

**Analyze Survey Results - Individual Results**

Survey: Code of Practice consultation

Respondent Information		Custom Fields
Respondent Type:	Accessed Survey On Web	
Email:	No Email Available	
Began Survey On:	06/23/2010	
Time Began:	07:10:53 AM	
Time Spent:	00:09:03 (HH:MM:SS)	
Points:	No Points Questions used in this survey.	

1 Do you agree with PhonepayPlus' proposed definitions for the different parties involved in phone-paid services? If not, why not?

Agree

Other comments:

2 Do you agree with PhonepayPlus' proposals to reform our existing Guidance, and to convert Section 7 of the 11th Code into Guidance wherever possible? If not, why not?

Agree

Other Comments:

3 Do you agree with the proposed outcomes and rules? If not, please highlight any with which you disagree, and explain your reasons, providing evidence where possible.

Agree

Other comments:

4 Do you agree that the follow spending caps and thresholds, set out at Rule [2.3.12a](#), are appropriate?

All [sexual entertainment](#) services must be ended by the company providing the service when a maximum of [£30](#) per call has been spent.

Disagree

Other Comments: If this was online, this would not be the case, so why should the telecom industry be penalised?

5 Do you agree that the follow spending caps and thresholds, set out at Rule [2.3.12b](#), are appropriate?

Services aimed at, or which should have been expected to be particularly attractive to [children](#), must be ended by the company providing the service when a maximum of [£3](#), or in the case of a subscription service a maximum of [£3 per month](#), has been spent.

Agree

Other Comments: As long as it is clear what targetted at children means

6 A new Rule, [2.3.12c](#), says providers of [Virtual chat](#) services must remind customers every time they have spent [£10](#), stating that they have spent £10, rather than just repeating the cost of the service, and obtaining reaffirmation of the customer's original decision to use the service before continuing. This must be separate from the customer's interaction with the service itself, i.e., not within the text of a chat message.

Agree

Other Comments:

7 Do you agree that the follow spending caps and thresholds, set out at Rule [2.3.12d](#), are appropriate?

Other [subscription service](#) customers must be reminded what they are paying every month or every time they have spent [£20](#).

Agree

Other Comments:

8 Do you agree with the proposals around due diligence, risk assessment, and control (pars [3.1.1a](#), [3.1.7](#), and [3.3.1](#))? If not, why not

Agree

Other Comments:

9 Do you agree that 087 services should be exempt from the requirement to register? If not, why not?

Disagree

Other Comments: This will encourage rogue traders to utilise these lines wherever possible

10 Do you have a view on whether breaches from the 11th edition of the Code should be matched across to the proposed registration database, and/or how this could be best achieved? If so, please provide it, along with any supporting evidence.

11 Do you agree with the proposed requirement for all parties who are defined as Networks, Level 1 or Level 2 providers to register with PhonepayPlus, and the rules of the registration scheme in terms of sharing that information? If not, why not?

Agree

Other Comments:

12 Do you have a view on whether open investigations against Level 2 providers should be flagged to other parties registered with PhonepayPlus? If so, please provide it, along with any evidence or reasoning.

It probably makes sense to inform aggregators if there are any open investigations against a company. However the length of time taken in cases should be improved, to not stop the trading of the service provider.

13 What do you consider to be an appropriate fee for registration? Do you agree that the Registration Scheme should be funded by fees, or should its cost be incorporated into the general industry levy that funds PRS regulation?

£100 - should go to PhonePayPlus

14 Do you agree with the proposed requirement that Level 2 providers register all their services with PhonepayPlus? If not, why not?

Agree

Other Comments: Need to define services though as one company may operate hundreds fo different services.

15 Do you agree with the proposed investigation procedures? If not, why not?

Agree

Other Comments:

16 Do you agree with the proposals around sanctions and refunds? If not, why not?

Agree

Additional Comments:

17 Please provide us with the following information

Your name: Alan Scott

Name of your organisation if applicable: 2Comm Ltd

18 PhonepayPlus publishes all responses to its consultations unless respondents request confidentiality. Are you content for your response to be published?

Yes

19 We are interested to know which of our stakeholder groups you fit into:

Industry member – Service Provider/Aggregator

20 We would also be interested to know where you heard about our new Code consultation online survey:

NewsPlus (PhonepayPlus' e-newsletter)