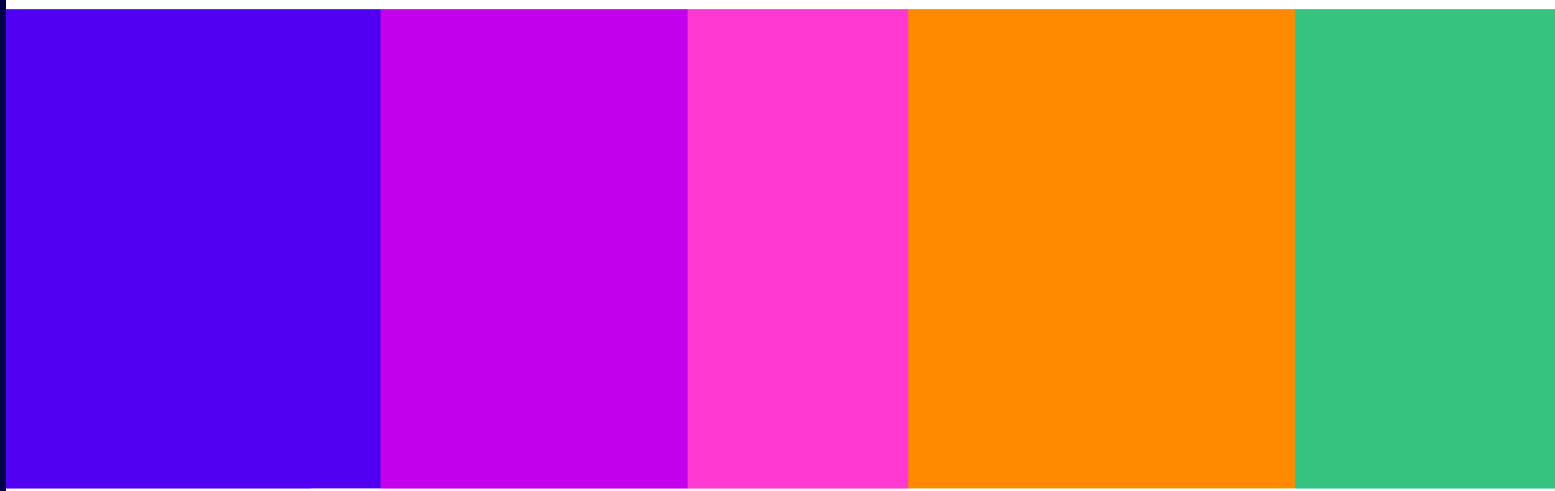


Premium rate services First time registration

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1. Overview

Introduction

- 1.1 If you intend to provide a controlled premium rate service within the meaning of [The Regulation of Premium Rate Services Order 2024](#) ('PRS Order'), you must be registered with Ofcom.
- 1.2 You need to register at least 5 working days before carrying out any regulated activity. All registration information provided will be published on [Ofcom's Premium Rate Services Register](#).

The purpose of this form

- 1.3 This form can be used to provide information to Ofcom for inclusion in our register.

How to complete this form

- 1.4 Please ensure you are aware of your registration obligations under the PRS Order prior to completing this form.
- 1.5 You can use this form to register multiple services.
- 1.6 Completed forms should be submitted to prsregistration@ofcom.org.uk. You will receive an email confirming your form has been received, and a further confirmation email when your information has been recorded on the register.
- 1.7 If you have a query, you can contact prsregistration@ofcom.org.uk.

Publication of information submitted for registration

- 1.8 Please note that any data, including personal data, entered into this form will be displayed on the PRS Register, except for information entered into the following fields:
 - Director(s) / senior manager(s) name and job title;
 - Generally authorised person(s) name, job title, telephone number and email address; and
 - PRS Provider telephone number and provider email address.

Information in the above fields will be redacted on the public register. Please consider your data protection obligations when completing the form.

Data protection

- 1.9 We require the information contained in this form for the purposes of carrying out our functions under The Regulation of Premium Rate Services Order 2024 and The Communications Act 2003. This includes a duty to establish and maintain a register of information about premium rate service providers registered with Ofcom, and a duty to record and publish the information in the register in such a manner as Ofcom considers appropriate.

Ofcom has therefore established the Premium Rate Services Register.

We will process personal data provided in response to this form in line with applicable data protection laws, [Ofcom's General Privacy Statement](#) and [Ofcom's records and information management policy](#).

You may wish to inform any employees whose personal data you will be providing in response to this form that their personal data is being provided to Ofcom and provide a copy of this data protection text and a link to [Ofcom's General Privacy Statement](#). We consider that any personal data you process in responding to this form will be processed by you on your own account, as a data controller, rather than as a processor of the data for Ofcom. You will be responsible for complying with your own obligations under applicable data protection laws.

You may wish to take your own independent legal advice or seek advice from the Information Commissioner's Office.

2. Premium rate services – first time registration of PRS provider

About this section

In this section we are asking you for basic details about the premium rate service provider. This will usually be a limited company, but it could be another type of organisation or an individual.

The requested details include name, legal form, address, contact information, registration information (where relevant) and the type of premium rate service provider.

2.1 Name of organisation, company or sole trader

2.2 Submitter email address¹

2.3 Trading name

2.4 Legal form of company or organisation

2.5 Other registration information (complete all that apply)

Company number if registered UK company	
Charity registration number if charity	
Type of registration if other registration applies	
Registration number other than company number and charity number	

¹ The submitter email address will not be recorded on the Premium Rate Services Register.

