



## REPORT OF THE ADJUDICATOR

<b>Complaint reference number:</b>	#7289
<b>WASPA member(s):</b>	Grapevine Interactive
<b>Membership number(s):</b>	0008
<b>Complainant:</b>	Public
<b>Type of complaint:</b>	Unlawful Lottery
<b>Date complaint was lodged:</b>	2009-08-06
<b>Date of the alleged offence:</b>	2009-08-06
<b>Relevant version of the Code:</b>	7.4
<b>Clauses considered:</b>	3.1.2, 3.5.2, 3.9.1, 4.1.6, 4.1.11, 13.1.6, 13.3.8, 13.5.1, 13.5.3
<b>Relevant version of the Ad.</b>	2.3
<b>Rules:</b>	
<b>Clauses considered:</b>	Not applicable
<b>Related cases considered:</b>	7103-7105

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### Complaint

1. On the 06 August 2009 a complaint was submitted to the WASPA secretariat by a journalist relating to short code 35408 which is operated by Grapevine Interactive (the SP) in which the complainant indicated that:
  - 1.1. the SP had contravened the Lotteries Act 57 of 1997 (hereinafter the "Lotteries Act");

- 1.2. The SP used a Value Added Service ("VAS") while failing to deliver the actual service;
  - 1.3. There was no link to the WASPA web page on the SP web site;
  - 1.4. There was a breach of section 13.5.1 and 13.5.3 of the Code of Conduct by the IP.
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### **SP Response**

2. On the 19<sup>th</sup> August 2009 the SP responded in an extremely terse message indicating that:
    - 2.1. "We have investigated this complaint carefully and we are completely satisfied that the campaign in question complies fully with the WASPA Code of Conduct."
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### **Complainant Response**

3. The Complainant then reiterated his wish for the matter to be adjudicated upon with a special reference to an illegal lottery.
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### **WASPA Secretariat request**

4. The WASPA secretariat duly contacted the adjudicator and requested that this matter be put on hold pending the outcome of the appeal in the matter of complaints 7103, 7104 and 7105. The adjudicator duly agreed to this postponement as the appeal in the said matters dealt with the issue of the unlawfulness of competitions.
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### **Outcome of Appeal in complaints 7103, 7104 and 7105**

5. The appeal in the above complaints was duly delivered on the 04 January 2011. Within the appeal it was duly found that WASPA adjudicators do not have the right to make a finding on the lawfulness or otherwise of WASPA members' conduct. As the merits of this argument were fully traversed within that adjudication which is easily available on the WASPA web site they are not repeated here.
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### **Complainant Dies**

6. Thereafter on the 09 June 2011 the WASPA secretariat was informed by the complainant's wife that the complainant had passed away and further that she wished to close all complaints lodged by her husband.
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### **Portions of the Code of Conduct (version 7.4) considered:**

7. **3.1.2.** Members are committed to lawful conduct at all times.
8. **3.5.2.** If a member becomes aware of illegal content under that member's control, the member must, immediately suspend access to that content. Where required to do so by law, the member must report the illegal content to the relevant enforcement authority.
9. **3.9.1.** Members must bind any information provider with whom they contract for the provision of services to ensure that none of the services contravene the Code of Conduct.
10. **4.1.6.** 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.
11. **4.1.11.** Members' web sites must include a link to the WASPA web site and/or this Code of Conduct.
12. **13.1.6.** The secretariat may initiate a complaint against a member on behalf of WASPA, should it become aware of an apparent breach of the Code.

13. **13.3.8.** The adjudicator may ask the secretariat to request that the complainant, the member, or both, furnish additional information relating to the complaint. Specifically, the adjudicator may request that the member respond to any additional breaches of the Code of Conduct discovered during the investigation of the complaint, but which were not specified in the original complaint.
14. **13.5.1.** If the adjudicator has determined that an information provider is operating in breach of the Code of Conduct, and the adjudicator is of the reasonable opinion that the information provider may persist in such breach, whether through the member against whom the complaint was lodged or another member, the adjudicator may instruct the secretariat to issue a notice to WASPA's members.
15. **13.5.3.** Any member permitting the information provider to operate in breach of the Code of Conduct (in the same or substantially similar manner to that identified in the notice referred to in 13.5.1), after the date specified in the notice, will be automatically in breach of the same part or parts of the Code of Conduct as the information provider. Such members will be subject to sanctions determined by the adjudicator in accordance with section 13.4, read in conjunction with section 13.3.11.
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## **Decision**

