

## What happens when Special conditions require notification to PSA?

It is important to remember that service registration should always be completed within 48 hours of commencement regardless of the service type, however on top of this some Special conditions require additional information that is not usually mandatory to also be provided.

Providers operating services subject to Special conditions should confirm that they do intend to operate such services and select the relevant service type from list as shown below:

### I have read the list of service types which require special conditions and...

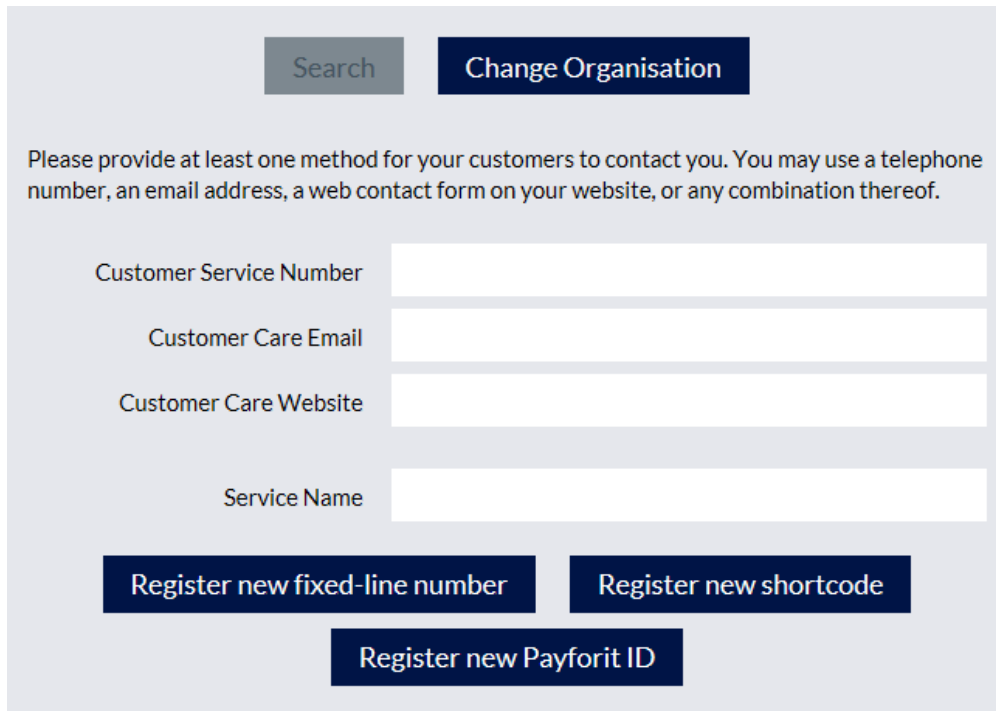
- I do not intend to operate these types at this time.
- I do intend to operate services of these types.

- Online adult services
- Online competitions services
- Broadcast PRS
- Live entertainment and chatline services\*
- Credit broking services†
- Information, connection, and signposting services†
- Professional services, including counselling services
- Pay-per-view services†
- Call TV quiz services
- Recurring donation services
- Remote gambling services
- Subscription services

Some services must comply with special conditions which will require the provider to submit material to Phone-paid Services Authority either before or just after the service commences operation. Services marked with an asterisk \* will require providers to post a bond. Services marked with a cross † may require the provider to notify Phone-paid Services Authority that the service is live within 24 hours of it beginning to operate, and may also require the provider to submit examples of promotional material or operational descriptions along with this notification. Please see individual [Special Conditions Notices](#) for further information.

