

To skip this page, complete the mandatory 'submitter email address' field and spam prevention box to move to the next page

Section 1 of 5 (provider details)

Premium Rate Services - update to existing registrations

This form is to be used for existing PRS providers who wish to make updates to their registration or service details. Only complete those fields you wish to update, and leave all other fields blank.

Fields marked with * are required

PRS provider name is pre-populated

To confirm receipt of webform. Not published on the PRS register

Add a trading name if relevant to your organisation

Select your organisations' legal entity type from the drop down list

Add relevant Companies House number

Registered charity number for England and Wales, Scotland or Northern Ireland

For organisations registered outside the UK, input the non-UK registration type

For organisations registered outside the UK, input the non-UK registration number

Select the relevant provider type(s) in the PRS value chain

Address information is predictive, type the beginning of the address then select the full address from the drop down list

Provider telephone number will be held by Ofcom, but will not be published on the PRS register

Provider email address will be held by Ofcom, but will not be published on the PRS register

Provider website address for publication on the register

Complete the spam prevention box before submitting data on this page

Reset* to clear all data on this page
Submit and next* to move to the authorised person details section (page 2 of 5)

Name of organisation, company or sole trader
British Telecommunications Plc

Submitter email address*

Provider Details

Trading name

Legal form of company or organisation
--Select--

Complete all that apply

Company number if registered UK company

Charity registration number if charity

Type of registration if other registration applies

Registration number other than company number and charity number

Type of provider (select all applicable)

Network Operator
 Intermediary
 Merchant

Address
Start typing address here...

Town / City

Postcode

Country

Phone number

Provider email address

Provider Website address

Spam prevention

To help prevent spam, please confirm you are not a robot.

I'm not a robot

Reset

Submit and next

Please read these instructions carefully before submitting information to Ofcom.

General instructions

This form can be used to provide information to Ofcom for inclusion in our register of Premium Rate Service providers.

You should review any existing information on the published Register. Where information on the published Register is incorrect or missing you should provide the correct information in this form. If information on the Register is complete and correct, you do not need to provide information in this form. You can leave those fields blank.

Any information you submit via this page will **overwrite information currently recorded** in the published Register.

Whilst you need only give information in those fields that correspond to information you wish to add to the Register, you must ensure Ofcom has all of the relevant information required by the PRS Order for inclusion in the Register.

Instructions for this page – provider details

The organisation name has already been pre-populated for you (it cannot be overwritten).

The submitter's email address will be used to confirm the form has been received. It will not be used for any other purpose.

Please provide information in the fields on this page to ensure the Register is complete.

To skip this page, press the 'Submit and next' button without completing the spam prevention.

EXCEPTIONS - While you can add a generally authorised person(s) using this page, if you wish to **update or remove existing information** for a generally authorised person, please contact PRSRegistration@ofcom.org.uk with your request

Add details for the generally authorised person, name, job title and contact details. This information will not be published on the PRS Register.

Select any purposes for which the generally authorised person will be responsible. To add another generally authorised person select 'add more people' below after completing this page

This is our data privacy notice. Please ensure you read and understand this before submitting information to Ofcom.

Complete the spam prevention box before submitting data on this page

'Reset' to clear all data on this page
'Add more people' to add more generally authorised persons. When selected, your data will be submitted, and a new generally authorised persons page (page 2) will load
'Submit and next' to move to director/senior mng details section (page 3 of 5)

Section 2 of 5 (authorised person details)

Premium Rate Services - update to existing registrations

This form is to be used for existing PRS providers who wish to make updates to their registration or service details. Only complete those fields you wish to update.

Fields marked with * are required

Generally authorised person

First name

Last name

Job title

Authorised person's phone number

Authorised person's email address

You may appoint an authorised person(s) for the following purpose:

(a) Receiving electronic notifications and documents from Ofcom

You must appoint an authorised person(s) for the following purposes:

(b) Approving risk assessments and measures under article 17(10) of the PRS Order

(c) Approving relevant security testing under article 21(2)(b) of the PRS Order

(d) Approving the policies and procedures under article 39(3)(a) of the PRS Order in relation to vulnerable consumers

(e) Approving the policies and procedures under article 36(4)(c)(i) of the PRS Order in relation to enquiries and complaints.

Data protection

We require the information contained in this form for the purposes of carrying out our functions under The Regulation of Premium Rate Services Order 2024 and The Communications Act 2003. This includes recording any relevant personal data that you provide in this form on the published Register of Premium Rate Service providers, for example:

- Name, job title, phone number, email address for a generally authorised person.
- Name and job title for a director or senior manager.