16. From the above facts it is clear that whether there has or has not been a breach of the Lotteries Act is irrelevant for the purposes of this adjudication as WASPA adjudicators do not have the jurisdiction to make a finding on this issue.
17. While the above conclusion essentially concludes that particular aspect of this adjudication, three additional questions are of somewhat academic interest, which are:
- 17.1. In the event that the complainant withdraws the complaint must the adjudicator abandon the complaint? and
- 17.2. Should this complaint be referred to the Lotteries Board for further investigation?
- 17.3. Does a delay in the adjudication of a matter influence the outcome of the adjudication?

18. In answer to the first question it is clear from the Code of Conduct that the Adjudicator has the power to advise the SP of any additional potential breaches of the Code of Conduct that he/she may discover (in section 13.3.8) and, after putting these to the SP/IP in question has the power to make a finding on whether the identified portions of the code of conduct have been breached. In addition the WASPA secretariat itself has the power to (section 13.1.6) lodge a complaint against a member. As a result it is clear that the withdrawal of a complaint by the complainant may result in the complaint being withdrawn, but this need not invariably be the case and once the matter is before the adjudicator the matter may still continue notwithstanding the withdrawal of the complaint by the complainant (or in this case by his executor).
  
19. Bearing in mind the fact that s54 of the Lotteries Act has, during the delay caused by the Appeal process in complaint 7103-7105, been repealed and replaced by s36 of the Consumer Protection Act no. 68 of 2008, and furthermore that the concept of promotional competitions is now (arguably) within the ambit of the National Consumer Commission, there would seem be little point to the referral of this complaint to the Lotteries Board.
  
20. Finally the WASPA code of conduct is silent on the effect of time on a complaint. As such it is submitted that there is a certain amount of discretion that must be exercised by the adjudicator when dealing with these matters. Bearing in mind a great deal of the delay in this matter was caused by the WASPA appeal process which was not within the control of the SP in this matter it is not unreasonable to conclude that the SP has been prejudiced by the significant delay in this matter (especially with regard to obtaining necessary evidence from the IP) and as a result this would be a factor to consider when deciding on whether a section of the Code of Conduct had been breached and/or an appropriate sanction.
  
21. For the above reasons the complaint in relation to the alleged breach of s3.1.2, 3.5.2, 13.5.1 and 13.5.3 must be dismissed.
  
22. There remain the questions of a breach of clauses 3.9.2 (SP not binding the IP contractually), 4.1.6 (SP must acknowledge complaint) and 4.1.11 (no link to WASPA on the SP's web site) which must be considered.

23. Unfortunately the SP in this matter decided not to put any further information before the adjudicator on these points aside from what was contained in the complainant's complaint. It should further be noted that the complainant specifically named the above sections and as a result the SP cannot validly claim it was unaware that these allegations had been made against it. Indeed the adjudicator is left with a bare denial to the allegations made by the complainant without the SP providing any further proof whatsoever. In the circumstances the adjudicator is bound to rely on the evidence placed before it by the complainant. It should be stressed that this is a short-sighted approach by the SP to this matter and deserves censure as it cannot be seen as reasonable to expect the adjudicator to find in favour of the SP if no evidence whatsoever - or even insufficient evidence - is placed before the adjudicator.
24. As a result the SP is found guilty of not binding the IP in this matter (DSTV) to the WASPA code of conduct (clause 3.9.2).
25. The SP is also found guilty of not acknowledging the complainant's original complaint.
26. The SP is also found guilty of not providing a link to the WASPA web site on its web site (clause 4.1.11). It is noted that the SP's current web site does contain a link to the WASPA web site (as of 22 July 2011 – see the final screenshot of this adjudication).
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### **Mitigation**

27. As recognised in complaint 10859 the link to the WASPA web site was not operational. A formal reprimand was issued in that matter and the web site has thereafter been fixed.
28. It is notable that a relatively similar complaint was dismissed (complaint 9776) relating to the DSTV competitions more recently.
29. While the original complaint was not acknowledged, the SP did acknowledge the complaint from the WASPA secretariat.

