



REPORT OF THE ADJUDICATOR

WASPA Member (SP):	SMSNet-SA
Information Provider (IP):	Not Applicable
Service Type:	Subscription Service
Complainant:	Public
Complaint Number:	8737
Code Version:	9.0
Advertising Rules Version:	Not applicable

Complaint

Complainant unhappy with the Service Provider's response to his unsubscribe request.

Service provider's response

Service Provider was requested to by the Complainant to do the following:

1. Unsubscribe Complainant;
2. Send an SMS confirming that the unsubscribe request had been processed;
3. Provide proof of subscription by the Complainant; and
4. Contact the Complainant regarding a refund.

The Service Provider:

1. Unsubscribed the Complainant;
 2. Sent an SMS to the Complainant confirming that he had been unsubscribed;
 3. Provided proof of subscription to the Complainant; and
 4. Offered a refund and paid a refund to the Complainant.
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Sections of the Code considered

n/a

Sections of the Advertising Rules considered

n/a

Decision

In my view the Service Provider did everything the Complainant requested. The Complainant never asserted that the Service Provider had breached the Code. I therefore don't see that there is any transgression by the Service Provider.

Claim dismissed.

Sanctions

None.