

BETWEEN:

PHONE-PAID SERVICES AUTHORITY LIMITED

EXECUTIVE

V

BT AGILEMEDIA

RESPONDENT

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ADJUDICATION BY CONSENT (“CONSENT ORDER”)

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On the matter being considered by the Phone-Paid Services Authority, case reference **184013**


AND UPON the parties having agreed breaches of the Phone-Paid Services Authority Code of Practice (‘the Code’) as set out within the Case Report (Warning Notice Settlement) produced in the Schedule to this order, and appropriate sanctions and administrative costs to be imposed on the Respondent to dispose of this matter:


By Consent it is ordered that:

1. The alleged breaches of the Code as set out within the Case Report (Warning Notice Settlement) and produced in the Schedule shall be upheld.
2. The following sanctions shall be imposed in respect of the upheld breaches:
  - a) Formal Reprimand
  - b) Fine of £330,000
  - c) A requirement that the Network Operator submits to a compliance audit on its Due Diligence, Risk Assessment and Control. Such audit to be conducted by an approved third party to a standard prescribed by the PSA, the costs of such audit to be paid by the Network Operator and recommendations implemented within a period specified by the Executive
3. The sanction in respect of 2(c) above is suspended pending the completion of an internal audit by the Respondent’s Group Internal Audit Team (‘GIA’)
4. In the event that the compliance audit is completed by GIA and all recommendations implemented to the satisfaction of the Executive within 12 months of the date of publication, the sanction at 2(c) above will cease to have effect.



5. The Respondent agrees to pay the Executive's administrative costs in the sum of £10,303.25 within 28 days of this Order.

 (Signature)  
\_\_\_\_\_  
(Name)  
On behalf of the Phone-paid Service Authority  
14 May 2021 (Date)

 (Signature)  
\_\_\_\_\_  
(Name)  
On behalf of the BT Agilemedia  
14<sup>TH</sup> MAY 2021 (Date)

Julian Weinberg (Signature)  
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Julian Weinberg (Name of Chair)  
On behalf of the Phone-paid Service Authority Tribunal  
21 May 2021 (Date)