### **Aggravation**

30. The SP took little if any trouble to respond to the complaint.
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### **Sanction Imposed**

31. The SP is formally reprimanded for the breach of clause 4.1.11.
  32. The SP is formally reprimanded for failing to respond to the complainant's original message.
  33. The SP is required to furnish proof that the IP in this matter contractually agreed to be bound by the WASPA code of conduct as required by clause 3.9.2 within 20 calendar days of the date this adjudication is published, failing which the SP is fined an amount of R5000.00 for failing to bind the IP to the WASPA code of conduct.
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### **Appeal**

Please note that should the SP or IP wish to appeal this decision it must inform the secretariat of this within five working days of this decision in terms of section 13.6 of the Code of Conduct version 7.4.

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**Annexure A – Complaint**

**PLEASE NOTE THAT SOME IDENTIFYING PERSONAL INFORMATION  
HAS BEEN REMOVED BY THE ADJUDICATOR DUE TO THE FACT  
THAT THIS ADJUDICATION WILL BE PUBLICLY AVAILABLE.**

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

From: "WASPA Complaints <PERSONAL INFORMATION REMOVED BY ADJUDICATOR>" Cc: "Complaints" <[complaints@waspa.org.za](mailto:complaints@waspa.org.za)>  
Sent: Friday, August 07, 2009 4:49 PM  
Subject: [WASPA.complaints] [formal] WASPA Code of Conduct complaint  
Ref:#7289

Dear WASPA member,

The attached complaint has been lodged with WASPA against Grapevine Interactive.

This complaint is being processed according to the formal complaint procedure described in section 13.3 of the Code of Conduct.

< template notice snipped by Bretton

--- A copy of the complaint follows below ---

Complainant : <PERSONAL INFORMATION REMOVED BY ADJUDICATOR>  
Referred :

Date : 2009/08/06

Wasp\_Service : Grapevine Interactive

Description : See attached faxed complaint

Status : Formal

Attached file : 27769010\_Grapevine.pdf



Annexure B – Fax Complaint

06/08 2009 22:04 FAX Code of Conduct Complaint

001 Page 1 of 3

**WASPA** Wireless Application Service Providers' Association

Contact WASPA  
 info@waspa.org.za  
 +27.11.476.7710  
 Fax: 086.606.2016

home | about waspa | join waspa | list of members | code of conduct | documents | member login

about  
 code of conduct  
 code archive  
 advisory notices  
 advertising rules  
 children's viewing times  
 complaint reports  
 search complaints  
 lodge a complaint

**Code of Conduct Complaint Form**

If you don't wish to send an electronic complaint you can print the following and send to WASPA via fax: 086.606.2016 or at the following postal address:

WASPA  
 PO Box 3143  
 Parklands  
 2121

Please ensure that:

- You include the correct email address as we use this for communicating with you
- You include the specific cellular number that is affected.
- You tick the Declaration by Complainant field in the form below. This is a requirement for accepting complaints.

**Complaint's details:**

Full Name: Hannes Senekal  
 Cellular Number: 0834650905  
 Alternative Contact Number: 0413601669  
 Email: s3n3k3l@iburst.co.za  
 Address: WASPA will only use your e-mail address for communications relating to this complaint. Your physical address will not be shared with anyone else, except in process of resolving this complaint.  
 Physical Address: Warbler Street, Cotswold Box, 6025  
 Postal Address: P O Box 19226, Linton Grange  
 Post Code: 6015

**Affiliations (please tick one):**

I am employed by, or otherwise associated with one of WASPA's member companies  
 I am not employed by, or otherwise associated with one of WASPA's member companies

If you wish to provide additional information about your affiliation, please do so here:

http://www.waspa.org.za/code/complaint.shtml

8/6/2009

06/08 2009 22:04 FAX Code of Conduct Complaint

002 Page 2 of 3

**Details of Complaint**

Name of the service provider (if known): Grapevine Interactive  
 Other Identifying Information: Premium Rated short code 35408  
 Section of the Code of Conduct breached: See attached addendum

If you are able to identify the section of the WASPA Code of Conduct that you believe has been breached by the service provider, this will greatly facilitate the handling of your complaint. You can find a copy of the WASPA Code of Conduct here.

