

MCP NET: CASE STUDY



IMPROVING COMPLIANCE THROUGH SMARTER MONITORING

Results from a PoC with the Wireless Application Service Providers' Association (WASPA) – South Africa's recognised industry self-regulatory body for mobile content and value-added services – to show how smarter monitoring could improve visibility, reduce internal workload, and support cleaner market outcomes.



Key 208 issues referred within 36 hours of discovery
→ Faster escalation and improved responsiveness to risk



Over 113,000 customer journeys reviewed without drawing on internal resources
→ Freed up regulator capacity to focus on enforcement and formal action



95% reduction in Red issues and 64% reduction in Yellow issues
→ Clear drop in severity and volume of harm in trial group



Compliance improved by 4.5% in trial group vs 0.03% elsewhere
→ Significant improvement among CSPs under active monitoring



91% reduction in repeat issues from trial participants
→ Early intervention drives sustained behavioural change