



PRS Consultation Team
Ofcom
Riverside House
2A Southwark Bridge Road
London SE1 9HA

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By email only to: Generalinfogatheringpolicy@ofcom.org.uk

Consultation: The future regulation of phone-paid services: Consultation on changes to General Conditions C2.11 and C2.12

Dear PRS Consultation Team,

Please find Virgin Media O2's (VMO2) response to the consultation on change to General Conditions (GCs) C2.11 and C2.12 (the Consultation).

Question 1: Do you agree that the GCs need amending and with our objective in making those amendments?

VMO2 agrees that the General Conditions as drafted need to be updated to reflect the change in regulatory regime.

Question 2: Do you agree with the proposed modifications of General Conditions C2.11 and C2.12 and with our proposal to remove the definition of 'Phone-paid Services Authority' from the GCs?

VMO2 notes the proposed changes to the relevant GCs. In respect of the changes relating to the service checker, VMO2 is strongly of the view that removing reference to the relevant regulatory body's service checker facility actually removes certainty for customers and providers as to whether the regulator has an obligation to provide such a facility. Removal of this implies that Ofcom will no longer have such an obligation, particularly in light of Ofcom's own recognition of the importance the service checker plays¹. VMO2 considers that a more appropriate amendment would be:

- (i) general CPRS enquiries and request for number checks via the number checker facilities provided by Ofcom and any other relevant organisations

¹ Paragraph 3.10 Consultation on changes to General Conditions C2.11 and C2.12



In addition, in terms of when the service checker will be available on Ofcom's website, there is no firm commitment as to the date or time period Ofcom is working toward to make that available². Customers who were previously using the PSA's service checker will be left having to contact relevant providers to seek information and cause more uncertainty and confusion for customers using or proposing to use these services. Whilst providers may also provide this facility to customers, they may seek comfort in getting information directly from the regulator. This lack of information around the service checker means any information that providers will update following the changes relating to the PSA transfer will again need to be updated when Ofcom eventually provide the service checker facility.

VMO2 is happy to discuss any aspect of the response, or provide further information, as Ofcom requires.

Yours sincerely,

Virgin Media O2 UK

² Paragraph 3.16