**Detailed Description of the Complaint:**

Details: Apart from those listed in the addendum, using a VAS rated service yet delivering no Value Added Service.  
 Possible contravention of the Lottery Act.

Very Important: If your complaint involves a service provided to a specific mobile phone, you must include the phone number of that phone in your complaint.  
 Please provide us with as much information about your complaint as possible in this section. This should include relevant dates wherever possible.  
 If you are complaining about a print, radio or television advertisement, please include the date of publication, or the date and time of broadcast. Without this information, WASPA may not be able to process your complaint.  
 If you wish to send additional supporting documents to WASPA to support your complaint please send them to the following email address after you have submitted your complaint.

complaints@waspa.org.za  
 Please Tick, as appropriate:

I have already contacted the service provider concerned regarding this complaint, but the service provider has not resolved the complaint to my satisfaction.  
 I am unable to determine who the service provider is.  
 I have not contacted the service provider concerned because I believe that this complaint cannot be resolved by the service provider, and instead needs WASPA's attention.

**Declaration by Complainant**

I hereby declare that the information provided above is to my knowledge true and correct, and that I am submitting the complaint in good faith.

Where did you hear about WASPA?

send reset

http://www.waspa.org.za/code/complaint.shtml

8/6/2009

06-08 2009 22:05 FAX 004

## Join the jet set

with watches for him and her

Jet Set is giving away hampers comprising his-and-hers watches.

Imagine hopping onto a private Jet to attend an A-list party in Paris or Rome with the hippest celebs, or hanging out on the beaches of St Tropez. If this is your dream lifestyle, you're a Jet Setter. Jet Set watches epitomise this glamorous lifestyle and combine innovation with the latest trends so that you can get the most out of life.

How to enter:  
Refer to page 20

Keywords: Jet Set

Questions: What lifestyle does Jet Set associate itself with?  
a. Travelling  
b. Shopping  
c. Working

## Dine with the angels

One lucky subscriber can win a heavenly meal for themselves and 6 of their friends.

Dinner in the Sky is an extraordinary experience with a culinary touch, which allows you to dine 100 feet in the air while experiencing breathtaking views of the Gauteng skyline. Voted as one of the top 10 most unusual restaurants in the world by *Forbes*, *Dinner in the Sky* is situated in Merivyn Park Shopping Centre, Pretoria, and can cater for 22 guests. Seated around the "magic table", you will have the luxury of watching the skilled chef and his two experienced assistants cooking up a variety of delicious meals, prepared to absolute perfection, will tempt your taste buds with something for everyone, from sushi and seafood to pan-fried foie gras salmon and grilled scallops.

On arrival, you will be greeted by a friendly staff and served a welcome cocktail or champagne. A complete welcome and safety briefing, we will have a smooth and controlled lift-off to reach our designated height. Once there, starters will be served, nerves settled and the exhilarating views appreciated.

For more information, go to [www.dinnerinthesky.co.za](http://www.dinnerinthesky.co.za).

Win!

August 2009 Issue Page 21

DESA MAG. AUG 2009: 3P GRAPENINE SHIRT (MAY 25/09)

06-08 2009 22:08 FAX 005

## Win super

away from the heat with sunglasses.

Eighty years ago, Polaroid invented the polarized lens and continues this innovative approach with its unique press-polishing technique, which is used to create a new generation of premium-quality polarized lenses. Polaroid exceeds all international standards for optics, UV and polarizing efficiency. Its polarized lenses are made up of seven functional elements, bonded together to achieve a high-performance optical product. The Polaroid supply chain is certified to international environmental management standards and the company makes use of renewable energy sources. So make use of renewable energy sources. So for driving, fishing, sport and leisure, opt for the original.

**Polaroid**  
Polarized Sunglasses

## Get yourself a notebook

Mecer is giving away Xpression TW8PM notebook

Mecer notebooks provide optimum mobility and are available in a wide range of models. The locally assembled Xpression is slim, stylish, lightweight and ergonomic and is built using the latest components. It features optional component compatibility and can be custom built to suit your requirements. The Xpression is tested in a Microsoft Windows Hardware Quality Lab and carries Microsoft "Designed for Windows" certification. It is approved by the SABS, is ISO 9001 compliant and has a two-year carry-in warranty and a 48-hour service-support turnaround.

