

Communication Service Providers Memorandum of Understanding for Consumer Harm on PRS or High Toll Services

Objective

The objective of this Memorandum of Understanding (MoU) is to minimise harm to consumers by assisting ICSTIS to identify potential breaches of its Code of Practice as soon as possible.

1. In pursuance of this objective, this MOU formalises a process for monitoring traffic and sharing information among originating communications providers, terminating communication providers and ICSTIS, building on existing industry practices.

The intention is to assist ICSTIS to identify suspected serious breaches of its code and thus enable it to take speedy action to remove from service numbers that are being investigated for contravention of the ICSTIS code of practice and where possible to prevent payments being passed to the services providers concerned. It is anticipated that this will act as a deterrent to the ICSTIS code being flouted and will make customer refunds easier to achieve.

2. ICSTIS will establish a central reporting node, to which Communications Providers can submit reports of suspected misuse of premium rate numbers. ICSTIS will cascade such reports to other Communications Providers and put them on notice that a number is being investigated. Communications Providers so notified will carry out their own customer and traffic checks and advise ICSTIS of the outcome.
3. ICSTIS will assess all allegations of consumer harm and may decide to invoke Emergency procedures if the prospect of significant consumer harm is identified ICSTIS will endeavour to provide an outcome of the preliminary assessment at the earliest opportunity as set out in its Code of Practice.
4. All Communications Providers participating in this industry process will endeavour to manage any information concerning other Communications Providers and Premium Rate Service Providers in a professional, fair and unbiased manner, and to use reasonable endeavours to ensure that any information is factually correct.
5. The process to be followed by all the parties is set out in annex 1 (Flowchart)