

A comment on a document under review has been submitted via the "Submit Comments" webpage:

Comment is on: MPS Code and Guideline

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Your Comments:

section 7.2 Unsubscribe mechanisms... If we get a STOP message to a short code from a customer without a recognised <product-name> we would like to send to the customer a Freemsg requesting from what service they would like to unsubscribe. To unsubscribe a customer from all services if he makes a typing error create unnecessary administration and communication with the customer. Thus if we get a STOP request without a <product_name> we want to request more information from the customer in order to STOP the correct service. This should be at NO cost to the customer.

section 6.1.4 referring to Helpline requirements sub(a) referring to Helpline from 9am-5pm, Australian EST, on Business Days. We are based in WA and will provide such a service but based on local (WST) Western Standard Time. It will definitely not be cost effective for us to employ staff working EST.

Attach a file?:

No file uploaded