Win!

20 0000 Page 20 August 2009

INBOX Compose Addresses Folders Options  
Current Folder: INBOX  
Welcome: s3n3kal@iburst.co.za

To: info@vine.co.za  
 Cc:  
 Bcc:  
 Subject: Short Code 35408  
 Priority Normal Receipt:  On Read  On Delivery  
 Signature Addresses Save Draft Send Check Spelling

Hello,  
 Will you kindly let me have some information regarding the competitions in the Dstv Dish magazine of August 2009:  
 Could you and your client be contravening the Waspa Code of Conduct and thereby also the National Lotteries Act by using a premium short code?  
 A Waspa advisory warns that the prize offered must be a product of the entity doing the promotion and that the entrant must not pay for entering in the competition eg an sms with a tariff higher than the standard Telkom tariff.  
 These say Waspa are illegal lotteries.  
 Thanks  
 Hannes Senekal  
 On behalf of Noseweek Magazine (contact Martin Weitz at editor@noseweek.co.za)

Send

Attach: Browse... Add (max. 2 M)

*4/8/09  
Dica One Week*

https://webmail.wbs.co.za/dawood/src/compose.php?mailbox=INBOX&startMessage=1 7/31/2009

HOME CONTACT ABOUT


www.grapevinedirect.co.za

GRAPEVINE

COMPANY INFO PRODUCTS SERVICES

Contact

Enquiries:  
 info@vine.co.za  
 Support:  
 support@vine.co.za



Cape Town  
 T. + 27(0)21 702 3333 | F. +27(0)21 702 3334  
 Address:  
 Grapevine Interactive SA  
 Grapevine House  
 Steenberg Office Park  
 Silverwood Close  
 Tokai  
 7945

Johannesburg  
 T. +27(0)11 575 6803 | F. +27(0) 11 368 2735  
 Address:  
 Grapevine Interactive SA  
 The Campus Building  
 The Campus  
 Blydenburg  
 2021

http://www.grapevineinteractive.com/contact.htm

7/31/2009

INBOX Compose Addresses Folders Options

Current Folder: Sent

Welcome: s3n3kal@iburst.co.za

Message List Delete Edit Message Forward Forward as Attachment Reply Reply All
Subject: Dish Advert
From: s3n3kal@iburst.co.za
Date: Fri, July 24, 2009 1:46 pm
To: bookings@dimmerinthesky.co.za
Priority: Normal
Options: View Full Header View Printable Version Download this as a file

Helo,

This query serves to establish whether you are the promotor of the competition with a prize for 21 diner meals or whether you are a paying advisor to the magazine.

This to enable me to establish some facts regarding premium short code competitions

Hannes Senekal
On behalf of Noseweek Magazine

Take Address

Delete & Prev | Delete & Next

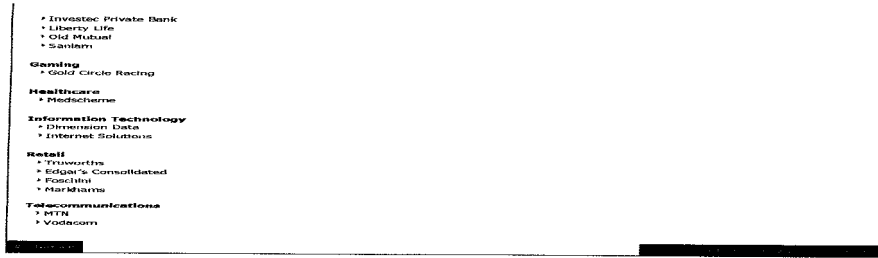
Move to: INBOX Move

https://webmail.wbs.co.za/dawood/src/read\_body.php?mailbox=INBOX.Sent&passed\_id=... 7/31/2009

