



## How do charities register on the PhonepayPlus Registration Scheme?

### Who is PhonepayPlus?

PhonepayPlus (previously known as ICSTIS) regulates premium rate services in the UK. These are the premium rate goods and services that you can buy by charging the cost to your phone bill and pre-pay account, and include charitable giving by a text donation.

We focus on pre-empting and preventing problems – the key, we believe, to effective long-term consumer protection

We regulate services using our Code of Practice. This sets out the rules with which all providers of phone-paid services must comply. Among other things, we require:

- Clear and accurate pricing information
- Honest advertising and service content
- Appropriate and targeted promotions

From 1 September 2011, PhonepayPlus' [new \(12th edition\) Code of Practice](#) and [mandatory, industry-wide Registration Scheme](#) will come into effect.

### Do charities need to register?

Yes, any charity which operates a premium rate service must register on PhonepayPlus' Registration Scheme.

### What is a premium rate service?

Premium rate services (or PRS) are services which consumers pay for via their phone and which have an additional premium charge over the actual cost of the text message or telephone call.

Examples include numbers beginning with 09 and mobile text shortcode numbers, which are increasingly popular methods of donating to charitable causes.

## Why does a charity have to register?

Registering is an obligation of the PhonepayPlus Code of Practice. Registration helps PhonepayPlus ensure that only genuine charities have access to premium rate services, to help reassure consumers so they are able to continue to donate with confidence.

Registration also provides access to our Number Checker facility. The Number Checker allows PRS providers and charities to provide information directly to consumers relating to charges to their phone. Consumers themselves as well as Network operators can use this tool when a consumer has a query about a charge – this can prevent unnecessary confusion regarding a forgotten donation.

## Do I have to pay for registration?

Registration is free of charge for charities which are registered with the UK Charity Commission.

All you have to do is select 'UK Registered Charity' on the registration page and then provide your Charity Commission Number.

**Organisation Details**

Organisation Name \*

Trading Name (s) \*

Trading Name 2

Trading Name 3

Trading Name 4

Trading Name 5

Type of business \*

Company Registration Number

Registered Charity Number

Are you a Network? As defined in paragraph 5.3.4 the new Code of Practice.

Organisation Classification \*  UK Registered Charity  
 Annual Gross Outpayment of £5,000 or less  
 None of the above

Is your organisation registered outside of the UK? \*  Yes  
 No

If you are not registered with the Charity Commission but earn (or expect to earn) less than £5k per annum from PRS, then you also do not have to pay for registration.

Organisation Details	
Organisation Name *	<input type="text"/>
Trading Name (s) *	<input type="text"/>
Trading Name 2	<input type="text"/>
Trading Name 3	<input type="text"/>
Trading Name 4	<input type="text"/>
Trading Name 5	<input type="text"/>
Type of business *	Please select a type <input type="button" value="v"/>
Company Registration Number	<input type="text"/>
Registered Charity Number	<input type="text"/>
Are you a Network? As defined in paragraph 5.3.4 the new Code of Practice.	<input type="checkbox"/>
Organisation Classification *	<input type="radio"/> <del>UK Registered Charity</del> <input type="radio"/> Annual Gross Outpayment of £5,000 or less <input type="radio"/> None of the above
Is your organisation registered outside of the UK? *	<input type="radio"/> Yes <input type="radio"/> No

If you are a charity which is not registered with the Charity Commission and you expect to earn more than £5k per annum from PRS, then you will need to pay for registration – or register with the Charity Commission first.

### What information do I need to provide?

Registering your charity is quick and easy. The information needed depends on whether your charity is a Private limited company or a Trust.

Before you register your charity, you should have the following details ready:

*Private limited companies (including those with charitable status), public limited companies, foreign companies (i.e. those who are registered outside the UK):*

- Organisation name;
- Organisation address;
- Full name, email address and date of birth of **all** Directors;
- Companies House number (if applicable);
- Registered charity number
- Trading name(s);
- Address for receiving instructions and regulatory contact number and email address.