We will process personal data provided in response to this form in line with applicable data protection laws, [Ofcom's General Privacy Statement](#) and [Ofcom's records and information management policy](#).

You may wish to inform any employees whose personal data you will be providing in response to this form that their personal data is being provided to Ofcom and provide a copy of this data protection text and a link to [Ofcom's General Privacy Statement](#). We consider that any personal data you process in responding to this form will be processed by you on your own account, as a data controller, rather than as a processor of the data for Ofcom. You will be responsible for complying with your own obligations under applicable data protection laws.

You may wish to take your own independent legal advice or seek advice from the Information Commissioner's Office.

Spam prevention

To help prevent spam, please confirm you are not a robot.

 I'm not a robot 

Reset

Add more people

Submit and next

Please read these instructions carefully before submitting information to Ofcom.

General instructions

This form can be used to provide information to Ofcom for inclusion in our register of Premium Rate Service providers.

Any information you submit via this page will be recorded in the published Register.

Instructions for this page - generally authorised person(s)

Where you have appointed a generally authorised person(s) for any of the purposes listed in the PRS Order, you must record their details here.

To add more than one person to the register, after filling in the details for one person, click 'Add more people' at the bottom of the page.

Once you have added all the people you wish to add to the register click 'Submit and next' at the bottom of the page.

To skip this page, press the 'Submit and next' button without completing the spam prevention.

EXCEPTIONS - While you can add director or senior manager details using this page, if you wish to update or remove existing information for a director or senior manager, please contact PRSRegistration@ofcom.org.uk. with your request

Section 3 of 5 (director/senior mng details)

Premium Rate Services – update to existing registrations

This form is to be used for existing PRS providers who wish to make updates to their registration or service details. Only complete those fields you wish to update.

Fields marked with * are required

Add the name and job title for directors or senior managers. This information will not be published on the PRS Register.

Director or senior managers

First name

Last name

Job title

Please read these instructions carefully before submitting information to Ofcom.

General instructions

This form can be used to provide information to Ofcom for inclusion in our register of Premium Rate Service providers.

Any information you submit via this page will be recorded in the published Register.

Instructions for this page – directors or senior managers

Please ensure you have given Ofcom the name and job title of all relevant directors or senior managers.

To add more than one person to the register, after filling in the details for one person, click 'Add more people' at the bottom of the page.

Once you have added all the people you wish to add to the register click 'Submit and next' at the bottom of the page.

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Data protection

We require the information contained in this form for the purposes of carrying out our functions under The Regulation of Premium Rate Services Order 2024 and The Communications Act 2003. This includes recording any relevant personal data that you provide in this form on the published Register of Premium Rate Service providers, for example:

- Name, job title, phone number, email address for a generally authorised person.
- Name and job title for a director or senior manager.

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You may wish to inform any employees whose personal data you will be providing in response to this form that their personal data is being provided to Ofcom and provide a copy of this data protection text and a link to [Ofcom's General Privacy Statement](#). We consider that any personal data you process in responding to this form will be processed by you on your own account, as a data controller, rather than as a processor of the data for Ofcom. You will be responsible for complying with your own obligations under applicable data protection laws.

You may wish to take your own independent legal advice or seek advice from the Information Commissioner's Office.

Complete the spam prevention box before submitting data on this page

Spam prevention

To help prevent spam, please confirm you are not a robot.

This reCAPTCHA is for testing purposes only. Please report to the site admin if you see weird bits.

I'm not a robot

 reCAPTCHA
Privacy - Terms

'Reset' to clear all data on this page
'Add more people' to submit your data and load a new director senior mng details page (3 of 5)
'Submit and next' to move to the service details section (page 4 of 5)

Reset

Add more people

Submit and next

To skip this page, press the 'Submit and finish' button without completing the spam prevention.

EXCEPTIONS - while you can update most of the service details for existing services using this page, please note the **exceptions for updates to existing services listed below**. For any exceptions updates you will need to contact PRSRegistration@ofcom.org.uk with your request.

