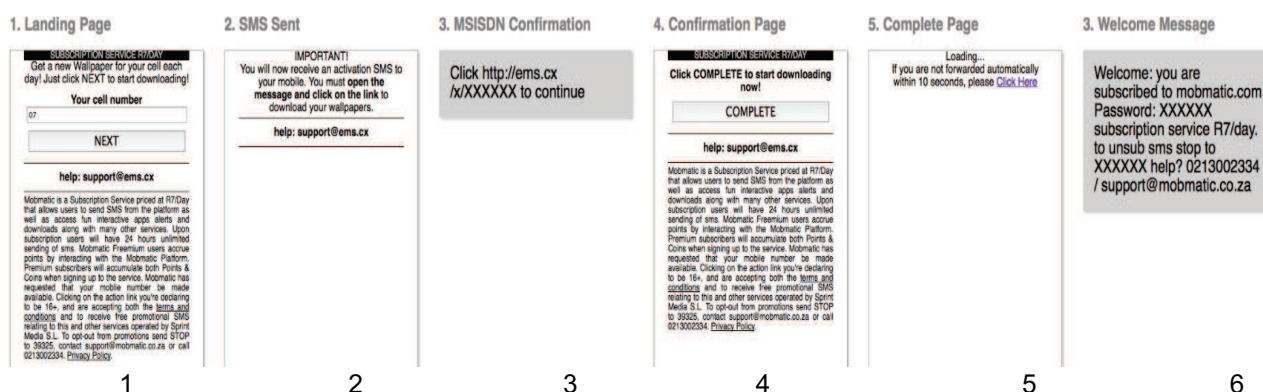
Cell phone number: [REDACTED]
 Subscription Service: Mobmatic
 Date sign up: 01st November 2011
 Time sign up: 20:09:01
 Starting access point/Device: Nokia E65

As a Mobmatic Freemium user, the user showed interest in our premium service prior to subscription. When a user shows interest in our premium subscription service by responding to the promotional message they are taken to the 1st element of the upgrade process, this being the **Landing Page**.

No user is taken any further in the process unless the interested party completes the initial Call to Action following the Landing Page. If these actions are completed, the remaining 3 stage process commences, but at the end of each stage, the user is required to complete specific Calls To Action to proceed. Only when all 4 stages are completed is a user subscribed and they receive the required Welcome Message. Therefore, subscription is not possible without user interaction.

With every service we operate, users have the opportunity to read the Terms & Conditions of service prior to accepting the service. These are displayed throughout the process. Also the system captured the user's IP address and the handset type.

To guide the user through the process, we have provided graphics of the pages that were displayed on your handset device during the subscription process:



(1) Shows the message displayed on your cellphone screen once the link carried in the promotional message was clicked on, also known as **Landing Page**. In the body of the message it is clearly stated that it is a “**SUBSCRIPTION SERVICE**” and its charge and billing frequency: “**R7/DAY**”. By clicking on the action link [**CONFIRM**] you are accepting the terms and conditions, as well as completing the First opt in of the Double opt in process.

(2) After this action has been taken another message is displayed on your cell phone screen informing you that a SMS will be sent to continue the activation process.

(3) The SMS sent contains a link, that when clicked takes the user to the confirmation page

(4) The confirmation page reiterates the terms and conditions, that it is a **SUBSCRIPTION SERVICE**, its charge and billing frequency: “**R7/DAY**”. When the user clicks on [**COMPLETE**] they agree to accept the terms and conditions as well as completing the subscription registration and double opt in process.

When the user completes the subscription process, a further SMS is sent, this SMS is known as the Welcome message and again advises the new subscriber that they have joined a subscription service, its charge and billing frequency, website address to **Mobmatic** along with the access password to enjoy the service. This SMS also carries the Customer support helpline number, email and how to opt-out of the service if so wished ceasing the subscription.

