



Annex I

Final report - National PRS implementation

Study on pan-European market for premium rate services

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and

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The opinions expressed in this study are those of the authors and do not necessarily reflect the views of the European Commission.

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I. TABLE 1 – LEGAL AND REGULATORY TEXTS

The 2003 acquis does not address content and does not therefore deal with the specific issues of PRS. Some countries, notably UK, has added specific PRS provisions in their new Communications Act. In other countries, there may be a gap with regard to PRS legislation. Perhaps there are remnants from earlier legislation, for example, certain SMP obligations derived from broad interconnection obligations.

The table below sets out the applicable legislation and provides comments on the type of legal framework on which it is based.

Country	Category	Document	Comment
Austria	Primary legislation	Telekommunikationsgesetz 2003 (TKG 2003), 20.08.2003	Based on the 2003 acquis
	Secondary legislation	6. Verordnung der Rundfunk und Telekom Regulierungs-GmbH, mit der Bestimmungen für Kommunikationsparameter, Entgelte und Mehrwertdienste festgelegt werden (Kommunikationsparameter-, Entgelt- und Mehrwertdiensteverordnung – KEM-V), 12.05.2004	RTR-internal document number RVON0001-138/2003
		Erläuterungen zur KEM-V, 12.05.2004	Supplementary annotation to KEM-V , RTR-internal document number RVON0001-139/2003
	Industry codes of conduct	Zusammenarbeit von Netzbetreibern im Falle von Einwendungen eines Endkunden gegen Telefonrechnungen und standardisierte Auswertungen von Dialer-Programmen, 17.07.2002	Code refers only to the clearing process between different network providers in case of consumer complaints
Belgium	Primary legislation	Art. 105deciesA of the Law of 21 March 1991 on the reform of some public economic enterprises	This is a framework article (to be detailed in secondary legislation) that provides in the creation of an Ethical Commission assigned with the task to propose a Code of Conduct (“Ethical code”) and to enforce it.
	Secondary legislation	Two royal Decrees based on article 105decies A to be adopted.	These two royal Decrees have not been adopted yet, since an agreement of Belgian federal Communities is necessary and has not been reached yet.
		Royal Decree of Dec. 10, 1997 on the management of the numbering plan.	Details the prefixes that are eligible for premium rate services.

Country	Category	Document	Comment
	Industry codes of conduct	Code of Conduct regarding the offering of specific services via telecommunication	Code of Conduct, recently signed (Dec. 2004) between 14 fixed telecom operators
		GOF Guidelines for SMS/MMS/LBS Services	Guidelines issued by the GSM Operators' Forum (regrouping the 3 mobile operators in Belgium). LBS stands for Location Based Services
	Key regulatory decisions	Explanatory notes on different non-geographical numbers as foreseen in art. 10 §3 of the Royal Decree on the management of the numbering plan and on the communication access codes as foreseen in art. 10 § 5 of the Royal Decree on the management of the numbering plan	Details the prefixes that are eligible for premium rate services.
		Decisions and advice of the BIPT regarding Belgacom's Reference Interconnect Offer (latest decision: April 2005).	Reflects the vision of the BIPT on the model to be used (notably in terms of cost orientation, flow of money and tariff transparency) when Belgacom retail customers call premium rate numbers exploited by alternative operators.
Cyprus	Primary legislation	Name of law, date, Internet-link <ul style="list-style-type: none"> The Regulation of Electronic Communications and Postal Services Law of 2004, Law 112/(I)/2004, Published 1st of May, 2004 www.ocepr.org.cy 	Based on the 2002 acquis
	Secondary legislation	Name of regulation, date, Internet-link <ul style="list-style-type: none"> Decree on the Protection of the Consumers , published 18th of May, 2005 Decision on General Authorization Regime, not yet published, www.ocepr.org.cy Numbering Decree, published 17th of December, 2004, www.ocepr.org.cy Decree on Quality of Service of Electronic Services, Nr. 3955, 18/2/2005, www.ocepr.org. 	Imposes SMP obligations derived from 1998 framework. However, the secondary legislation is based on the 2003 acquis.
	Industry codes of conduct	None	
Czech Republic	Primary legislation	Law on electronic communications came into force on May 1, 2005	
	Secondary legislation	Awaiting secondary legislation	

