

Notice of Specified Service Charges and Durations of Calls

Published in accordance with paragraph 3.12.5 of the 13th Code of Practice

This Notice is being issued to inform all providers involved, or intending to be involved, in the provision of the service categories set out in paragraph 3.12.2 of the PhonepayPlus Code of Practice, 13th edition, that specified actions are required under paragraph 3.12.1 of the Code. Those specified actions are listed for each service category separately.

Failure to carry out these specified actions is a breach of paragraph 3.12.5 of the Code.

Specified actions

1. Sexual entertainment services

- 1.1. Sexual entertainment services are defined under paragraph 5.3.36 of the Code
- 1.2. When £15 Service Charge (inclusive of VAT) has been spent on the call, callers must be notified that such a charge has been reached
- 1.3. When £30 Service Charge (inclusive of VAT) has been spent on the call, the call must be terminated immediately unless the consumer positively confirms a wish to continue to use the service
- 1.4. When £45 Service Charge (inclusive of VAT) has been spent on the call, the call must be terminated immediately.

2. Virtual chat services

- 2.1. Virtual chat services are defined under paragraph 5.3.41 of the Code
- 2.2. All such services must, as soon as is reasonably possible after the user has spent £10.22 (inclusive of VAT), and after £10.22 (inclusive of VAT) of spend thereafter:
 - (i) Inform the user separately from the service or any promotion that £8.52 plus VAT has been spent; and
 - (ii) Terminate the service promptly if the user does not interact further with it following the provision of the message sent in accordance with (i).

3. Live entertainment services

- 3.1. Live entertainment services are defined under paragraph 5.3.23 of the Code
- 3.2. When £15 Service Charge (inclusive of VAT) has been spent on the call, callers must be notified that such a charge has been reached
- 3.3. When £30 Service Charge (inclusive of VAT) has been spent on the call, the call must be terminated immediately unless the consumer positively confirms a wish to continue to use the service
- 3.4. When £45 Service Charge (inclusive of VAT) has been spent on the call, the call must be terminated immediately.

4. Chatline services

- 4.1. Chatline services are defined under paragraph 5.3.13 of the Code
- 4.2. When £15 Service Charge (inclusive of VAT) has been spent on the call, callers must be notified that such a charge has been reached

- 4.3. When £30 Service Charge (inclusive of VAT) has been spent on the call, the call must be terminated immediately unless the consumer positively confirms a wish to continue to use the service
- 4.4. When £45 Service Charge (inclusive of VAT) has been spent on the call, the call must be terminated immediately.
5. Remote gambling services
 - 5.1. Remote gambling services are defined under paragraph 5.3.33 of the Code
 - 5.2. £30 Service Charge (inclusive of VAT) is the maximum spend on the service in any 24 hour period and consumers must not be permitted to spend above this level.
6. Professional advice services, excluding counselling services
 - 6.1. Professional advice services are defined under paragraph 5.3.31 of the Code
 - 6.2. When £15 Service Charge (inclusive of VAT) has been spent on the call, callers must be notified that such a charge has been reached
 - 6.3. When £30 Service Charge (inclusive of VAT) has been spent on the call, the call must be terminated immediately unless the consumer positively confirms a wish to continue to use the service
 - 6.4. When £45 Service Charge (inclusive of VAT) has been spent on the call, the call must be terminated immediately.
7. Counselling services
 - 7.1. Counselling services are defined under paragraph 5.3.17 of the Code
 - 7.2. Such services offered on a one-off basis must terminate after 20 minutes duration.
 - 7.3. Such services offered over a pre-arranged number of sessions, each call must terminate after 60 minutes duration.
8. Subscription services, excluding recurring donation services operated by a registered charity
 - 8.1. Subscription services are defined under paragraph 5.3.39 of the Code
 - 8.2. For all subscription services, once a month, or every time a user has spent £20.45 (inclusive of VAT) if that occurs in less than a month, the following information must be sent free to subscribers:
 - (i) The name of the service;
 - (ii) Confirmation that the service is subscription-based;
 - (iii) What the billing period is (e.g. per day, per week or per month) or, if there is no applicable billing period, the frequency of messages being sent;
 - (iv) The charges for the service and how they will or can arise;
 - (v) How to leave the service; and
 - (vi) Level 2 provider contact details.
9. Services aimed at, or which should have been expected to be particularly attractive to children
 - 9.1. Children is defined under paragraph 5.3.14 of the Code
 - 9.2. Such services must not charge more than £5 (inclusive of VAT) per call in a single transaction or per month for a subscription.
 - 9.3.** Such services must not charge more than £20 (inclusive of VAT) over a single monthly billing period.