(1) Mobmatic Landing Page Registration

History: +27828815767

<<	2011-11-01 20:05:12	Web Registration	WebSite Mobmatic	Website Registration IP Address: 196.207.44.240 (ZA) URL: http://m.mobmatic.com/lps/picture/wpsaz30/ Phone: Nokia E65 User-Agent: NokiaE65-1/3.0 (4.0633.74.00) SymbianOS/9.1 Series60/3.0 Profile/MIDP-2.0 Configuration/CLDC-1.1
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(3) SMS sent

>>	2011-11-01 20:05:25	Delivered On	31923 Mobmatic	CLICK http://ems.cx/r/604E7DA5 TO CONTINUE
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(4) Confirmation Page / Double Optin Completion

<<	2011-11-01 20:09:01	Optin	31923 Mobmatic	TESTM Code:7797IP Address: 196.207.44.240Page: http://m.mobmatic.com/lps/picture/wpsaz30/ User Agent: NokiaE65-1/3.0 (4.0633.74.00) SymbianOS/9.1 Series60/3.0 Profile/MIDP-2.0 Configuration/CLDC-1.1
----	------------------------	--------------	-------------------	--

(5) Welcome SMS

>>	2011-11-01 21:04:07	Delivered On	31923 Mobmatic	WELCOME:COLLECT COINS 4 PRODUCTS 24/7 Visit mobmatic.com Password: 41263494. help@mobmatic.com subscriptionR7/day 16plus 2 unsub sms stop 31923. [REDACTED]
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In order to comply with the relevant regulation for operating mobile subscription services in South Africa, a reminder message must be sent on a monthly basis informing the user of their subscription service, its charge and billing frequency and how to opt out if they so wished. The most recent monthly reminder sent to their mobile number is shown below

>>	2012-04-28 19:58:31	Sent	31923 Mobmatic	REMINDER: UR HOROSCOPE HERE http://ems.cx/s/A5EB056399 Help 0213002334. u r subscribed 2 S/Media Mobmatic.com/ cost R7/day 2 unsub, SMS stop 31923. free msg
----	------------------------	------	-------------------	---

The subscription service was cancelled at their request on the **29th April 2012** and removed from our database on the same day.

<<	2012-04-29 10:35:43	Inbound	31923 Mobmatic	STOP
>>	2012-04-29 10:35:50	Delivered On	31923 Mobmatic	Info: This is to confirm that your cell number has been unsubscribed from Mobmatic. Thank you! support@mobmatic.co.za

CONCLUSION:

- The complainant subscribed to Mobmatic subscription service through a double opt-in process.
- The terms and conditions of the service were clearly displayed on the Landing Page as well as the Confirmation page.
- A Welcome message was sent to the Complainant, which contained all the required information

- A monthly Reminder Message was sent to the Complainant, which contained all the required information.
- An unsubscribe request was received, which request was honored and an Unsubscribe Confirmation message was sent to the Complainant.
- The daily subscription fee of R 7 per day is for access to the Mobmatic service. It is irrelevant whether content is downloaded or not.
- **Therefore, the subscription has been confirmed and all rules and regulations have been complied with.**

We trust you find the above in order and look forward to your response herein.

Kind regards,

Customer Support

Service Description: Mobmatic is a mobile entertainment service, where registered customers can play games, download applications, ringtones, wallpapers and interact with other users, and much more. Mobmatic rewards its Premium users by assigning coins and points/credits on a daily basis which can be exchanged for products and services in our website www.mobmatic.com.

Brief guide as to the role of a subscription service

- A user can either be charged for each message they receive, or at regular intervals, such as weekly or monthly. If they only want to receive a single message with particular information, or updates for a limited period (such as during a sports tournament), they should check whether they are subscribed to a recurring service, in which case they would continue to be charged for further messages.
- If a user 'pay-as-you-go's' for their phone, charges will come off their credit right away. If they pay on a monthly contract basis, all charges will be added to the bill. If they are bombarded with unexpected or unwanted messages, they should not ignore them but check the terms of any short-code services they have used, as it is likely that they will be charged for these messages.
- A user can stop any subscription service immediately by texting STOP to the short-code number concerned. If they are subscribed to more than one service from the same number, they can cancel all at once by texting STOP ALL.

Subject: [WASPA.Archive] SP notification for Affiliate member complaint #17140 Escalation of unsubscribe # 30931
From: "WASPA Complaints [Redacted]" <complaints@waspa.org.za>
Date: Wed, 09 May 2012 11:57:31 +0200
To: [Redacted]

Dear WASPA member,

The appended formal complaint has already been sent directly to the Affiliate member indicated below for their response. However, the WASPA Secretariat believes that the Affiliate member involved is making use of your infrastructure to provide this service and we are thus making you aware of this complaint.

