

Directory Enquiry Services

Notice of Special conditions

This Notice is being issued to inform all providers involved, or intending to be involved, in the provision of directory enquiry 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"*.

Directory enquiry (DQ) services are defined by the Phone-paid Services Authority as those premium rate services which provide the consumer with telephone numbers of other individuals, companies or services by searching one or more sources of information, based on information given by the consumer to the provider.

Special conditions

Imposed under Annex 2, Paragraph 1.1 (b) and (k):

(b) requirements as to the mechanism and processes used to deliver services to, and to enable exit from services by, consumers.

(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).

DQ1 Where DQ services are promoted using IVR messages, or other means, on a number classed as geographic in Ofcom's numbering plan, only numbers that are active and or already in use for legitimate purposes other than such promotions must be used. Such promotions must not be likely to mislead by its nature or placement within the call and must contain clear pricing information proximate to the DQ number promoted.

DQ2 Prior to any onward connection being made by a DQ provider, the consumer should be clearly informed of the cost, and have the opportunity to decline the connection, whether by hanging up before they are connected or otherwise. If the consumer declines this option, they should be provided with the requested number at the same Service Charge rate that applied to the consumer prior to this point.