Country	Category	Document	Comment
		PRS numbers are assigned by the Czech Telecommunications Office (CTO)	CTO decisions assignment PRS numbers include the usage conditions such as content in line with what is foreseen by the numbering plan e.g. 909 for adult services (see below)
	Industry codes of conduct	APVTS (Association of fixed operators) has developed a number of clauses	Expected to come into force in June/July 2005. These rules will become part of both interconnection agreements between Cesky and ALTs (not mobile) and between all fixed operators and content providers.
Denmark	Primary legislation	Consolidated Act No. 661 of July 10, 2003 on Competitive Conditions and Consumer Interests in the Telecommunications Market	Transposes the EU 2003 regulatory framework Sections 27-29 and 33 contain provisions on PRS
	Secondary legislation	Executive Order No. 991 of Nov. 6, 2000 on Information and Content Services with Integrated Charging, as amended by Executive Order No. 1214 of Dec. 18, 2000 and Executive Order No. 259 of April 10, 2003	Specifies rules for the use of 8-digit premium rate subscriber numbers and invoicing and billing of this to the end-user, as well as barring of calls to such numbers. The rules apply no matter if the provider of electronic communications networks or services that has reassigned the premium rate subscriber number is a fixed or a mobile operator and no matter if the end-user has used a fixed or mobile phone to call the premium rate number. However, the Executive Order does not apply to SMS- and MMS-messages.
		Executive order No. 666 of July 10, 2003 on Provision of electronic communications networks and services	Section 22 contains provisions on PRS call barring

Country	Category	Document	Comment
		Executive Order No. 653 of July 3, 2003 on the Overall Danish Numbering Plan	Sections 19-20 contain numbering rules for PRS
		The Numbering Guide	Explains the basic rules and principles for administration of the numbering area in Denmark. PRS are described on the pages 8-12.
	Industry codes of conduct	The Telecommunication Industries Association in Denmark has drawn up a Framework agreement for PR SMS- and MMS-messages and an agreement for application codes for mobile PRS .	Industry code of conduct for mobile PRS (SMS and MMS), usage of application short codes.
Estonia	Primary legislation	Electronic Communications Act of December 8, 2004 (in Estonian)	No specific regulation for PRS. The act transposes EU 2003 regulatory framework
	Secondary legislation	Regulation No. 41 of the Minister of Economic Affairs and Communications of April 4, 2005 (the Estonian Numbering Plan) (in English)	Allocation of numbering range 900 and short numbers 1XX(XX) for PRS
		Regulation No. 64 of the Minister of Transport and Communications of Aug. 4, 2000 on Procedure for Reservation and Use of Numbering Blocks (Series), Identification Codes and Short Codes (in English)	General conditions for the use of numbers, including numbers for PRS.
	Industry codes of conduct	None	-
Finland	Primary legislation	Communications Market Act 393/2003 (in English)	PRS not addressed.
	Secondary legislation	FICORA Regulation 35 H/2003 M on barring categories in telecommunications	Numbering for different service groups. Call barring provisions.
	Industry codes of conduct	The Finnish self-regulatory committee for premium rate services ('MAPEL'): Basic set of norms of July 25, 2003 for providing premium rate services (in Finnish)	Some amendments will be introduced in April 2005.
France	Primary legislation	Electronic communications Act of July 9, 2004 Loi sur la confiance ds l'économie numérique	No specific mentioning of PRS
	Secondary legislation	ART Decision 98-1046 setting charge bands for PRS Awaiting decree on access	
	Industry codes of conduct	CST's Ethical recommendation	The CST issues ethical recommendations (available in English). The recommendations cover standard contract clauses between telecom

