

## Premium Rate Services Information

### What are Premium Rate Services?

Premium rate services allow you pay for services through your phone bill (phone-paid services). Examples of premium rate services are competitions, chat lines, downloads for your mobile phone, games, charity donations and recorded information. Organizations that provide premium rate services are called service providers.

### How do I identify a Premium Rate Service?

If you are making a call, premium rate numbers start with 09, 087 and 118. Premium text messages are usually 5 or 6 digits long and start 5, 6 or 7.

### How do Premium Rate Services work?

Premium rate numbers and texts are more expensive to call than normal numbers. The cost of the call or text is used to pay for the service and is split into an:

- ✔ Access charge set by the Utility Warehouse
- ✔ Service charge set by the organization providing the service

Our access charge is shown in our tariff guide available from our website or by calling Member Services.

The service charge is advertised by the organization providing the service. If you don't know who they are you can use the number checker on the Phone-paid Services Authority website: [psauthority.org.uk](http://psauthority.org.uk). This will show you the name of the service provider, their contact details and the cost of the service. Our Member Services team can also find out this information for you.

### Phone-paid Services Authority

The Phone-paid Services Authority sets the rules about content, promotion and the operation of premium rate services through a Code of Practice and enforces them. It investigates complaints and has the power to impose sanctions if the Code of Practice is breached. Phone-paid Services Authority's service is free to consumers and fully independent.

### Premium rate call bar service

We offer the following call barring options to premium rate services:

- ✔ Landline services – calls to numbers starting 09
- ✔ Mobile services – calls to numbers starting 09 and/or premium text messages

Please contact us if you would like us to arrange this for you on 0333 777 0 777 (Residential members) or 0344 815 0506 (Business members).

## How to complain

If you have a problem with a premium rate service you should contact the service provider. We can help you identify who they are and provide their contact details.

If you are unhappy with the way the service provider handles your enquiry, you can complain to the Phone-paid Services Authority either:

- ✔ Online: [psauthority.org.uk](https://psauthority.org.uk)
- ✔ Telephone: 0300 30 300 20
- ✔ Letter: Phone-paid Services Authority, 40 Bank Street, London, E14 5NR.

If you are unhappy about the information we have given you or you think we have not charged you correctly for a premium rate service on your bill, please contact us so we can look into the matter for you. If we are unable to resolve your complaint within 8 weeks you can take your complaint to Ombudsman Services: Communications who are independent and free to use. They can decide if we have handled your complaint appropriately. Please note that Ombudsman Services: Communications cannot help you if your complaint is about the organization that provided the premium rate service.