



REPORT OF THE ADJUDICATOR

WASPA Member (SP)	TIMw.e. New Media Entertainment South Africa
Information Provider (IP) (if any)	
Service Type	Subscription service
Source of Complaints	Mr J Ntamu
Complaint Number	8851
Date received	23 February 2010
Code of Conduct version	8.0

Complaint

The complainant logged an unsubscribe request on the WASPA unsubscribe system on 9 February 2010. The SP unsubscribed the complainant but the complainant was not satisfied and the matter has been escalated as a formal complaint for adjudication.

The complainant alleges that the SP has breached section 11.5.7 of the WASPA code of conduct.

The complainant states that this number was connected on 22 January 2010 and was a recycled number.

SP's response

The SP states that there is no indication that this number was recycled. The number was successfully billed without interruption.

Sections of the Code considered

11.5.11. If a user ports their number from one operator to another, that number must be removed from all subscription services.

Decision

In the absence of proof from the complainant that the simcard in question was only connected by him on 22 January 2010, I cannot make a ruling on this complaint. The complaint is accordingly dismissed.