Country	Category	Document	Comment
			operators and information providers. The latter are not binding but French operators choose to comply with them because compliance with these is seen as a safeguard against court cases that would be brought up by disgruntled information providers or unhappy consumers.
Germany	Primary legislation	Telecommunications Act (TKG) , 22 June 2004	Based on the 2003 acquis
		Teledienstegesetz (TDG) , 22. July 1997, amended 14.12.2001	Setting guidelines for electronic information and communication services which are based on telecommunication conveyance
		Gesetz über den Datenschutz bei Telediensten (TDDSG) , 22. July 1997, amended 14.12.2001	Setting guidelines regarding data protection for electronic information and communication services which are based on telecommunication conveyance
	Secondary legislation	Gesetz zur Bekämpfung des Missbrauchs von 0190er-/0900er-Mehrwertdiensternummern , 9 August 2003	Measures to fight against abuse in the numbering ranges 0190 and 0900
		Telekommunikations- Kundenschutzverordnung (TKV) , 1 January 1998	Setting guidelines for consumer protection with regard to telecommunications services
		Zweite Verordnung zur Änderung der Telekommunikations- Kundenschutzverordnung (TKV-Aend) , 20 August 2002	Explicit integration of value added services into the consumer protection guidelines of TKV
	Secondary legislation (draft)	Entwurf einer Telekommunikations- Nummerierungsverordnung (TNV) , 30 July 2004	Setting guidelines for numbering ranges and allocation rules
		Entwurf eines Gesetzes zur Änderung telekommunikationsrechtlicher Vorschriften , 2 February 2005	The intention of this amendment is to integrate aspects with relevance for consumer protection issues in the

Country	Category	Document	Comment
			telecommunications act. This particularly means the migration and adaptation of existing legislation (Gesetz zur Bekämpfung des Missbrauchs, TKV, TKV-Aend) in the new TKG.
	Industry codes of conduct	FST e.V. code of conduct , 19. January 2005	The code particularly sets rules and recommendations for content classification, price representation and child protection.
Greece	Primary legislation	Greek Telecommunication Act (Law 2867/2000) "Organisation and operation of telecommunications and other provisions" (Repeal of Law 2246/1994), Law 2867/2000	
	Secondary legislation	<ul style="list-style-type: none"> • Reference Interconnection Offer 2002 (only in Greek), http://www.eett.gr/eng_pages/index2n.htm under "Telecommunications" and then under "Interconnection" 	
		<ul style="list-style-type: none"> • "Information Provision to Consumers regarding audiotext and SMS", EETT Decision 276/41/2003 	
		<ul style="list-style-type: none"> • "Decision of EETT On New National Numbering Plan" EETT DECISION No: 206/2/29-1-2001 	
		<ul style="list-style-type: none"> • Legal and regulatory texts concerning consumer protection: Law 2251/1994 (ΦΕΚ Α' 191/16.11.94) concerning "consumer protection" <ul style="list-style-type: none"> • Modifications of Law 2251/1994 (ΦΕΚ Α' 191/16.11.94): law 2496/1997 (ΦΕΚ Α' 87), law 2741/1999 (ΦΕΚ Α' 199), KYA Z1-496/7.12.00 (ΦΕΚ Β' 1545/18.12.00), law 3043/2002 (ΦΕΚ Α' 192/21.8.02), KYA Z1 – 659/14.10.02 (ΦΕΚ Β' 1373/25.10.02) and Π.Δ. 301/2002 (ΦΕΚ Α' 267/4.11.02) 	
Industry codes of conduct	None		
Hungary	Primary legislation	Act C of 2003 on Electronic Communications entered into force on Jan. 1, 2004 (in English).	Applicable to electronic communications services in general Based on the 2003 acquis Definition of publicly accessible telephone service includes access to premium rate services (article 188 (86)).

Country	Category	Document	Comment	
		Act 155 of 1997 on consumer protection		
	Secondary legislation	72/2004 Government Decree on the identifier allocation plan of electronic communication networks		
	Industry codes of conduct	None		
Ireland	Primary legislation	Communications Regulation Act 2002	Empowers ComReg to manage the national numbering resource	
	Secondary legislation	S.I. 194 of 1995 - Telecommunications (Premium Rate Telephone Service) Scheme, 1995	Sets up the legal framework for PRS in Ireland. Empowers the ‘regulator’ (i.e. Regtel) to monitor the content and promotion of PRS. Requires service providers to comply with a code of practice set up by the ‘regulator’.	
	Code of conduct	Regtel’s code of practice (dated Jan 1, 2004)	Contains rules that must be observed by all companies or individuals offering PRS in Ireland.	
	Key regulatory decisions		ODTR Decision Notice D5/98 of Nov. 1998	Requires charging rates to be included in all promotions. Assigns the 15XX codes to PRS services (and not to the ‘900’ number range).
			ODTR Consultation Response Document 02/14 of Jan. 28, 2002	Sets up the legal framework for value-added messaging (or premium SMS)
			ComReg Consultation Response Document 03/54r of May 27, 2003	Maintains the 1559 number range for adult-type services. Sets up a price-band based scheme. Expands the scheme for per call charged services, under the number range 1512 to 1519.
Italy	Primary legislation	Electronic Communications Code (Legislative decree Aug. 1, 2003, n. 259).	Transposes 2003 regulatory framework (Access, Authorisation, Framework and	

Country	Category	Document	Comment
			Universal Service Directives)
		Law July 31, 1997, n. 249	Establishes Communications Authority (AGCOM) and rules for telecommunications and broadcasting systems
		Decree Law Feb. 26, 1996 n. 87 converted, with modifications, into Law Dec. 23, 1996, n. 650 (in particular article 1 (25-27)).	Urgent measures regarding access to audiotex and videotex services
	Secondary legislation	Ministerial decree July 13, 1995, n. 385	Rules for the carrying out of audiotex and videotex services
		Ministerial decree Feb. 28, 1996	Measures and general criteria for the application of Decree Law Feb. 26, 1996 n. 87
		Ministerial decree May 26, 1998	Measures on audiotex services amending Table A annexed to Ministerial decree Feb. 28, 1996
	Key regulatory decisions	AGCOM Decision 1/05/CIR on Telecom Italia reference offer 2005	Continues existing rate for third party billing set by Decision 02/03/CIR pending outcome of an investigation (see Table 10).
		AGCOM Decision 02/03/CIR on Telecom Italia reference offer 2002	Establishes rate for third party billing (see Table 10)
		AGCOM Decision 9/03/CIR on telecommunications numbering plan	Updates national numbering plan
		AGCOM Decision 182/02/CONS on resolution of disputes between users and telecommunications operators (modified by Decision 307/03/CONS).	
	Industry codes of conduct	Code of conduct on the provision of PRS and the protection of minors	Code of conduct signed by four mobile operators in Feb. 2005 (TIM, Vodafone, Wind and '3'). Applies only to mobile operators. NB. Telecom Italia participated in 2003 in the work of the Ministry of Communications to draft a regulation on PRS which, among other things, would have identified the numbering

Country	Category	Document	Comment
			spaces where to allocate these types of services. The regulation has not yet been adopted by the ministry, which in the meantime, has started work to draft, jointly with the operators, a code of conduct for PRS.
Latvia	Primary legislation	Law on Electronic Communications of October 28, 2004 (in Latvian) Entry into force: Dec. 1, 2004	No specific regulation for PRS. The act transposes EU 2003 regulatory framework
	Secondary legislation	National numbering plan approved by the Public Utilities Commission (PUC) decision No.251 of October 27, 2004 (in Latvian)	Allocation of numbering range 90x for PRS
		Rules on application procedure for rights of use of frequency spectrum or numbering resources of February 24, 2005 (in Latvian)	Application procedure for rights of use of numbers, including numbers for PRS.
Lithuania	Primary legislation	Law No. IX-2135 on electronic communications of April 15, 2004 (in English)	PRS not addressed
	Secondary legislation	Order No. 196 of December 20, 2002 of the Director of the Communications Regulatory Authority on the approval of the national telephone numbering plan	Number ranges for PRS
		Order No. 198 of Dec. 20, 2002 of the Director of the Communications Regulatory Authority on the rules for the allocation and use of telephone numbers	
Luxembourg	Primary legislation	Amended Telecommunications Law of March 21, 1997 (Article 33)	Empowers ILT to set up rules on numbering
	Secondary legislation	ILT Decision 19/17 of April 19, 1999 on numbering rules	Rules on allocation procedure, condition of use, appeal precedures.
		Amended ILT Decision 99/18 of April 19, 1999 on the national numbering plan (§ 2.1.8 on “shared revenues numbers, ranges 900, 901 and 905”)	National numbering plan
		ILR draft decision of September 2004 on the conditions of use of shared revenue numbers 900, 901 and 905	<ul style="list-style-type: none"> Rules on the conditions of use of shared revenues numbers. Rules on categorisation of services, conditions for offering services, prices, sanctions, measures against abuses...

