

## Industry Liaison Panel (ILP) Terms of Reference

February 2020

### Panel

The Industry Liaison Panel (ILP) has been set up by the Phone-paid Services Authority in 2006 to facilitate two-way communication between representatives of the phone-paid services industry and the regulator. The aim is to identify and discuss emerging trends in the sector as well as focusing discussion where necessary on current regulatory issues. The Panel gives the industry the opportunity to challenge PSA thinking; and gives the PSA the opportunity to share information and seek views on its policies and proposals.

### Membership

The ILP consists of nominated representatives from the phone paid services sector. The ILP Chair<sup>1</sup> is a PSA Non-Executive Board member appointed by the PSA Chairman, normally for a term of three years and may be re-appointed for a second and final term of three years. The Chairman of the PSA and on occasion Board members attend meetings together with the Chief Executive and senior directors of the PSA.

Industry membership of the ILP reflects as far as possible the phone-paid services value chain, market sectors and the range of operators in the market. Membership is by personal invitation to individuals from the ILP Chair, is not automatic to organisations, and is reviewed on a regular basis to ensure it consists of representatives with relevance to the market, which includes representative trade bodies, consultants and third parties. Usually there will only be one representative from each organisation, but a designated alternate may attend meetings when the member is unavailable with the prior agreement of the Chair.

Members of the ILP should be in good standing with the PSA and not involved in regulated entities that have been found to have been in serious breach of the PSA Code of Practice within the last 5 years.

Members' names, including a short biography of each member, are published under the ILP section on the PSA's website.

### Objectives

The objective of the Panel is to provide a forum which supports a healthy, compliant, innovative and competitive market and inter alia:

- encourages confidence and consumer trust in phone paid services
- helps to ensure consumers are protected from harm
- advises on emerging new technologies and/or business models

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<sup>1</sup> currently Ann Cook, Director of Interactive, Viewer & Customer Services ITV/Britbox & Managing Director of ITL

- advises on the changing dynamics of the market and the nature of new entrants and services
- provides intelligence about the market and individual services
- discusses potential threats, enabling faster responses by industry and the PSA to reduce the risk of malpractice within the sector
- advises the PSA on issues relating to the development of regulation
- comments on an annual presentation of the PSA's business plan and budget.

### **Meeting Administration and Attendance**

The PSA provides a Secretariat. Agendas and meeting minutes (which are published on the PSA website once approved by the ILP), are circulated to ILP members.

Members are encouraged to provide high level engagement and contribute to the content of agenda through:

- regular attendance
- participation in working sub-groups and industry sector updates
- reporting back to the ILP on matters discussed as required
- promoting positive and constructive discussion and consideration of the views of all industry sectors
- where possible, sharing positive and innovative market initiatives
- where appropriate, disseminating information and outputs of the ILP to the wider industry.

In order to ensure all aspects of the value chain are covered, meetings will generally include a structured rotation of industry sector updates, as follows:

- mobile (operator billing, PSMS, voice shortcodes)
- fixed line
- broadcasting and charity.

### **Withdrawal of ILP Membership**

A member may withdraw from the ILP for any reason at any time and should notify the ILP Chair. A member may also have membership withdrawn if determined appropriate by the ILP Chair. This would normally be if the member no longer has sufficient PRS relevance (either as advised by the member or determined by the ILP Chair), has had considerable lengthy absence from ILP meetings, or is involved in a regulated entity that has subsequently been found to be in serious breach of the PSA Code. In such cases, the Chair will communicate the decision in writing to the member.