

Amplefuture

Do you agree with the proposals around the permission condition? Please give detailed reasoning where applicable.

Yes we confirm that address information and bill payer's permission should not be required.

Do you agree proposed changes for the introduction message? Please give detailed reasoning where applicable

Yes, we confirm that the introduction message should exclude the comment regarding call recordings may be passed to the regulator, although we see no reason for this information to be on the promotional literature also as any information can be passed to the regulator if we are requested so to do by law

Should higher tariffs up to £1.50 per minute be permitted? If not, please submit your comments and observations

Yes

Do you agree with the proposal around the content of MPCs? If not, please submit your comments and observations.

Yes we agree that MPC should be limited to over 18s only

Do you agree with the proposed change around monitoring? If not, please explain your reasoning and any other details you wish to be considered in this regard.

Yes one monitor per 40 callers is adequate

Should the maximum call spend remain at £30.00? If not, please supply any concerns you have or other information you feel should be considered.

£30 has not changed for some time and we believe this should be increased to £40 to reflect increasing consumer spending power and requirements.

Should the call cost warnings remain unchanged? Is there any other information you feel should be considered or other safeguards put in place?

Call cost warnings during the provision of the service are disruptive to consumer enjoyment and if any are needed, should be reduced to one after £20 has been reached.

Do you agree with the proposals around single services? Please submit any concerns or issues you have with the intended change.

Yes transfer between services should be allowed as long as the consumer is aware

Do you agree with the proposal to allow MPCs to operate on prefixes other than the 09059 prefix? If not, please supply your reasoning and any other information you would like considered.

Yes. Number ranges should be as for other PRS and SES services

Should the age of callers remain as 18 and over? Do you agree with the proposals regarding children? If not, please supply details of any other information you feel should be considered.

Yes. We fully support the protection of children

Do you have any suggestions or comments on additional conditions you feel should be imposed or considered by the Tribunal?

No

Q12. Do you agree with the proposal to remove the compensation fund and just have a security bond?

Yes. As we paid into the original compensation scheme, we are clearly keen to understand how these funds would be returned to us prior to winding up this scheme, if this was the outcome.