Country	Category	Document	Comment
Malta	Primary legislation	Electronic Communications (Regulation) Act, Cap.399 First published 1997 – last amended 2004.	Based on the 2003 acquis
	Secondary legislation	Electronic Communications Networks and Services (General) Regulations, 2004 Legal Notice 412 / 2004 Telephone Numbering Plan for Malta: http://www.mca.org.mt/library/show.asp?id=111&lc=1	Establishes obligations that may be imposed following a market analysis in accordance with 2003 acquis
	Codes of conduct	None	
	Key regulatory decisions	National Numbering Conventions, Decision Notice DN02/2001	
Netherlands	Primary legislation	Telecommunicatiewet, enforced in 2002 (not in English available yet) <ul style="list-style-type: none"> • Telecommunicatiewet: Basic regulations regarding customer protection in excess of general regulations for customer protection) • Telecommunicatiewet, Art. 4.11: obligation for all access providers to accept a code of conduct for PRS, approved by government (OCI) • Source: the current (Dutch) telecommunication act: http://wetten.overheid.nl/ (Choose: "Alle soorten regelingen" and search term for title: Telecommunicatiewet); alternatively http://ez.nl/content.jsp?objectid=28589 	Persistent problems in the last three years have demonstrated deficiencies in the existing legal framework. The Ministry of Economic Affairs is currently proposing amendments to the telecommunications Act dealing both with misleading practices (affecting consumers) and with fraud (affecting operators).
	Secondary legislation	New Numbering plan , from May 2004, source: Dutch version: http://ez.nl/content.jsp?objectid=26840 English version: http://ez.nl/content.jsp?objectid=20357 Regulation on Universal Service Provision and End-User Interests (“Besluit universele Dienstverlening en Eindgebruikersbelangen”, short: BUDE, 2004.05.07, only available in Dutch), source: http://wetten.overheid.nl/ (Choose: "Alle soorten regelingen" and search term for title: besluit universele dienstverlening) The regulation about the system of supervision on PRS numbers (Besluit Erkenningseisen Instelling), source: http://wetten.overheid.nl/ (Choose: "Alle soorten regelingen" and search term for title: besluit erkenningseisen instelling) Consumer Protection Law (Burgerlijk Wetboek, BW), http://wetten.overheid.nl/ (Choose: "Alle soorten regelingen" and search term for title: burgerlijk wetboek) Specific regulation for the application of numbers, including PRS, is the “Regeling beperking toekenning nummers”, source: http://wetten.overheid.nl/ ; http://www.minez.nl/content.jsp?objectid=20851	Imposes SMP obligations derived from 1998 framework

Country	Category	Document	Comment
	Codes of conduct	<p>Creation of new code of conduct in progress (by OCI), the old code of conduct is obsolete with the closedown of Stic, establishment of a new code of conduct expected June to August 2005</p> <p>Code of conduct by OCI covers PRS (090x), Shared cost and Free Phone Services, directory inquiry services and mobile specific PRS are not covered by OCI code of conduct ,</p> <p>Current Source code of conduct (no English version available): www.stichtingoci.nl , Reglement stichting OCI: http://www.stichtingoci.nl/documenten/Reglement_OCI.pdf</p>	<p>Until 2004 two PRS Industry Associations were active: OCI and Stic. From 2005 OCI is the only self regulating PRS related industry association. Stic still operates, but on a very low level (due to reduction of public funding leading to Stic bankruptcy).</p> <p>Due to many complaints and fraudulent behaviour it is under consideration to link the regulation of PRS more closely to public authorities (OPTA, Min. Ec.).</p>
	Key regulatory decisions	<p>Authorisation of OCI as a supervisory body (Erkenning stichting onafhankelijke), source: http://overheid.nl/op/index.html (Choose: Departementale regelgeving Staatscourant, search term for title: erkenning stichting onafhankelijke)</p>	
Norway	Primary legislation	<p>Electronic Communications Act No 83 of July 4, 2003 (in English)</p>	<p>Transposition of the 2003 acquis.</p> <p>Includes §2.12, which authorises the NRA to adopt secondary legislation for “jointly invoiced services”</p>
	Secondary legislation	<p>Ministerial Regulation No 190 of March 3, 1994 on premium rate services (in Norwegian)</p>	
	Industry codes of conduct	<p>Rules for premium rate services (Teletorg) of 03.03.94</p>	<p>Agreement by Telenor, Teleforum (Norwegian Service Providers Association) and Forbrukerrådet (Norwegian Consumer Council)</p> <p>It is not binding for other operators than Telenor</p>
Poland	Primary legislation	<p>Telecommunications Law of July 16, 2004 (in English) Entry into force: September 3, 2004</p>	<p>Transposes the EU 2003 regulatory framework</p> <p>Sections 64-65 contain provisions on PRS</p>

