

Reference: 01538722

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16 December 2022

Freedom of Information request: Right to know request

Thank you for your request, on behalf of your client Customer Calls Ltd., for information concerning the PSA's Thematic Review on Information Connection and Signposting Services ('ICSS'). Your request was received on 25 November 2022 and we have considered it under the Freedom of Information Act 2000.

Your request and our response

a. Communication between Ofcom and the PSA:

i. Notes of meetings between Ofcom and the PSA when the regulation of ICSS was discussed

We do not hold this information.

ii. Notes or information relating to any meetings, discussions or phone calls between Ofcom and the PSA regarding the decision to conduct the Thematic Review

We do not hold this information. However, we can share [Ofcom's Statement](#) from this year, approving the new PSA Code 15 which you may find helpful. The new Code, which was approved by Ofcom, introduced a new supervisory function for the PSA, including a range of targeted compliance monitoring methods including, amongst others, thematic reviews.

iii. Discussions on pursuing enforcement action against ICSS providers

We do not hold this information. These are day to day regulatory matters which are decisions for the PSA as the regulator and not Ofcom.

which relate to:

iv. The need for a Thematic Review on the ICSS sector

We do not hold this information. However, you may find it helpful to have sight of [the PSA Consultation document on Code 15](#) which sets out its policy basis for amending its Code of Practice, including on supervision (including the need for thematic reviews).

v. Complaints made in relation to the ICSS sector

We do not hold this information.

vi. Consideration of additional regulatory intervention in the ICSS sector

We do not hold this information.

b. Communication between Ofcom and Google:

i. Information or evidence of communication that relates to any contact between Ofcom and Google regarding ICSS

We do not hold this information.

c. From the PSA board (as a public body and agent of Ofcom):

i. Information that relates to any contact between the PSA and Google regarding ICSS

We do not hold this information.

ii. Discussions contemplating enforcement actions against ICSS services

We do not hold this information. These are day to day regulatory matters which are decisions for the PSA as the regulator and not Ofcom.

d. Communication between the PSA and Google:

i. Information that relates to the PSA's reference to Google Annual market review for phone-paid services 2021-20221 in so far as the communication related to the advertising of ICSS and/or search engine optimisation

We do not hold this information.

5. In each case, we request the following information:

a. A text file of the communication, and

b. The names of persons to which the communication relates

We do not hold this information.

I hope this response is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely

Zach Westbrook

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF