

Interview guide:

Show some examples of honesty violations recorded in mobile app reviews to the interviewee.

Examples:

- **Unfair cancellations and refund policies:** *"Deceptive billing practices - information on cancelling is circular; emailed a link that advises to email. [It] doesn't have colour tag functionality across web and app; very poor UX and worse customer service."*
- **False advertisements:** *"Couldn't find Google Assistant integration anywhere. Even though it's been advertised everywhere when searching the web for the app... It's even in the description of the app here. That's false advertising. I will edit my review when it's out of Beta and working in the final version."*
- **Delusive subscriptions:** *"I can't believe I was charged 55.99. What are you giving me? Gold? I unsubscribed but saw mysterious charge in my bank account."*
- **Cheating systems:** *"This game cheats. It uses words not found in the dictionary. Also it told me a word was unplayable, but it was the first best word option."*
- **Inaccurate information:** *"Very annoying every time when you open the app it shows you have a notification. Then checking your notifications you don't have any."*
- **Unfair fees:** *"It charged me £74.50 when I bought a ticket for £1.50 it's a absolute scam I want my money back!"*
- **No service:** *"I spent 20 euros with all the DLCs included, I feel pretty deceived not being able to play the game."*
- **Deletion of reviews:** *"I left them a negative review and the developer deleted it. Now I'm going to review them on YouTube and all social media platforms. Basically, they are scammers."*
- **Impersonation:** *"Good game, fake players online. I wanted a challenging Monopoly game. But when I start. I can tell that some are bots not real people online. For example, they quickly trade when it is their turn. A normal human will take some time to choose options."*
- **Fraudulent-looking apps:** *"This is a fraud app don't download"*

Question	Time
1. Why do you think honesty violations happen in mobile apps?	5 mins
2. According to your experience, how could honesty violations in mobile apps impact the end users?	5 mins
3. According to your experience, how could honesty violations in mobile apps impact the developers/ owners of the mobile apps?	5 mins
4. What do you do to avoid honesty violations in mobile apps you develop?	7 mins
5. If you address the honesty violations in your mobile apps, what do you do to fix them?	7 mins
6. Do you have anything else to share about honesty violations in mobile apps?	1 min
Total	30 mins