

## 1. Service name

We are proposing to call these new services '**TV Quiz services' and to make it clear add underneath: - (PRS Charges, Ts & Cs Apply)**

## 2. Service description

If participants are not selected on any given occasion, they are informed accordingly straightaway and have the opportunity to make repeat attempts. **And advised that they have been charged £? or pence.**

## 4. Clarity of pricing and premium rate charges

### {paragraph 5}

To keep these services in line with other premium rate services operated, we are proposing that as soon as is reasonably possible after participants have spent £20, and after each £20 of call spend, \*they must be informed that they have spent £20, together with the cost of the service per call or minute.

\*\*An example of such a warning might be: "Thank you for entering. You have now spent a total of £20. Every additional call that you make will cost you £ [1]."

Variations would be considered by the Committee as part of an application for prior permission.

\*\*Equally, we believe that when participants are not selected to give their answers on air, they must be given a message explaining this and giving the entry cost, making it clear that this applies whether or not they go on air. An example of such a message would be "Thank you for your entry. This has cost you £ [1] but you have not been successful this time."

**Great idea, however, BT are not the only service provider.**

**\*\*Technically how will this work? How will you inform a participant that doesn't have ring back for example? \* They must be informed by whom – Cost implications etc.**

## 5. Contact information

### Question 5

We would welcome your views on whether requiring a helpline number to be displayed is

proportionate and reasonable.

Are there other or alternative requirements we should consider?

**In an agreed timescale, display 'For Help or Advice , go to [www.xxxxx.co.uk](http://www.xxxxx.co.uk) or direct complaints to [www.icstis.org.uk](http://www.icstis.org.uk)**

## 6. Terms & conditions

**Ts & C's on TV Quiz, Competition and other PRS channels, wouldn't have the required affect. Something on screen directing participant and or potential participants to a website or a channel were the Ts&Cs, Charges and general information can be obtained.**

## 7. Age/bill payer warnings

Given the ease of access of these services and that many of the prizes that can be won are cash-based, we propose that service providers give a warning that participants must be 16 and over and have the permission of the bill payer before

participating. This warning statement must be displayed on screen at all times as well as being stated orally by the presenter at frequent and regular intervals.

**Already in place but how affective is it? Is a minor caller is suspected could a date of birth request be made and or other verification questions.**

### **9. Substantiation**

Service providers shall also be expected to substantiate that the prizes offered are available, the evidence of which will need to be made available to ICSTIS on request. We will also need service providers to be able to demonstrate that where there is a random selection process to select participants to get through to the studio for a chance to answer, that this process is impartial and that all entrants have an equal opportunity to gain access to the studio.

**Again a question of the number of available telephone operators verses the number of open telephone lines.**

#### **General Question:**

**1. Based on the number of lines owned by a premium company, there should be rule that they must have X amount of available phone operators ready to take calls. This would reduce queuing. Increase call attempts as required. Reduce consumer revenue loss.**

**2. What are the penalties for the Premium Rate Service users that fail to comply with the rules/conditions/requirements? Retention only? Additional Fines? What penalties are in place for regular offenders? (Proposal - 3 instances over time – service recorded by ICSTIS and shut down).**