

Actual End: 28/10/2019 13:24:18

Subject: RE: Pricing in Intro CRM:00545626

Status Reason: Sent

From: Compliance

To: [REDACTED]

Hi [REDACTED]

It was not clear from your initial email that you were enquiring about voice shortcodes. You are correct that there are no phone company access charges for voice shortcodes.

Regarding pricing on connection I recommend the full cost is stated. You can find further guidance on pricing information in the [promoting premium rate services guidance note](#) here. The service you have described would be a live entertainment service and would therefore be subject to [Special conditions](#) and certain [specified charges and call durations](#). All of the relevant guidance, Special conditions, Notices and factsheets can be found below:

[Live entertainment Special conditions](#)

[Enabling consumer spend control](#)

[Avoidance of undue delay](#)

[Factsheet 1 - Setting up a Live service](#)

[Factsheet 2 - Introductory messages for Live messages](#)

[Factsheet 3 - Explaining Special conditions for Live services](#)

[Annex
to live services factsheets](#)

[Notice
of specified charges and durations of calls](#)

Kind
regards

[Redacted]

Policy Executive

For and on behalf of the Phone-paid Services Authority

[Redacted]

25th Floor

[Redacted]

40 Bank Street

London, E14 5NR

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----- Original Message -----

From: [REDACTED]
Received: Mon Oct 28 2019 08:10:48 GMT+0000 (GMT Standard Time)
To: Compliance
Subject: Pricing in Intro CRM00545626

Hi [REDACTED]

I don't appear to have received a response to the below. Please can you review and advise ASAP

Many thanks,

[REDACTED]

From: [REDACTED]@enarpee.com>

Sent 11 October 2019 13:42

To Compliance<compliance@psauthority.org.uk>

Subject Re Pricing in Intro CRM00545626

Hi [REDACTED]

Thank you for your email.

No, I was not referring to the phone company's access charge but connection charge on a voice short code, e.g. £2 per minute plus £2 connection charge. There aren't any access charges on voice short codes, as far as I am aware.

The service I am enquiring about is not ICSS but an adult service where callers can speak with on-screen girls or girls at home.

Please can you advise if the connection charge needs to be stated in the intro?

Kind regards

[REDACTED]

Sent from my iPhone

On 11 Oct 2019, at 13:30, Compliance<compliance@psauthority.org.uk> wrote:

Hi [REDACTED]

Thank you for your email.

The live services factsheet that you have quoted recommends that all live services state the cost of the call at the beginning of the call. Certain categories of service are required to have the pricing information stated at the beginning of calls, for example ICSS.

If by 'connection charge' you are referring to the phone company access charge then the statement "plus your phone company's access charge" should be included within promotional material and we strongly recommend this is stated within intros to services where pricing is required.

The [updated Special conditions for ICSS](#) require this, they will come into force on 20 December 2019.

I hope this helps, should you have any further questions please do not hesitate to contact us again.

Kind regards

[REDACTED]	
Policy Executive	
For and on behalf of the Phone-paid Services Authority	
[REDACTED]	25th Floor
[REDACTED]	40 Bank Street
	London, E14 5NR

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----- Original Message -----

From : [REDACTED]

Received : 26/09/2019

To: Compliance

Subject : Pricing in Intro

Dear Compliance

Please can you advise if providers need to state any connection charges along with the price per minute/per call, in the IVR introduction?

The PSA guidance only states the cost per minute but please confirm any connection charges are not required to be stated.

2.1. The Phone-paid Services Authority recommends that all live services must include introductory messages (i.e. messages that are heard by callers on call connection), detailing the call cost per minute and the identity of the provider that is providing the service, as a point of best practice and in support of transparency and pricing outcome at Section 2.2 of the Code.

Kind regards

[REDACTED]

Head of International Operations

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