

Task Force Meeting (No.2)

Date: 5 April 2007

Time: 9.30am

Venue: MG03

5. Non compliance cases:

- Update on complaints submitted in the previous week:
 - 32300 Macroiosk – received charged sms on restaurant information
 - a. Maxis informed that the charged sms was due to technical error during migration of database. There are about 4000 + customers affected including Celcom and DiGi customers
 - b. DiGi and Celcom to investigate and verify MK report on the customers affected
 - c. MCMC to decide on this case
 - 32355 Macroiosk – premium spam for ring tone service (2 complaints)
 - a. According to Maxis, there is proof of MO in the transaction log
 - b. Maxis is requested to check whether the MO comes from international gateway

11 April 2007.