

DREAM HOME PROMO ISSUES

VASMOL LIMITED

- NO BILLING THOUGH MSISDNs HAVE ENOUGH AIRTIME OF MORE THAN 0.85P
- WHEN AN MSISNDN IS BILLED SUCCESSFULLY, ANSWER TO THE FIRST QUESTION DOES NOT TRIGGER THE FLOW OF THE NEXT, ie 2ND QUESTION AND SUBSEQUENT QUESTIONS.
- MOST WEEKLY WINNERS WIN WITH AS LOW AS 700 POINTS SUGGESTING A DAILY CHARGE FOR 7 DAYS/ 2 DAYS PARTICIPATION

AN MSISDN WITH BILLING ISSUE FACED SAME CHALLENGE WHEN ADVISED TO GET A NEW SIM.



COMPLAIN MSISDMS

1. 23320815280
2. Old 233509885536 New 233505001517 (customer bought new Sim and still issues persists)
3. 233501681300
4. 233502139264 (VASMOL TEST NUMBER)

SOME IMAGES

4G 73% 14:27

VASMOL VODAFONE
Service Portal
Logout
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Short Codes: 2018 | MSISDN: 233208158280
View Report | KeyWord: Type KeyWord | Subscribe

| | MSISDN | STATUS | Service | ActivationDate | Activation Message | DeactivationDate | Deactivation Message | Gar Pnts | Billed Times | Last Billed | Channel | |
|------|-------------|--------------|---------|----------------|-------------------------|----------------------------|-------------------------|-------------|-----------------|----------------|-----------------------------|--|
| Edit | Unsubscribe | 233208158280 | Active | Devtraco@25 | 25-Mar-2019 11:43:36 | B4 Charge USSD START | 23-Mar-2019 01:06:23 | 1029 | 116 | 2564 | 11/12/2020 1:03:13 AM | |

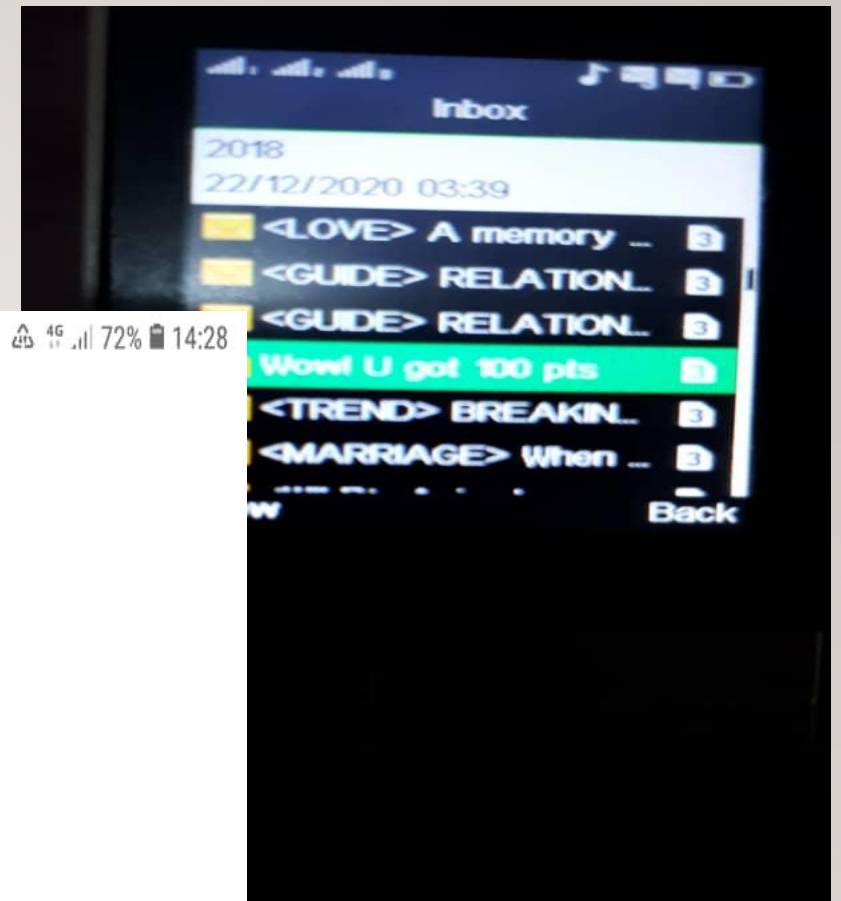
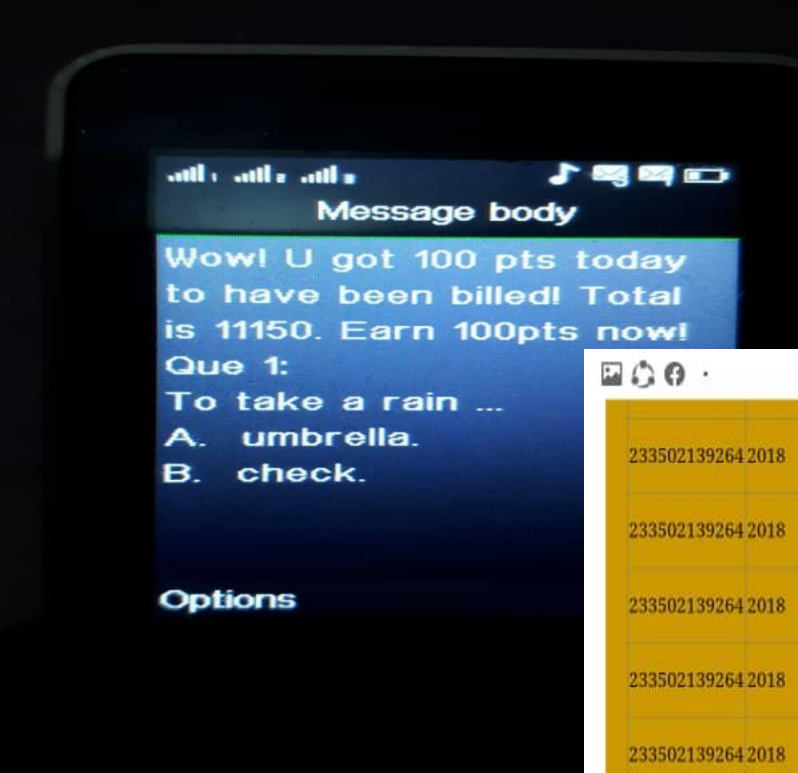
Transactions

