

# Consultation response form

## Consultation on general permission for SMS virtual chat services

Please complete this form in full and return by email to [consultations@psauthority.org.uk](mailto:consultations@psauthority.org.uk) or by post to Terry Armstrong, Phone-paid Services Authority, 40 Bank Street, London, E14 5NR.

Full name	ALA MOROZ
Contact phone number	[REDACTED]
Representing	Organisation <input type="text"/>
Organisation name	PREMTEL NET
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](http://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](#).

<p>Your details: We will keep your contact number and email address confidential. Is there anything else you want to keep confidential?</p>	<p>Delete as appropriate: Nothing</p>
<p>Your response: Please indicate how much of your response you want to keep confidential.</p>	<p>Delete as appropriate: None</p>
<p>For confidential responses, can the PSA refer to the contents of your response in any statement or other publication? Your identity will remain confidential.</p>	<p>Yes</p>

### Your response

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

Consultation questions	Your response
<p>Q 1. Do you agree with our analysis of the costs and benefits associated with the different options? Are there any other factors that need to be considered?</p>	<p>Confidential? No. Absolutely NOT. There are NO benefits for consumers and only penalties for providers. Consumers already have a plethora of pricing information on adverts, welcome messages etc. The 24 hours receipt will in many cases cause consumers to distrust the services plus it cannot be ascertained that a session has been ended.</p>
<p>Q 2. Do you agree that the preferred option provides consumers with the ability to monitor and control their spend at least equivalent to the option of strict adherence to Requirement 3.2.12?</p>	<p>Confidential? Yes/No No. Absolutely NOT. First you should ask does a consumer even desire this monitoring ability? They get their £10 warning and most consumers have some basic intelligence. I have never received a complaint or feedback from a consumer who was unclear as to their spend.</p>
<p>Q 3. Are there any other options that we should consider as an alternative to the preferred option?</p>	<p>Confidential? No None needed, superflous level of complaine.</p>
<p>Q 4. We intend that providers should be able to benefit from the General Permission as soon as it is published. Is there any reason to</p>	<p>Confidential? Yes/No You haven't made any case for providers being able to "benefit" from this permission, so N/A</p>