

Consultation response form

Please complete this form in full and return via email to ICSS.consultation@ofcom.org.uk or by post to:

Kathryn Searle
Ofcom
Riverside House
2A Southwark Bridge Road
London SE1 9HA

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|---|--|
| Consultation title | Review of the Premium Rate Services Condition: Consultation on extending the definition of Controlled Premium Rate Services to include all Information, Connection and Signposting Services |
| Full name | Kathy Conklin, Richard Hyde and Fabio Parente |
| Representing (delete as appropriate) | Self / Organisation |
| Organisation name | University of Nottingham |

Confidentiality

We ask for your contact details along with your response so that we can engage with you on this consultation. For further information about how Ofcom handles your personal information and your corresponding rights, see [Ofcom's General Privacy Statement](#).

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| Your details: We will keep your contact number and email address confidential. Is there anything else you want to keep confidential? Delete as appropriate. | Nothing / Your name / Organisation name / Whole response / Part of the response (you will need to indicate which question responses are confidential) |
| Your response: Please indicate how much of your response you want to keep confidential. Delete as appropriate. | None / Whole response / Part of the response (you will need to indicate below which question responses are confidential) |
| For confidential responses, can Ofcom publish a reference to the contents of your response? | Yes / No |

Your response

| Question | Your response |
|--|--|
| Question 1: Do you agree with our assessment of harm? Please give reasons. | Confidential? – Y / N We agree that all ICSS, including those which do not fall within the definition of controlled PRS, may cause harm to consumers. Our research for the Phone-paid Services Authority demonstrated that some consumers may choose to use ICSS without appreciating the implications of doing so. This finding is applicable whether or not the service falls within the definition of controlled PRS or not. |
| Question 2: Do you agree with the proposals for reform? If not, please give reasons. | Confidential? – Y / N Yes. Bringing all ICSS within the same regulatory regime accords with the recommendations of our research for the Phone-paid Services Authority. Consumers do not appreciate that ICSS are subject to different regulatory regimes depending on whether the service falls within the definition of a controlled PRS or not. |
| Question 3: Do you agree with our proposal of a four week implementation period? Please give reasons. | Confidential? – Y / N Whilst an implementation period is necessary in order to allow website redesign to comply with ICSS Special Conditions, such redesign should not be too onerous, and therefore we would suggest an implementation period of two weeks. |

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