| MSISDN | SHORT CODE | DATE | SMS | TYPE |
|--------------|---------------|---------|-----|------|
| 233208158280 | 2018 | 08-Nov- | | MO |

4G 73% 14:27

| | | | | | | |
|--------------|------|------|---|-----------------|--|----|
| 233208158280 | 2018 | 2020 | B | 06:18:25 | | MO |
| 233208158280 | 2018 | 2020 | A | 12-Nov-06:18:53 | | MO |
| 233208158280 | 2018 | 2020 | A | 06:19:17 | | MO |
| 233208158280 | 2018 | 2020 | A | 12-Nov-06:21:05 | | MO |
| 233208158280 | 2018 | 2020 | A | 03-Dec-19:36:26 | I haven't been receiving any messages since 12th November | MO |
| 233208158280 | 2018 | 2020 | A | 03-Dec-19:38:31 | My balance is GHC 18.34 | MO |
| 233208158280 | 2018 | 2020 | A | 03-Dec-20:44:02 | I have recharged my account | MO |
| 233208158280 | 2018 | 2020 | A | 16-Dec-07:48:41 | | MO |
| 233208158280 | 2018 | 2020 | A | 16-Dec-10:36:37 | Please reactivate my participation. I have been cut off for sometime | MO |
| 233208158280 | 2018 | 2020 | A | 23-Dec-01:00:04 | Bravo! U got 100 pts today to have been billed! Total is 1163925. Earn 100pts now! Que 1: The devil is in the ... A. Details B. hell | MT |

1 2 3 4 5 6 7 8 9



| | | | | | |
|--------------|------|-------------|--|--|----|
| 233502139264 | 2018 | 13:52:42 | | | |
| 233502139264 | 2018 | 16-Dec-2020 | START | | MO |
| 233502139264 | 2018 | 10:36:39 | | | |
| 233502139264 | 2018 | 16-Dec-2020 | START | | MO |
| 233502139264 | 2018 | 11:53:47 | | | |
| 233502139264 | 2018 | 18-Dec-2020 | Points | | MO |
| 233502139264 | 2018 | 11:52:45 | | | |
| 233502139264 | 2018 | 18-Dec-2020 | [SWAP ED] USSD STOP ==> CSTOP | | MO |
| 233502139264 | 2018 | 12:09:02 | | | |
| 233502139264 | 2018 | 18-Dec-2020 | DEVTR | | MO |
| 233502139264 | 2018 | 15:43:11 | | | |
| 233502139264 | 2018 | 18-Dec-2020 | Points | | MO |
| 233502139264 | 2018 | 15:43:45 | | | |
| 233502139264 | 2018 | 21-Dec-2020 | [SWAP ED] USSD STOP ==> CSTOP | | MO |
| 233502139264 | 2018 | 14:53:12 | | | |
| 233502139264 | 2018 | 21-Dec-2020 | DEVTR | | MO |
| 233502139264 | 2018 | 22-Dec-2020 | B | | MO |
| 233502139264 | 2018 | 14:31:00 | | | |
| 233502139264 | 2018 | 23-Dec-2020 | Bravo! U got 100 pts today to have been billed! Total is 11350. Earn 100pts now! | | |
| 233502139264 | 2018 | 01:00:04 | hell | | |

Service Portal

allfred Logout

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Short Codes 2018

MSISDN 233502139264

View Report

Keyword Type Keyword

Subscribe

| | | MSISDN | STATUS | Service | ActivationDate | Activation Message | DeactivationDate | Deactivation Message | Game Points | Filed Times | Last Billed | Channel |
|------|-------------|--------------|--------|-------------|----------------------|--------------------|----------------------|----------------------|-------------|-------------|-----------------------|---------|
| Edit | Unsubscribe | 233502139264 | Active | Devtraco@25 | 19-Mar-2019 15:52:39 | [REAct]DEVTR | 21-Dec-2020 14:52:07 | USSD STOP | 1125 | 11 | 12/22/2020 1:47:19 AM | |

Transactions

| MSISDN | SHORT CODE | DATE | SMS | TYPE |
|--------------|------------|----------------------|-------------|------|
| 233502139264 | 2018 | 03-Feb-2020 10:29:10 | Devtraco@25 | MO |
| 233502139264 | 2018 | 03-Feb-2020 10:34:56 | Devtraco@25 | MO |
| 233502139264 | 2018 | 03-Feb-2020 10:34:56 | Devtraco@25 | MO |