GRAPEVINE
Company Info
Grapevine Leads The Way
Grapevine Interactive provides message-based Value Added Services and interactive communication solutions to Carrier, WASP, ISP, CSP and Corporate clients.
Grapevine Service Provider Customers
EUROPE
Telecommunications
Eckoh Technologies plc
SOUTH AFRICA
Telecommunications
Vodacom SA
Vodacom Tanzania
Old Mutual
Senlens
Service Providers
Tritel SA
Internet Solutions
Grapevine Interactive
Cellucity
Grapevine Corporate Customers
EUROPE
Telecommunications
Eckoh Technologies plc
Information Technology
Dimension Data plc
Digital Services GSOA (UK)
SOUTH AFRICA
Financial Services
Grapevine Partners
Brait
Brait is an international investment and merchant-banking group listed on the Luxembourg, London and Johannesburg Stock Exchanges. Brait is a first round investor in Grapevine Interactive.
www.brait.co.za
Dimension Data
Dimension Data plc is a global network integration Services Company with a turnover of US\$2.0 billion represented on 5 continents and 36 countries. Dimension Data is listed on the London Stock Exchange and is a first round investor in Grapevine Interactive.
www.didata.com
Internet Solutions
Internet Solutions is South Africa's leading Internet Service Provider with over 2000 corporate clients. Internet Solutions provides a channel to market for EVI corporate solutions and hosts Grapevine's production servers in a secure, 24 x 7 monitored environment.
www.is.co.za
Vantage Capital
Vantage Capital is a black empowerment venture capital firm that seeks to match skills and capital, and to take ventures to the next level. Vantage Capital is a second round investor in Grapevine Interactive.
www.vantagecapital.co.za

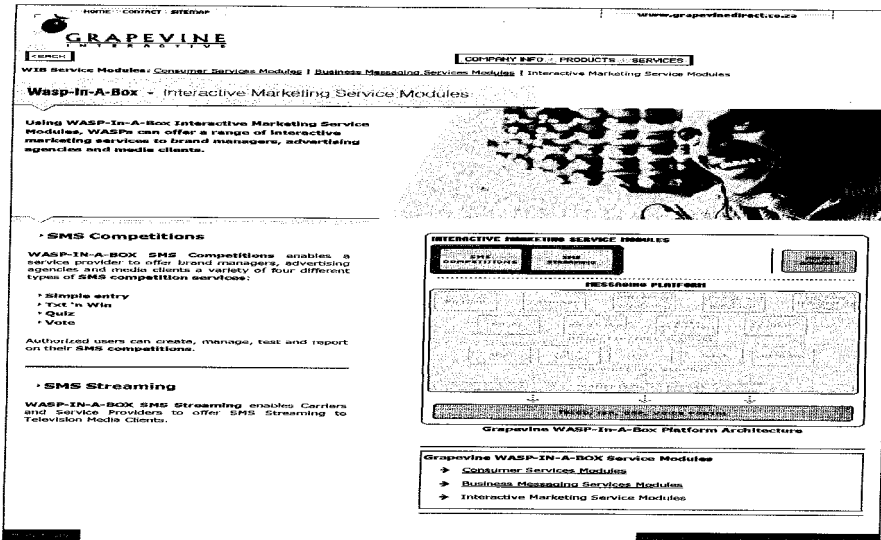
http://www.grapevineinteractive.com/about.htm

7/31/2009



<http://www.grapevineinteractive.com/about.htm>

7/31/2009



<http://www.grapevineinteractive.com/imsmodules.htm>

7/31/2009

### **Annexure C - Reply**

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

**From:** <PERSONAL INFORMATION REMOVED BY ADJUDICATOR>

To: [complaints@waspa.org.za](mailto:complaints@waspa.org.za)

Sent: Wednesday, August 19, 2009 1:59 PM

Subject: Re: [WASPA.complaints] Reminder: WASPA Code of Conduct complaintRef:# 7289

Dear Waspa,

We have investigated this complaint carefully and we are completely satisfied that the campaign in question complies fully with the WASPA Code of Conduct.