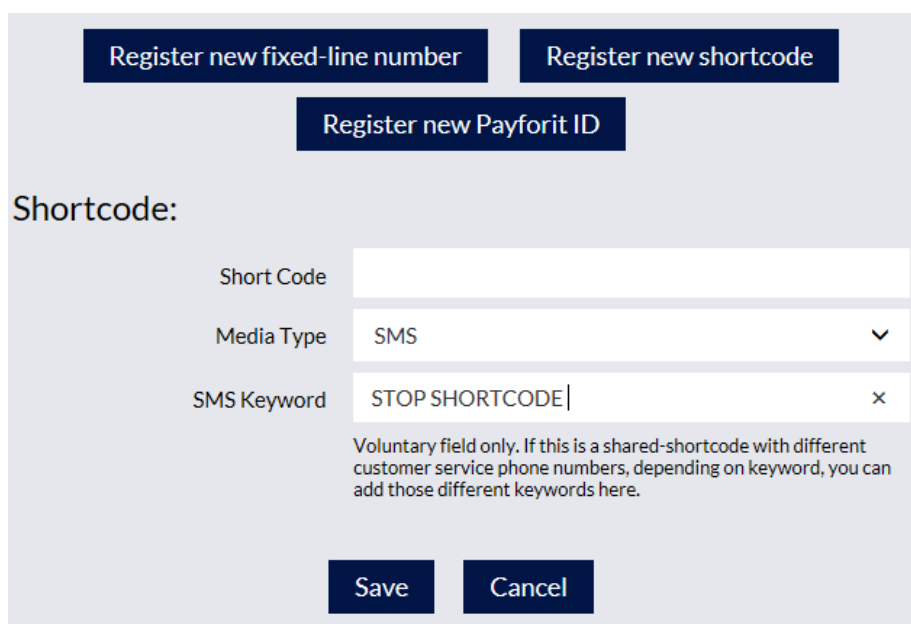
**Online adult and online competition services special conditions require providers to register information displayed below in four steps:**

- 1) customer care services details including phone number and email address:



The form is titled "Customer Care Services" and includes a "Search" button and a "Change Organisation" button. Below these is a instruction: "Please provide at least one method for your customers to contact you. You may use a telephone number, an email address, a web contact form on your website, or any combination thereof." The form contains four input fields: "Customer Service Number", "Customer Care Email", "Customer Care Website", and "Service Name". At the bottom, there are three buttons: "Register new fixed-line number", "Register new shortcode", and "Register new Payforit ID".

- 2) After registering PRS numbers providers must also register the dedicated number chosen for STOP and STOP ALL requests, typing "STOP SHORTCODE" in the keyword field:



The form is titled "STOP and STOP ALL requests" and includes three buttons: "Register new fixed-line number", "Register new shortcode", and "Register new Payforit ID". Below these is the heading "Shortcode:". The form contains three input fields: "Short Code", "Media Type" (with a dropdown menu showing "SMS"), and "SMS Keyword" (with the text "STOP SHORTCODE" and a clear button). Below the "SMS Keyword" field is a note: "Voluntary field only. If this is a shared-shortcode with different customer service phone numbers, depending on keyword, you can add those different keywords here." At the bottom, there are two buttons: "Save" and "Cancel".

- 3) the identity of all Level 1 providers involved in the provision of the PRS, including those managing the method of exit:

Your Service Role	Please Select	▼
Fixed Line Network Operator	<input type="text"/>	
Organisation ID	ORG	<input type="text"/> - <input type="text"/> - <input type="text"/>
Organisation ID	<input type="text"/>	
	<input type="button" value="Search"/>	<input type="button" value="Change Organisation"/>
Associated Provider 1	<input type="text"/>	
Organisation ID	ORG	<input type="text"/> - <input type="text"/> - <input type="text"/>
Organisation ID	<input type="text"/>	
	<input type="button" value="Search"/>	<input type="button" value="Change Organisation"/>
Service Role	Please Select	▼
Associated Provider 2	<input type="text"/>	
Organisation ID	ORG	<input type="text"/> - <input type="text"/> - <input type="text"/>

- 4) brand identification; it is important to clearly identify each service brand you operate separately. If separate charges are incurred for individual competitions or adult content then each service is a distinct service, but if a charge, or series of recurring charges are incurred for access to multiple competitions or adult content under one brand name then this would be one service:

### Other Service Information

Brand Name	<input type="text"/>
Billing and Cost Information	<input type="text"/>
Description	<input type="text"/>
Service Type	Select Service Type

[Back](#) [Finish registering numbers and save](#)