You may:

1. Choose to allow the relevant Affiliate member to respond to this complaint, and not provide any response of your own; or
2. Provide a written response to the complaint, which will be considered by the adjudicator in addition to any response provided by the relevant Affiliate member.

It is recommended that your response should include as much as possible of the following information that is relevant to this complaint:

- Logs as stipulated in clause 11.10.2. of the Code of Conduct
- Information on how this service was or is advertised
e.g.: TV, WAP, Internet, SMS, radio
- A copy of the advertisement/marketing material
- In the case of a TV advert please provide flight times and codes
- Statistics on the number of entries/users of this service

Depending on the severity of the alleged breach, you may also wish to take additional steps regarding the service that is the subject of the complaint. If you do choose to take such steps in response to this notification, please notify the WASPA Secretariat of the steps taken.

Please note that this message constitutes formal notification of this complaint in terms of clause 14.3.3 of the WASPA Code of Conduct. This means that whether or not you choose to respond, it is possible that the independent adjudicator will treat you as a respondent for this complaint, and sanctions could be imposed on your company. The adjudicator may also hold you liable for the actions of the Affiliate member in the event that that member does not comply with any sanctions imposed on that member by the adjudicator.

If this message has reached you in error, and you are not, in fact, involved in any way in the provision of the service that is the subject of this complaint, please notify the WASPA Secretariat of this as a matter of urgency, so that we can resend this notification to the correct WASPA member.

If you have any questions about this message, or about the WASPA complaints process in general, please contact complaints@waspa.org.za for assistance.

Warm regards,
WASPA Secretariat

----- Original Message -----

Subject:[formal] Complaint Ref:#17140 Escalation of unsubscribe # 30931

Date:Wed, 09 May 2012 11:56:09 +0200

From:WASPA Complaints [Redacted] <complaints@waspa.org.za>

Reply-To:complaints@waspa.org.za

Organization:Wireless Access Providers' Association

To: [REDACTED]

Dear WASPA member,

The appended unsubscribe request was logged on the WASPA unsubscribe system on 2012-04-30, but the complainant has indicated that they are not satisfied with your response.

Therefore, the WASPA Secretariat has no choice but to escalate this query to a formal complaint against Sprint Media.

Accordingly:

- You have five working days to respond to the complaint, and to provide the WASPA secretariat with any information you deem to be relevant to this complaint.
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e.g.: TV, WAP, Internet, SMS, radio
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If you have any questions regarding the Code of Conduct or the complaints procedure, please address your queries to complaints@waspa.org.za.

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WASPA Secretariat

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that I have done this is false.

Yours faithfully,

██████████
WASP members

Sprint Media S.L.

Details of the complaint

Mobile number: ██████████
Customer name: ██████████
Customer email: ████████████████████
Actions requested:
- SP requested to unsubscribe customer
- SP requested to send an SMS confirming this unsubscribe
- SP requested to provide proof of subscription
- SP requested to contact customer regarding a refund

WASPA member response: Sprint Media S.L.

Response to unsubscribe request: Unsubscribed and blocked
Confirmation SMS sent to the customer: Sent
Response to the request for a refund: No refund offered
Upload proof of subscription: Uploaded by WASP
Proof of subscription available from
<http://secure.ff.co.za/unsubscribe/proof.php?action=view&id=30931&wasp=3081>

Comments

Opera Telecom t/a Opera Interactive on 2012-04-30 10:54:46 said:
Hand over to Sprint Media - ██████████

fs_williesh_vodacom on 2012-04-30 13:22:15 said:
Opera Telecom t/a Opera Interactive: The service provider is still
billing. Last billing date was 2010-01-04

fs_williesh_vodacom on 2012-04-30 13:22:15 said:
Opera Telecom t/a Opera Interactive: Customer requested a refund.
Customer's name is ██████████, alternate contact number supplied is
██████████

wolfshar_vodacom on 2012-05-06 08:19:47 said:
Sprint Media S.L.: Customer requested a refund. Customer's name is ██████████
██████████, alternate contact number supplied is ██████████

wolfshar_vodacom on 2012-05-06 08:20:42 said:
Opera Telecom t/a Opera Interactive: Customer requested a refund.
Customer's name is ██████████, alternate contact number supplied is
██████████

archive@waspa.org.za

<http://lists.waspa.org.za/mailman/listinfo/archive>

Part 1.2

Content-Type: text/plain

Content-Encoding: 7bit