

Recurring Donation Services

Notice of Special Conditions

This Notice is being issued to inform all providers involved, or intending to be involved, in the provision of recurring donation services that Special conditions apply. Relevant Level 1 and Level 2 providers are required to comply with the PhonepayPlus Code of Practice, and the Special conditions set out below, which are imposed under paragraph 3.11.1 of the Code.

Under paragraph 3.11.3 of the Code, “a breach of any special condition in respect of a high risk service imposed under paragraph 3.11.1 shall be a breach of the Code”.

Recurring donation services are defined as follows:

Premium rate services that are solely for the purpose of donating money on a recurring basis to a charity or charities registered with the Charities Commission of England and Wales, Northern Ireland, or Scotland.

Special conditions

Imposed under Annex 2, Paragraph 1.1(b) and (k):

(b) requirements as to the mechanism and processes used to deliver services to, and to enable exit from services by, consumers

(k): information that is required to be given to callers in promotional material or at various stages before and during provision of a high risk service (including as to receipts)

RDS 1 The STOP command must be made available and fully functional throughout the duration of the service. Consumers must be reminded of the existence of the STOP command every month, unless the service enables donors to skip a monthly payment and fully complies with RDS 2, RDS 3 and associated Special Conditions relating to the SKIP function.

RDS 2 Where the service enables donors to skip a monthly payment, SKIP must be the instruction command which is provided to consumers to suspend payment of their monthly donation.

RDS 3 The monthly reminder containing the SKIP instruction must be sent 24 hours prior to when the consumer is due to be charged. Where the SKIP command is available and fully functional consumers must be reminded of the existence of the STOP command every three months.

Imposed under Annex 2, Paragraph 1.1(k): information that is required to be given to callers in promotional material or at various stages before and during provision of a high risk service (including as to receipts)

- RDS 4** Where the SKIP command is activated for three consecutive months, this must automatically trigger the sending of a message to the relevant consumer, informing them that they can reply with STOP if they wish to opt out of the service.
- RDS 5** Where members of the public are interacting with a free service operated by the relevant charity or charities, material associated with the free service ought not to directly link to another product or service which carries a premium rate charge, unless the consumer is made aware of the separation of services and the charge associated with the new service.
- RDS 6** Immediately upon signing up to a service, consumers must receive a free initiation text message, which must contain the following information:
- i) Information that the text is free
 - ii) STOP information which must read “to unsubscribe text STOP to [insert shortcode] at any time or call [insert number]”
 - iii) SKIP information which reads “to miss a gift text SKIP to [insert shortcode]”
- RDS 7** Once a month the following information must be sent free to subscribers:
- i) The name of the service;
 - ii) Confirmation that the service is subscription-based;
 - iii) What the billing period is (e.g. per day, per week or per month) or, if there is no applicable billing period, the frequency of messages being sent;
 - iv) The charges for the service and how they will or can arise; and
 - v) Level 2 provider contact details.