

AGENCIJA ZA ELEKTRONSKU KOMUNIKACIJU I POŠTANSKE USLUGE

Primjeno	14.02.2017		
Org. jed.	Broj	Priloga	Priloga
0102	6822/4		

February 13, 2017

www.viber.com

Darko Grgurović

Montenegro Agency for Electronic Communications and Postal Services

Via email: ekip@ekip.me; pavle.mijuskovic@ekip.me

Re: Viber Media S.a.r.l

1. We wish to thank you for your letter to us dated January 31, 2017.
2. We have reviewed our existing Service Messages accounts, and can confirm that there is no such account named URA. In addition, all approved Service Messages Accounts indeed allow users to unsubscribe using the "unsubscribe" button and have the "validated by Viber" badge. Therefore, we are confident that the spam actions you are referring to were not carried out with our approval or through our system in any way. On the contrary, they were sent by outlaws who used the regular Viber service for nefarious purposes.
3. We have no other measures to apply other than block the sending numbers once reported, as we are not a law-enforcement authority, but merely a commercial company. This is exactly why we need cooperation from the authorities, who can prosecute these spammers for breaching the laws. We are able to provide you with a list of the phone numbers from which the reported spam was sent (as per our initial check, in January there were indeed reports of spam messages received by Montenegro users, which spam messages were all sent by Chinese numbers).
4. We wish to stress again that we share your concerns regarding the same matter, and are fighting very hard to prevent such unauthorized bulk messaging from taking place within Viber, as it seriously damages our users' experience which we value most.
5. As per the Google Play question, this relates to Google's policy with respect to distribution of apps with in-app purchase abilities. To our knowledge, they seem to not allow the distribution of such apps in Montenegro.

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Respectfully,

Adv. Idit Arad, Legal Department Manager

Viber Media S.a.r.l