

# 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](mailto:consultations@psauthority.org.uk) or by post to Emma Bailey, Phone-paid Services Authority, 40 Bank Street, London, E14 5NR.

Full name	[REDACTED]
Contact phone number	[REDACTED]
Representing	Self
Organisation name	
Email address	[REDACTED]

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](#).

Your details:	Delete as appropriate:
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We will keep your contact number and email address confidential. Is there anything else you want to keep confidential?	Nothing
Your response: Please indicate how much of your response you want to keep confidential.	Delete as appropriate: None
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

### Your response

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

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.	I agree
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? No (delete as appropriate) Yes all subscriptions should have double opt-in and a clear way of obtaining a refund. They are a scam that's being allowed to continue with no approach.

<p>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?</p>	<p>Confidential? Yes/No (delete as appropriate)</p>
<p>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.</p>	<p>Confidential? /No (delete as appropriate)</p> <p>Yes - I'm a disabled person that has had £10 worth of credit taken in the past few weeks. I am savvy online and haven't agreed to anything, and I've replied no very quickly each time.</p> <p>People should need to agree twice if they want to sign up for something, but they seem to be mostly used for ill rather than legitimate aims.</p>
<p>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.</p>	
<p>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?</p>	
<p>Q7. Do you have any additional comments?</p>	<p>Something needs to be done and quickly. People are losing money with no way of getting it back, and being told it's down to the individual rather than the phone provider. I've had my number many years and don't want to change it - but am being charged a lot of money by the way company for something I never signed up to.</p>

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](mailto:consultations@psauthority.org.uk) or by post to Mark Collins, Phone-paid Services Authority, 40 Bank Street, London, E14 5NR.