*Trusts:*

- Organisation name;

- Organisation address;
- Full name, email address and date of birth least two trustees must be registered as responsible persons onto the Registration Scheme. If the Trust has only one trustee then only that Trustee must register as a responsible person.<sup>1</sup>
- Trading name(s); and
- Address for receiving instructions and regulatory contact number and email address.

*Public/Third' sector organisations (including bodies, agencies and authorities);*

- Organisation name;
- Organisation address;
- Full name, email address and date of birth of all non-executive directors (the names of non-executive directors will not be required during the initial registration process, but registrants will need to provide this information once registered, by accessing the 'Directors' tab within their registration account);
- Trading name(s); and
- Address for receiving instructions and regulatory contact number and email address.

**Then follow these steps to register your organisation:**

1. Click on the 'Register' button on the PhonepayPlus website homepage ([www.phonepayplus.org.uk](http://www.phonepayplus.org.uk)). You will be taken to the Registration Scheme landing page.
2. You will be asked what you would like to do. Click on the ['Click here to register'](#) link.
3. You will be taken to the first registration page where you will be asked to enter your company or organisation details. These details will include:
  - Company or organisation name;
  - Your trading name;
  - Your business type (company, trust);
  - Whether you are registered outside of the UK;
  - Any organisation classification that means you are exempt from the registration fee (registered charities, annual PRS turnover of less than £5,000)
  - Your UK company address;
  - A contact name for your registration account (the person who will administer the account);

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<sup>1</sup> Following registration, PhonepayPlus may request the provision of details of some or all of the other trustees of a trust at any time, and where such a request is made, the requested details must be provided in the manner and timeframe specified by PhonepayPlus. During an investigation under the Code, PhonepayPlus may make a request for this information as part of a request for information under paragraph 4.2.3 of the Code

- The name of one director or trustee – please note that ALL your directors must be inputted into the Registration Scheme following the initial registration of your company or organisation (if applicable to your business type);
  - A contact email address and password.
4. Once you have confirmed that you have read and understood the [PhonepayPlus Code of Practice](#) (and the refund policy and terms of use) and that your information is accurate, you are ready to submit the information.
  5. **Only some charities (e.g. those that are not registered with the UK Charity Commission and are earning more than £5k per annum from PRS) must pay.** These charities must click the 'Proceed to secure Sage Pay payment' button; you will be taken to the secure Sage Pay website to make a credit/debit card payment for the registration fee (if applicable).
  6. Please follow the Sage Pay instructions to make your payment.
  7. Once you have completed the Sage Pay details and your payment is accepted, you have completed the registration of your company or organisation.
  8. A Registration Scheme confirmation page will appear with the following information:
    - Confirmation that you have successfully registered your company or organisation
    - Details of three emails that you will receive. These three emails are:
      - i. An email from Sage Pay confirming your credit/debit card transaction. Please keep this for your financial records.
      - ii. An email from PhonepayPlus with a payment received invoice for your payment. Please keep this for your financial records.
      - iii. An email from PhonepayPlus welcoming you to the Registration Scheme and containing your unique organisation number. This is the number you will use for commercial purposes (e.g. you will be asked to quote this number when calling PhonepayPlus for compliance advice). Please also make a note of your Registration Scheme log-in details (the contact email address and password you choose when you register) as you will need these to log in to the Scheme to edit your account, submit your service and number details, and to carry out due diligence.

Organisations are obliged to ensure that information relating to their registration remains complete and accurate. It will be a breach of the Code of Practice to provide incomplete or inaccurate information on the Registration Scheme.

## **What if I have a problem while registering?**

There is advice on registering available on PhonepayPlus' website. However, if you have question about registration or encounter a problem, please call our Registration Helpdesk on 0844 264 1222\*.

\*Calls provided by BT will be charged at up to 2p per minute. Mobile and other providers' charges may vary and are likely to cost more.