Regards

Marietha Brink

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

From: WASPA Complaints (Lorraine Hartzer)

<mailto:complaints@waspa.org.za>

Sent: 19 August 2009 11:44 AM

To: <PERSONAL INFORMATION REMOVED BY ADJUDICATOR>

Cc: Complaints

Subject: Reminder: WASPA Code of Conduct complaint Ref:# 289

Dear WASPA member,

This message serves as notification that the WASPA Secretariat has not received any response from your company regarding the attached complaint. As set out in the formal complaint procedure in section

13.3 of the WASPA Code of Conduct, members have five working days to provide a response to any complaints lodged.

While you are not required to provide WASPA with a response, should no response be forthcoming from your office today, the WASPA Secretariat will be obliged to hand this complaint to an adjudicator without the benefit of your input.

Should you still wish to respond, your reply should be sent to [complaints@waspa.org.za](mailto:complaints@waspa.org.za) and must be submitted by the close of business today.

Please confirm your receipt of this message.

Warm regards,

WASPA Secretariat

--- original notification attached ---

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

Subject: [WASPA.complaints] [formal] WASPA Code of Conduct complaint

Ref:# 7289

Date: Fri, 07 Aug 2009 16:49:58 +0200

From: WASPA Complaints <PERSONAL INFORMATION REMOVED BY ADJUDICATOR><[complaints@waspa.org.za](mailto:complaints@waspa.org.za)>

Reply-To: [complaints@waspa.org.za](mailto:complaints@waspa.org.za)

Organisation: Wireless Access Providers' Association

To: <PERSONAL INFORMATION REMOVED BY ADJUDICATOR>

CC: Complaints <[complaints@waspa.org.za](mailto:complaints@waspa.org.za)>

Dear WASPA member,

The attached complaint has been lodged with WASPA against Grapevine Interactive.

This complaint is being processed according to the formal complaint procedure described in section 13.3 of the Code of Conduct.

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](mailto: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 our response. If you have any questions regarding the Code of Conduct or the complaints procedure, please address your queries to [complaints@waspa.org.za](mailto:complaints@waspa.org.za).

Please confirm your receipt of this message.

Warm regards,  
WASPA Secretariat

--- A copy of the complaint follows below ---

Complainant : <PERSONAL INFORMATION REMOVED BY ADJUDICATOR>  
Email : <PERSONAL INFORMATION REMOVED BY ADJUDICATOR>  
Referred :  
Date : 2009/08/06  
Wasp\_Service : Grapevine Interactive  
Description : See attached faxed complaint  
Status : Formal  
Attached file : 7769010\_Grapevine.pdf

**Annexure D - Resolution**

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

From: <PERSONAL INFORMATION REMOVED BY ADJUDICATOR>

To: <[complaints@waspa.org.za](mailto:complaints@waspa.org.za)>

Sent: Thursday, August 20, 2009 6:11 PM

Subject: Re: [WASPA.complaints] Resolution of complaint Ref:#7289



Hello,

Thank you for the feedback. I would like the adjudicator to look at the complaint especially how it interacts with a possible illegal lottery.

<PERSONAL INFORMATION REMOVED BY ADJUDICATOR>

Dear <PERSONAL INFORMATION REMOVED BY ADJUDICATOR>

Regarding your complaint against Grapevine Interactive, we have received the following correspondence from the service provider:

[see below email response]

We would like to check that the service provider has resolved this complaint to your satisfaction. If so, we will close the complaint and notify the service provider that we have done so.

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

Warm regards,  
WASPA Secretariat

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

Subject: Re: [WASPA.complaints] Reminder: WASPA Code of Conduct complaint Ref:# 7289

Date: Wed, 19 Aug 2009 13:59:57 +0200

From: <PERSONAL INFORMATION REMOVED BY ADJUDICATOR>

Reply-To: [complaints@waspa.org.za](mailto:complaints@waspa.org.za) <[complaints@waspa.org.za](mailto:complaints@waspa.org.za)>

To: <[complaints@waspa.org.za](mailto:complaints@waspa.org.za)>

References: <[4A8BC977.3090302@waspa.org.za](mailto:4A8BC977.3090302@waspa.org.za)>

\*Dear Waspa,\*

\* \*

\*We have investigated this complaint carefully and we are completely satisfied that the campaign in question complies fully with the WASPA Code of Conduct.\*

\* \*

\*Regards\*

\* \*

\*<PERSONAL INFORMATION REMOVED BY ADJUDICATOR>

