**Consultation response form**

**Consultation on the regulatory framework for phone-paid subscriptions**

Please complete this form in full and return by email to consultations@psauthority.org.uk or by post to Emma Bailey, Phone-paid Services Authority, 40 Bank Street, London, E14 5NR.

|  |  |
| --- | --- |
| Full name |  |
| Contact phone number |  |
| Representing  | Self / Organisation (delete as appropriate) |
| Organisation name |  |
| Email address |  |

If you wish to send your response with your company logo, please paste it here:

We plan to publish the outcome of this consultation and to make available all responses received. If you want all or part of your submission to remain confidential, please clearly identify where this applies along with your reasons for doing so.

Personal data, such as your name and contact details, that you give/have given to the
PSA is used, stored and otherwise processed, so that the PSA can obtain opinions of members of the public and representatives of organisations or companies about the PSA’s subscriptions review and publish the findings.

Further information about the personal data you give to the PSA, including who to complain to, can be found at [psauthority.org.uk/privacy-policy](https://psauthority.org.uk/privacy-policy).

 **Confidentiality**

We ask for your contact details along with your response so that we can engage with you on this consultation. For further information about how the PSA handles your personal information and your corresponding rights, please see our [privacy policy](https://psauthority.org.uk/privacy-policy).

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| Your details: We will keep your contact number and email address confidential. Is there anything else you want to keep confidential? | Delete as appropriate:Nothing/your name/organisation name/whole response/part of the response (you will need to indicate which question responses are confidential). |
| Your response: Please indicate how much of your response you want to keep confidential. | Delete as appropriate:None/whole response/part of the response (you will need to indicate which question responses are confidential in the table with questions below). |
| For confidential responses, can the PSA refer to the contents of your response in any statement or other publication? Your identity will remain confidential. | Yes/No (delete as appropriate) |

 **Your response**

Please enter your response to each of the consultation questions in the appropriate box below.

|  |  |
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| **Consultation questions** | **Your response** |
| Q1. Do you agree with the PSA’s assessment that the evidence gathered from the research and other information, data and inputs considered support implementation of Special conditions for all subscriptions as an appropriate and proportionate response? If not, please set out your alternative approach and the supporting evidence. | Confidential? Yes/No (delete as appropriate) |
| Q2. Do you agree with our proposed approach that the proposed Special conditions be applied to all phone-paid subscription services to create clarity and certainty for providers of subscription services, with any additional requirements under other Special conditions not being replicated in the proposed conditions? | Confidential? Yes/No (delete as appropriate) |
| Q3. Do you agree that the research and other information, data and inputs we considered support action on each of the identified issues outlined in this document? If not, please provide supporting evidence? | Confidential? Yes/No (delete as appropriate) |
| Q4. Do you agree with our analysis using the risk taxonomy (outlined from paragraph 249 of this document) that Special conditions represent a proportionate regulatory response to the risk of harm posed by phone-paid subscription services? If not, please provide supporting evidence. | Confidential? Yes/No (delete as appropriate) |
| Q5. Are there any other issues not addressed through our proposed response that you consider warrant regulatory action in light of the research and other information, data and inputs considered? If yes, please provide supporting evidence. | Confidential? Yes/No (delete as appropriate) |
| Q6. Do you have any views or evidence on the use and effectiveness of free trial periods of varying durations to support the PSA in considering what might be appropriate in the context of phone-paid subscription services? | Confidential? Yes/No (delete as appropriate) |
| Q7. Do you have any additional comments? | Confidential? Yes/No (delete as appropriate) |
| **Addendum questions** | **Your response**  |
| Q1. Do you agree with our proposal to include use of a secure, consumer controlled, mobile originating short message service (MO SMS) as a method that providers could utilise to fulfil the proposed first or second phase consent to charge requirements (and as proposed at Annex A)? | Confidential? Yes/No (delete as appropriate) |
| Q2. Does the addendum provide clarity on the proposed consequential amendments to the service-type specific sets of Special conditions and Notice of Specified Charges and Duration of Calls, required as part of the subscriptions review? Do you agree with the consequential amendments proposed within Annexes B to F? If not, please explain. | Confidential? Yes/No (delete as appropriate) |
| Q3. Do you agree with our approach as outlined at paragraphs 20 – 24 of the addendum? If not, please provide evidence that would support an alternative approach, and/or on any potential impacts of the approach currently being proposed.  | Confidential? Yes/No (delete as appropriate) |
| Q4. The PSA welcomes feedback on the new receipting-based proposals set out in the proposed Special conditions. | Confidential? Yes/No (delete as appropriate) |

If you have any supporting imagery for your responses, you can paste them in your responses in the table above or here:

**Submit your response**

To send your responses to the PSA please email this completed form to consultations@psauthority.org.uk or by post to Emma Bailey, Phone-paid Services Authority, 40 Bank Street, London, E14 5NR.