

IN THE PHONE-PAID SERVICES AUTHORITY TRIBUNAL

CASE REF:158463

BETWEEN:

PHONE-PAID SERVICES AUTHORITY LIMITED

Executive

-and-

INTERACT2MEDIA PTE LTD

Respondent

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**ADJUDICATION BY CONSENT ("CONSENT ORDER")**

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*ON the matter being considered under the Phone-paid Services Authority case reference 158463*

*AND ON the parties having agreed breaches of the Phone-paid Services Authority Code of Practice ("the Code") as set out in the Case Report (Warning Notice Settlement) produced in the Schedule to this order, and appropriate sanctions and administrative costs to be imposed on the Respondent, in order to dispose of the matter*

*By consent it is ordered that:*

- 1. The alleged breaches of the Code set out in the Warning Notice dated 18 November 2019 and produced (as amended) in the Schedule shall be upheld.*
- 2. The following sanctions shall be imposed in respect of those upheld breaches:*
  - a. A requirement that the Respondent remedy the breaches by ensuring that it has addressed issues around transparency, pricing, pricing prominence and misleading promotions.*
  - b. A formal reprimand.*

- c. A requirement that the Respondent seeks compliance advice from the PSA and implements it to the satisfaction of the PSA in respect of this service and any future services of this nature.
  - d. A requirement that the Respondent is barred access to the service until compliance advice has been implemented to the satisfaction of the PSA.
  - e. A requirement that the Respondent refunds all consumers who claim a refund, for the full amount spent by them for the Service, save where there is good cause to believe that such claims are not valid, and provide evidence to the PSA that such refunds have been made.
  - f. A fine of £50,000.00
3. The Respondent shall pay legal and administrative charges incurred by Phone-paid Services Authority in relation to this case in the sum of £6331.00 within 28 days of this order.

 (Signature)

LINDA LEE (Name of Chair)

On behalf of the Phone-paid Service Authority Tribunal

5.3.20 (Date)