

Remote Gambling

Notice of Special Conditions

This Notice is being issued to inform all providers involved, or intending to be involved, in the provision of remote gambling services that Special conditions apply. Level 2 providers are required to comply with the PhonepayPlus Code of Practice, and the Special conditions set out below, which are imposed under paragraph 3.11.1 of the Code.

Under paragraph 3.11.3 of the Code, *“a breach of any special condition in respect of a high risk service imposed under paragraph 3.11.1 shall be a breach of the Code”*.

Remote Gambling is defined as follows:

A premium rate service ('PRS') that enables gaming or betting to take place remotely – i.e. delivered at a distance, electronically or by voice telephony (N.B. This requirement does not apply to prize competition services or betting tipster services, which do not also enable gaming or betting to take place remotely).

Special conditions

Imposed under Annex 2, Paragraph 1.1(g): the denying of access by users under the age of 18 years old to a high risk service or by all users where the relevant handset is not verified as being owned by someone aged 18 years old or over;

RG1 Persons under the age of 18 years are not permitted to use the service.

Imposed under Annex 2, Paragraph 1.1(e): specified action required in order to and as a consequence of verifying or a failure to verify the age of callers;

RG2 If a consumer is found to be under 18, they must be refunded and blocked from using the service.

Imposed under Annex 2, Paragraph 1.1(k): information that is required to be given to callers in promotional material or at various stages before and during provision of a high risk service (including as to receipts);

RG3 Consumers must be able to access their playing history and account information at any time while using the service.

RG4 The promotional material for the service must include the following information:

- An adequate description of how the service works and clear instructions on how to use it;
- Any significant terms and conditions;
- Prominent warnings about underage use;
- The amount of money that consumers stand to win or an adequate explanation of how prize winnings will be calculated;

- A clear explanation of how winnings will be paid;
- Information about responsible gambling or links to sources of such information;
- Instructions on how to stop the service.