

How to renew your registration or notify that you have left the market

Who needs to renew?

All Network operators and providers of Phone-paid services who operate in the UK need to be registered with the Phone-paid Services Authority ("PSA"). The only current exemption to this rule is for Network operators or providers who only provide services on the 0870/1/2/3 number ranges.

When do I renew?

Your registration is valid for 12 months from the date you first registered.

When you renew, you "top-up" your registration for your next 12 months' period – so you do not miss out by renewing at your first opportunity, rather than waiting until the end of your renewal month.

Your option to renew becomes available in the **last month** of your registration period – and your organisation's primary contact will receive reminder emails in this period to let them know that it is time to log-in and renew. Make sure your details are always up to date so you receive all the important information relating to the Scheme.

If you allow your organisation's registration to lapse and continue to operate you will be in breach of the PSA Code of Practice (the "Code") and could be subject to investigation.

What is the current fee?

The registration fee is £155.00 + VAT.

Registered charities in the UK are required to register but are exempt from paying the fee.

If this is your first year of operation and you will earn less than £10k in revenue from Phone-paid Services then you are exempt from the fee. You will need to provide information from your L1 provider who will verify your revenue.

What information do I need to provide?

You should be keeping your registration information up to date throughout the year – so no more information is required, however the renewal process is an excellent opportunity to review the information you have filed with the PSA and make sure it is all up-to-date.

Then follow these steps to renew your organisation:

Please note – when you renew your registration, the exemption for lower revenue providers will be removed (see "What is the current fee"). This means that if you used to claim this exemption, when you renew your registration for your second year of operation you will be required to pay the registration fee.

1. Click on the 'Log-in' button on the website homepage (www.psauthority.org.uk). You will be taken to your home page Y o u r registration expiry date is in bold type just above the field "Organisation Name".
2. From the "System Administration" tab on the left side of the screen select "Renew registration". If this option is greyed out, you are not yet in your renewal period – which is the last month of your registration period. You will be presented with the information you have previously registered. Please take this opportunity to review your data and, update where necessary and to confirm your organisation information is complete and up to date.
3. Once you have updated all of the necessary fields, tick the tick-box for the Agreement and click "Save".
4. You then see a summary of the information that will be filed on the Registration Scheme, check the data again as this is your last opportunity before it is published and click "Confirm details" then "Proceed to secure 'Sage pay' payment".
5. When you click the 'Proceed to secure Sage Pay payment' button, you will be taken to the secure Sage Pay website to make a credit/debit card payment for the renewal fee (if applicable).
6. Please follow the Sage Pay instructions to make your payment.
7. Once you have completed the Sage Pay details and your payment is accepted, you have completed the renewal of your company or organisation. A Registration Scheme confirmation page will appear with the following information:
 - Confirmation that you have successfully registered your company or organisation
 - Details of three emails that you will receive. These three emails are:
 - i. An email from Sage Pay confirming your credit/debit card transaction. Please keep this for your financial records.
 - ii. An email from the PSA with a payment received invoice for your payment. Please keep this for your financial records.
 - iii. An email from the PSA confirming your next renewal date.

If you no longer operate in the market, how do you let the PSA know?

If you are no longer operating in the market you should let the PSA know so we can correctly reflect your registration status and prevent others associating you with Number Checker search results.

You MUST inform us before the end of your registration period. To do this:

Click on the 'Log-in' button on the website homepage (www.psauthority.org.uk). You will be taken to your home page. Your registration expiry date is in bold type just above the field "Organisation Name".

1. Select "My Numbers" from the tab in the middle of the screen and delete or re-assign all of your number checker search results as appropriate. To delete the number checker search result:
 - i. select "view edit delete and then
 - ii. select delete

This will add an end date to the number checker search result and the search result will be available for another 6 months to assist consumers who are billed on a quarterly basis.

OR, to re-assign number checker search results:

- i. Click view edit delete
 - ii. Click "Next step – who else is involved in your numbers"
 - iii. Ensure that the organisation you want to assign the number checker search result to is displayed on this page as any associated provider.
 - iv. Click "Next step, more voluntary information"
 - v. Select the new data owner for the search result from the drop-down menu and click
"Finish registering numbers and save"
2. Select "Leave the market" from System Administration tab on the left hand side of your home page
 3. When prompted that you want to leave the market Select "Yes" to confirm.
 4. Your record is then updated on the Registration Scheme and you will receive a confirmation email.

What happens if I allow my registration to lapse?

Operating in the market without a valid and up-to date registration is a breach of the Code. If you are operating a phone-paid service still, then you should log-in immediately and renew. Your renewal date will be 12 months from the date your registration expired.

You will not gain any extension to your registration period by allowing your registration to lapse, and you will be in breach of the Code and may be investigated – so renew as soon as you reach the final month of your registration.

Please be aware the PSA monitors the Registration Scheme to ensure that data is accurate and complete, that organisations are not operating without being registered and that exempted providers are eligible and have provided the required information. The PSA may take informal or formal enforcement action as appropriate against those whose entities are not up to date.