Existing service updates - contact Ofcom

1. Update the service name
2. Remove the name of any other PRS provider involved in the provision of a service
3. Edit or remove the name of any other person contracted with respect to a service
4. Deactivate a service

Existing number updates - contact Ofcom

1. Update existing numbers/number ranges or shortcodes related to a service
2. Remove numbers/number ranges or shortcodes from a service
3. Adding 11 or more numbers/number ranges or shortcodes to a service in one webform

Select 'update' to make amendments to an existing service (not listed in the exceptions above). Select 'new' where adding a new service.

Use the pre-populated drop down list to select an existing service

Free form field to add a description of the service

Select the service access method, premium rate call, premium rate text, or direct carrier billing, from the drop down list

Add new numbers or short codes to a service. Numbers are only needed for premium rate texts and premium rate calls, not direct carrier billing. As noted above contact us where changing or removing numbers, or adding 11 or more numbers to a service

Provide either the telephone number or email address to be used by consumers for making any complaints or enquiries. Telephone numbers should be charged at no more than the basic rate.

Name(s) of any other PRS provider involved in the provision of the service, including for the promotion and marketing of the service. Type the name of PRS provider and select it from the drop down list of registered providers.

Name(s) of any other person contracted with respect to the service. 'Person' refers to any organisation, company or sole trader. This is a free form text field.

This is our privacy notice. Please ensure you read and understand this before submitting information to Ofcom.

Complete the spam prevention box before submitting data on this page

'Reset' to clear all data on this page
'Update or add another service' to submit your data and a load new add a new services page (4 of 5)
'Submit and finish' to move to thank you section (page 5 of 5)

Section 4 of 5 (service details)

Premium Rate Services - update to existing registrations

If you don't have any services nor any updates to your services, go to the bottom of the page, action the spam prevention and submit. This form is to be used for existing PRS providers who wish to make updates to their registration or service details. Only complete those fields you wish to update. Fields marked with * are required

Service details

Update existing or add new service?

Update New

Service name
--None--

Brief description of the service

Service access method
--None--

Add numbers to the service.

Amendments to existing number ranges cannot be made. Contact us for change or remove numbers.

If a single number is used only complete the 'Start number range field

Start number range

End number range

Contact email for consumers

Phone number for consumers

Details of associated PRS providers

Name(s) of any other PRS provider involved in the provision of the service, including for promotion and marketing of the service.

Contact us to remove an associated provider.

--None--

--None--

--None--

Name(s) of any other person or company contracted with respect to the service, including for the promotion and marketing of the service.

Information supplied will replace all existing data.

Person/company 1

Person/company 2

Person/company 3

Data protection

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- Name, job title, phone number, email address for a generally authorised person.
- Name and job title for a director or senior manager.

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You may wish to inform any employees whose personal data you will be providing in response to this form that their personal data is being provided to Ofcom and provide a copy of this data protection text and a link to [Ofcom's General Privacy Statement](#). We consider that any personal data you process in responding to this form will be processed by you on your own account, as a data controller, rather than as a processor of the data for Ofcom. You will be responsible for complying with your own obligations under applicable data protection laws.

You may wish to take your own independent legal advice or seek advice from the Information Commissioner's Office.

Spam prevention

To help prevent spam, please confirm you are not a robot.



Reset Update or add another service? Submit and finish

Please read these instructions carefully before submitting information

General instructions

This form can be used to provide information to Ofcom for inclusion in our register of Premium Rate Service providers.

Any information you submit via this page will be recorded in the published Register.

Instructions for this page - service details

Please ensure you have given Ofcom all of the information contained on this page for each of your services.

You can press the 'Update or add another service?' button at the bottom of the page to add details for another service or to add a new service.

To add multiple number ranges to a service:

1. select the relevant service
2. add the first number range (and any other relevant details)
3. press the 'Update or add another service?' button at the bottom of the page
4. select the service name again
5. add the second number range
6. press the 'Update or add another service?' button at the bottom of the page to add more number ranges.

Repeat steps 1-6 as many times as necessary.

Once you have completed the details for all services press the 'Submit and finish' button at the bottom of the page.

Note that this form cannot be used for Service Name updates. If you need to amend your Service Name please contact us.

Thank you section (5 of 5) confirming that your form has been submitted, and that a confirmation email has been sent to the 'submitter email address'.

Section 5 of 5 (Thank you)

Premium Rate Services - update to existing registrations

Thank you

Thank you for registering information about your organisation and your phone paid service.

You should receive an email confirming receipt of your form to the 'Submitter email address' you provided in Section 1.

Please remember to keep your registration information up to date. Should there be any changes in your circumstances which makes the information in this form inaccurate, please update Ofcom within five working days.