

How to register

Who needs to register?

All Network operators and providers of phone-paid services who operate in the UK need to register with the Phone-paid Services Authority on the Registration Scheme. Providers who only provide services on the 0870/1/2/3 number ranges are exempt and Network operators who solely provide these ranges are required to register but are exempt from the registration fee.

What information do I need to provide?

Registering your company/organisation is quick and easy. Before you register your organisation, you should have the following details ready:

Private limited companies (including those with charitable status), public limited companies, foreign companies (i.e. those who are registered outside the UK):

- Organisation name;
- Organisation address;
- Full name, email address and date of birth of all Directors;
- Companies House number (if applicable);
- Registered charity number (if applicable);
- Trading name(s);
- Address for receiving instructions and regulatory contact number and email address.

Partnerships and foreign partnerships (normal or limited liability):

- Organisation name;
- Organisation address;
- Full name, email address and date of birth of all partners or members (the names of partners will not be required during the initial registration process, but registrants will need to provide this information once registered, by accessing the 'Directors' tab within their registration account);
- Trading name(s);
- Address for receiving instructions and regulatory contact number and email address.

Trusts:

- Organisation name;
- Organisation address;
- Full name, email address and date of birth of all trustees (the names of trustees will not be required during the initial registration process, but registrants will need to provide this information once registered, by accessing the 'Directors' tab within their registration account);
- Trading name(s);
- Address for receiving instructions and regulatory contact number and email address.

Sole traders:

- Sole trader full name and date of birth;
- Organisation address;
- Trading name(s);
- Address for receiving giving instructions and regulatory contact number and email address.

Public/'Third' sector organisations (including bodies, agencies and authorities);

- Organisation name;
- Organisation address;
- Full name, email address and date of birth of all non-executive directors (the names of non-executive directors will not be required during the initial registration process, but registrants will need to provide this information once registered, by accessing the 'Directors' tab within their registration account);
- Trading name(s);
- Address for receiving instructions and regulatory contact number and email address.

Then follow these steps to register your organisation:

1. Click on the 'Register' button on the PSA website homepage (www.psauthority.org.uk). You will be taken to the Registration Scheme landing page.
2. You will be asked what you would like to do. Click on the 'I want to register' button.
3. You will be taken to the first registration page where you will be asked to enter your company or organisation details. These details will include:

Company or organisation name (this is your own name if you are a sole trader);

- Your trading name;
 - Your business type (plc, limited company, partnership, etc.);
 - Whether you are registered outside of the UK;
 - Any organisation classification that means you are exempt from the registration fee (registered charities, annual turnover from phone-aid services of less than £10,000);
 - Your UK company address;
 - A contact name for your registration account (the person who will administer the account);
 - The name of one director – please note that ALL your directors must be inputted into the Registration Scheme following the initial registration of your company or organisation (if applicable to your business type);
 - A contact email address and password.
4. Once you have confirmed that you have read and understood the Code of Practice (and the refund policy and terms of use) and that your information is accurate, you are ready to submit the information and pay the registration fee (if applicable).
 5. When you click the 'Proceed to secure Sage Pay payment' button, you will be taken to the secure Sage Pay website to make a credit/debit card payment for the registration fee (if applicable).
 6. Please follow the Sage Pay instructions to make your payment.

7. Once you have completed the Sage Pay details and your payment is accepted, you have completed the registration of your company or organisation.
8. A Registration Scheme confirmation page will appear with the following information:
 - Confirmation that you have successfully registered your company or organisation
 - Details of three emails that you will receive. These three emails are:
 - An email from Sage Pay confirming your credit/debit card transaction. Please keep this for your financial records.
 - An email from the PSA with a payment received invoice for your payment. Please keep this for your financial records.
 - An email from the PSA welcoming you to the Registration Scheme and containing your unique organisation number. This is the number you will use for commercial purposes (e.g. you will be asked to quote this number when calling the PSA for compliance advice). Please also make a note of your Registration Scheme log-in details (the contact email address and password you choose when you register) as you will need these to log in to the Scheme to edit your account, submit your service and number details, and to carry out due diligence.

Organisations are obliged to ensure that information relating to their registration remains complete and accurate. It will be a breach of the Code of Practice to provide incomplete or inaccurate information on the Registration Scheme.

What if I have a problem while registering?

There is advice on registering available on the PSA website. However, if you have question about registration or encounter a problem, please call our Registration Helpdesk on

0844 264 1222*.

*Calls will cost 2 pence per minute, plus your phone company's access charge”.