2.6 Type of provider (select all applicable)

☐ Network operator

☐ Intermediary

☐ Merchant

2.7 Address details

Address	
Town / City	
Postcode	
Country	

2.8 Provider phone number

2.9 Provider email address

2.10 Provider website address

3. Generally authorised person

About this section

Where you have appointed a generally authorised person(s) for any of the purposes listed in the PRS Order, you must record their details here.

The requested details include the generally authorised person's name, job title, phone number and email address.

You must also record where a generally authorised person is appointed for any of the purposes listed in the PRS Order.

- 3.1 This form allows you to update information for up to three generally authorised persons. If you need to add more than this, please use another form and complete section 3 only, and submit this alongside your full application.

- 3.2 Generally authorised person 1: details

First name	
Last name	
Job title	
Authorised person's phone number	
Authorised person's email address	

- 3.3 Generally authorised person 1: appointments under the PRS Order. Please tick all that apply.

You may appoint an authorised person(s) for the following purpose:

- ☐ (a) receiving electronic notifications and documents from Ofcom

You must appoint an authorised person(s) for the following purposes:

- ☐ (b) approving risk assessments and measures under article 17(10) of the PRS Order

- ☐ (c) approving relevant security testing under article 21(2)(b) of the PRS Order

- ☐ (d) approving the policies and procedures under article 39(3)(a) of the PRS Order in relation to vulnerable consumers

- ☐ (e) approving the policies and procedures under article 36(4)(c)(i) of the PRS Order in relation to enquiries and complaints

3.4 Generally authorised person 2: details

First name	
Last name	
Job title	
Authorised person's phone number	
Authorised person's email address	

3.5 Generally authorised person 2: appointments under the PRS Order. Please tick all that apply.

You may appoint an authorised person(s) for the following purpose:

- ☐ (a) receiving electronic notifications and documents from Ofcom

You must appoint an authorised person(s) for the following purposes:

- ☐ (b) approving risk assessments and measures under article 17(10) of the PRS Order
- ☐ (c) approving relevant security testing under article 21(2)(b) of the PRS Order
- ☐ (d) approving the policies and procedures under article 39(3)(a) of the PRS Order in relation to vulnerable consumers
- ☐ (e) approving the policies and procedures under article 36(4)(c)(i) of the PRS Order in relation to enquiries and complaints

3.6 Generally authorised person 3: details

First name	
Last name	
Job title	
Authorised person's phone number	
Authorised person's email address	

3.7 Generally authorised person 3: appointments under the PRS Order. Please tick all that apply.

You may appoint an authorised person(s) for the following purpose:

- ☐ (a) receiving electronic notifications and documents from Ofcom

You must appoint an authorised person(s) for the following purposes:

- ☐ (b) approving risk assessments and measures under article 17(10) of the PRS Order
- ☐ (c) approving relevant security testing under article 21(2)(b) of the PRS Order
- ☐ (d) approving the policies and procedures under article 39(3)(a) of the PRS Order in relation to vulnerable consumers
- ☐ (e) approving the policies and procedures under article 36(4)(c)(i) of the PRS Order in relation to enquiries and complaints

4. Directors or senior managers

About this section

PRS providers must provide the name and job title of senior management in their organisation.

Where the PRS provider is a body corporate, please provide the name and job title of each director.

Where the PRS provider is not a body corporate, please provide the name and job title of each member of senior management.

- 4.1 Director and senior manager information. This form allows you to update information for up to three directors or senior managers. If you need to add more than this, please use a second form and complete section 4 only, and submit this alongside your full application.

- 4.2 Name and job title of directors or senior managers

Director or senior manager 1

First Name	
Last Name	
Job Title	

Director or senior manager 2

First Name	
Last Name	
Job Title	

Director or senior manager 3

First Name	
Last Name	
Job Title	

5. Service details

About this section

Merchants are required to provide specific information about the service they are providing. This section asks for details of your premium rate service, including a description of the service, the access method, associated numbers and contact information for consumers.

This section also asks for the name of any other PRS providers or third parties involved in the provision of the service, including the promotion and marketing of the service.

5.1 Service Name

5.2 Brief description of service

5.3 Service access method:

- ☐ Premium rate call
- ☐ Premium rate text
- ☐ Direct carrier billing

5.4 Service number. Add numbers to the service. Numbers are only needed for premium rate texts and premium rate calls, not direct carrier billing. If a single number is used only complete the 'Start number range' field. If adding 11 numbers or more please contact us.

Start number range	End number range

5.5 Service short code. Add short codes to the service. Short codes are only needed for premium rate texts and premium rate calls, not direct carrier billing. If adding 11 short codes or more please contact us.

Short code

5.6 Provide either the telephone number or email address to be used by consumers for making any complaints or enquiries. Telephone numbers should be charged at no more than the basic rate.

Contact email for consumers

Phone number for consumers

Details of associated PRS providers

5.7 Name(s) of any other PRS provider involved in the provision of the service, including for the promotion and marketing of the service.

PRS provider 1

PRS provider 2

PRS provider 3

- 5.8 Name(s) of any other person contracted with respect to the service, including for the promotion and marketing of the service. 'Person' refers to any organisation, company or sole trader.

Person 1

Person 2

Person 3

This is the end of the form