

WASPA Member (SP)	Vodacom SP
Information Provider (IP)	None
Service Type	Customer Service
Source of Complaint	Monique Botha
Complaint Number	#4541
Code of Conduct Version	6.1
Date of Adjudication	07/09/2008

Complaint

The Complainant in this matter lodged the following complaint:

“I have tried for 2 days 14 and 15 July 2008 to cancel a subscription with this company, they are not reachable, I have been given the following numbers by vodacom 11300, 011 848 8458 , 082 199. During this period the longest I have hold was 2hrs and 48min and till now no success to reach them, I have also logged a complaint with the department of trade and industry to investigate this matter.”

SP Response

The SP was quick to respond to the matter and also contacted the Complainant and made sure he / she became unsubscribed. From the three responses received by the SP the Adjudicator only feels it is necessary to reproduce the following:

“In addition to the below query, in our defence - the client has received various notifications (at least 4) on how to unsubscribe, which had the **correct** Customer Care number:

“Reminder: Ur a member of Fresh weekly babe wallpaper. Go 2:
<http://fresh2.36444.co.za/index.php?ref=5E534&mpid=5&tid=6909359> Only
 R7.00/wk. 2unsub SMS stop to 31188 or call 0860105773”, on the below dates:

2008/01/03; 2008/02/04; 2008/04/03; 2008/07/03”

Sections of the Code considered

4.1.5. Members must have a complaints procedure allowing their customers to lodge complaints regarding the services provided. Members must acknowledge receipt of complaints expeditiously, and must respond to any complaints within a reasonable period of time.

4.1.6. Customer support must be easily available, and must not be limited to a medium that the customer is unlikely to have access to (for example, support should not be limited to email if a significant number of customers do not have access to email).

4.1.7. Any telephonic support must be provided via a South African telephone number and must function effectively. Should the member be unable to provide immediate support, a customer should be provided with the ability to leave a message. Support numbers may not forward to full voice mailboxes.

Decision

In adjudicating a matter the Adjudicator has to rely on the information submitted and hence presented to him/her. In this matter the Adjudicator has ascertained that although the SP has made every effort to ensure that the Complainant was well informed on how to unsubscribe, it does not preclude it from section 4.1.7.

The Complainant contacted the SP. The response received from utilizing the number that was provided by the SP did not conform to section 4.1.7's requirement of "effectively".

The Adjudicator does however realise that for this specific content subscription a different number was provided as was indicated by the SP in its reply as the so-called "correct" number.

The Adjudicator cannot find any malice on behalf of the SP and is further satisfied that the correct procedures were followed by the SP. It is however ordered that the SP ensure that when someone requests a number from the SP, even though it might be from a different division, that these divisions are capable of effectively supplying the correct numbers to customers contacting them.

The SP is further reprimanded to streamline its customer care service to comply with section 4.1.7 of the WASPA Code of Conduct.
