



Wireless Application Service Providers' Association

Report of the Adjudicator

Complaint number	34407
Cited WASPA members	Unisys Infosolutions PVT Ltd (1695)
Notifiable WASPA members	Opera Telecom (Pty) Ltd (0068)
Source of the complaint	WASPA Media Monitor
Complaint short description	Failure to implement fraud security recommendations.
Date complaint lodged	2017/06/20
Date of alleged breach	2017/05/02
Applicable version of the Code	14.7
Clauses of the Code cited	4.11 (a)
Related complaints considered	N/A
Fines imposed	R5000 for a breach of 4.11 (a)
Other sanctions	N/A
Is this report notable?	Not Notable
Summary of	N/A

notability	
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Initial complaint

The Media Monitor ran a test on Mobile Tashan and identified that the Respondent had not implemented the procedures as set out in Section 2.3 of the Fraud Detection and Mitigation Best Practice Guidelines (“the Guideline”) published by WASPA.

Member’s response

The Respondent is an affiliate member of WASPA. The initial complaint was sent to the member listed as a notifiable member above but then referred to the Respondent. The Respondent provided the response that they had complied with the Guideline as of 20 June 2017 and provided screenshots in support thereof.

Complainant’s response

Due to the Respondent failing to reply timeously to the informal process, the Media Monitor requested that the complaint be escalated to a formal process.

Member’s further response

The member provided further proof of their compliance with the Guideline as of 20 June 2017.

Sections of the Code considered

Section 4.11 (a).

Decision

Section 4.11, Fraud Prevention, was introduced in version 14.7 of the Code of Conduct which became applicable on 2 May 2017.

Section 4.11 (a) states that a member must:

4.11. Members must take reasonable steps to prevent their networks and systems from being used in a fraudulent manner, including:

(a) complying with **WASPA's published best practices** for fraud prevention;...

At the time that version 14.7 of the Code of Conduct became applicable, WASPA had published the Guideline.

Although the Respondent has shown that they had complied with the Guideline on 21 June 2017, this should have been done when version 14.7 of the Code of Conduct (which introduced section 4.11) became applicable, namely on 2 May 2017.

I therefore find the Respondent to be in breach of 4.11 (a).

Sanctions

As the Respondent has complied with the Guideline (although being tardy in doing so) I am fining the Respondent R5000 (five thousand rand).

Matters referred back to WASPA

N/A
