

Reference: 01447292

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Information Rights Advisor
Information.requests@ofcom.org.uk

6 May 2022

Freedom of Information: Right to know request

Thank you for your request for information in relation to premium rate numbers. We received this request on 22 April 2022 and have considered it under the Freedom of Information Act 2000.

Your request

You asked:

I respectfully request, under the FOIA, any a. guidance documents, policy statements, rules, regulations, consultation results, or other records reflecting a final decision, action, or view of the Government b. in Ofcom's possession c. that address when and whether someone calling a premium number of any sort (e.g. 0300, 084, etc) may be charged at a premium rate whilst they are on hold.

By "premium rate" I mean to include access charges, service charges, or any other charges beyond ordinary calls.

If a responsive record is already publicly available online, I request that you please provide a direct link to it and reference to the section (e.g. paragraph #, page #, text snippet) that addresses this.

If it is not, I request that you please provide it in its original, native, electronic format document, as stored on your computer system.

Our response

Ofcom does not hold this information.

The Phone-paid Services Authority (PSA) is the UK regulator for content, goods and services charged to a phone bill (i.e. premium rate services) and, therefore we would suggest you contact them for information. More information can be found on their [website](#).

In particular, to be helpful, you may wish to refer to the PSA Code of Practice (Code 15) through which it regulates the PRS sector: [Code-15-15-03-2022.ashx \(psauthority.org.uk\)](https://www.psauthority.org.uk/code-15-15-03-2022.ashx) and paragraph 3.3.4.

If you have any queries, then please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Katherine Childs

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