

From: [REDACTED]
To: [REDACTED] @noateleurope.co.uk; helpcc-uk
Cc: [REDACTED]; CustomerCare@mGage.com; [Neil Penny](#)
Subject: Investigation: Regarding information/documents required in connection with the 'Game-Network' service utilising short code(s) 64055 CRM:01418973
Date: 11 January 2019 14:18:47

Dear [REDACTED],

We are writing to inform you that after reviewing the information and the evidence we possess regarding your case, we have come to the informed decision that the matters involved would be better dealt with under a Track 1 procedure.

The concerns we have regarding the operation of the Service relate to the following: -

- Complaint handling
- Registration
- Transparency

A Track 1 action plan will be drawn up and issued to Noatel Europe Limited in due course.

Kind regards

[REDACTED]

Investigations and Enforcement Executive

For and on behalf of the Phone-paid Services Authority

[REDACTED]

[REDACTED] @psauthority.org.uk

25th Floor
40 Bank Street
London, E14 5NR

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Please note that advice provided by the Executive is not binding on a Tribunal and compliance with the Code remains the responsibility of the provider; however, a record of the advice is retained and will be taken into account should a service later be found to be in breach of the Code.

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