

Subscription Services over £4.50 in any given seven-day period

Notice of Special Conditions

This Notice is being issued to inform all providers involved, or intending to be involved, in the provision of Subscription Services that Special conditions apply. Level 2 providers are required to comply with [the Phone-paid Services Authority's 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”.

Subscription services are defined at paragraph 5.3.39 of the Code, which states:

**“Subscription services’ are services which incur a recurring premium rate charge.”
For the purpose of this Notice, only those services charged at over £4.50 in any seven day period (inclusive of any joining fee where relevant) must comply with these Special conditions.**

For the further avoidance of doubt, providers of Recurring Donation Services (as defined in the separate [Notice](#) relating to such services) and Virtual Chat Services (as defined at paragraph 5.3.41 of the Code) are exempt from this Notice:

Special conditions

Imposed under Annex 2, Paragraphs 1.1 (k) and (n):

(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);

(n) requirements for caller agreement before a high risk service proceeds before the caller is charged.

SS1 Prior to delivering the initial charge of a subscription service, providers are required to obtain a ‘double opt-in’ from the consumer in the form of a positive, recorded and auditable response where the costs and name of the premium rate service have been presented clearly to the consumer.

SS2 Upon joining a subscription service, and at the point of each subsequent charge, users must receive confirmation via SMS, or by the most appropriate means of communication in relation to consumption of the service, of being subscribed to the service, the full name of the service, the associated costs, contact details of the provider of the service and instructions on how to exit the service.

Imposed under Annex 2, Paragraph 1.1(l): Callers not being charged more than once for services they have already received

SS3 Users must not be charged more than once in a single billing cycle for any service(s) they have already received.