

Re: SPAM

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I am a Netvigator broadband user over the past few years. I started to receive SPAM early this year. The SPAM increase from a few each day to over 30 each day. I have reported the case to their technical support team but the response is I have to subscribe to their Mail Guard Service in order to get rid of the SPAM, in other words I have to pay additional charges on top of the plan. I understand that 100% blocking of the SPAM is impossible however over 30 everyday is way too many.

I would like to know whether there is any law for the ISP to protect their customers from the SPAM??

We have paid monthly fee and receive no protection against the SPAM. We are now forced to pay in order to get rid of the SPAM. I hope that OFTA can really look into this case seriously.

Jacq