Country	Category	Document	Comment
	Secondary legislation	Order of the Minister of Infrastructure of April 15, 2004 on the national numbering plan for public telecommunications networks	Section 4.9 contains numbering rules for intelligent network services (including PRS)
		Order of the Minister of Infrastructure of April 15, 2004 on the management of the numbering resources for public telecommunications networks	Section 7 contains rules for assigning numbers for intelligent network services (including PRS)
		Order of the Minister of Infrastructure of December 22, 2004 on the amount, deadlines and way of paying the charges for the right to use numbering resources (article 184 (4) of the Telecommunications Law)	Numbering fees including fees for the use of PRS numbers
	Code of conduct	Draft Ethical Code for Premium Rate Services prepared by the Polish Chamber of Information Technology and Telecommunications (PIIT) – not yet adopted	The code sets out rules regarding marketing and advertising of PRS services, specific requirements for services provided to children below 18, content regulations for services of erotic character and regulations on PC diallers.
Portugal	Primary legislation	Law 5/2004 of Feb. 10, 2004 (Electronic Communications Law)	Establishes an opt-rule for audiotext services
	Secondary legislation	Decree Law 177/99 of May 21, 1999 as modified by Law 95/2001 of August 20, 2001	Establishes the legal framework for audiotext services
		Decree Law 175/99 of 21 May 1999 as amended by Decree Law 148/2001 of May 7, 2001 and by Law 95/2001 of August 20, 2001	Regulates the advertising of audiotext services
	Code of conduct	None	
Slovakia	Primary legislation	Electronic Communications Act , 610/2003	
	Key regulatory decisions	Numbering Plan	
	Code of conduct	None	
Slovenia	Primary legislation	Electronic Communications Act , April 26 2004	PRS is an element that must be separated in the basic level of itemised billing for publicly available telephone services at a fixed location.
	Code of conduct	None	

Country	Category	Document	Comment
Spain	Primary legislation	Royal Decree 2296/2004 of Dec. 10, 2004	Defining relevant markets, access to networks and numbering. The numbering plan covers PRS.
	Secondary legislation	Ministerial Order PRE/361/2002 of 14 Feb. 2002 as amended by Ministerial Order PRE/2410/2004 of July 20, 2004 Ministerial Order PRE/361/2002 of 14 Feb. 2002 as amended by Ministerial Order PRE/2410/2004 of July 20, 2004 SETSI Resolution of July 16, 2002. SETSI Resolution of May 5, 2003 SESTI Resolution Sept. 26, 2003 SETSI Resolution of 3 November, 2003 SETSI Resolution of Sept. 15, 2004	<p>Defines and regulates PRS services. Creates an inter-ministerial supervisory authority for PRS.</p> <p>Defines and regulates PRS services. Creates an inter-ministerial supervisory authority for PRS.</p> <p>Assigns the 803, 306 and 807 codes to PRS services over voice telephony systems.</p> <p>Migration procedures for PRS numbers</p> <p>Establishes a transitional period for liberalisation of 903 and 906 codes</p> <p>Assigns the 907 code for PRS services provided over data transmission systems.</p> <p>Publishes a code of conduct for PRS services.</p> <p>Establishes compulsory rules for PRS providers on how to offer PRS services and on their content with the objective of protecting consumers and users' rights.</p>
	Key regulatory decisions	CMT Resolution of Jan. 17, 2002	Introduces in Telefónica's Reference Interconnection Offer (RIO) two interconnection arrangements (call origination and call termination) for calls made to intelligent network numbers.

Country	Category	Document	Comment
		CMT Resolution of July 10, 2003	Introduces new rules for third party billing in Telefonica's RIO.
Sweden	Primary legislation	Electronic Communications Act (2003:389) of June 5, 2003 Marketing Act (1995:450)	<p>Transposes the EU 2003 regulatory framework.</p> <p>Contains provisions on management of numbering resources (Chapter 3) and sets out requirements for services provided to end-users (Chapter 5).</p> <p>Protection of consumer and industry interests in connection with the marketing of products and measures against incorrect marketing.</p>
	Secondary legislation	Government Decree (2003:396) on electronic communications of June 12, 2003 (in Swedish) Regulations (PTSFS 2003:3) of June 27, 2003 (in Swedish) Swedish National Numbering Plan Guide to Swedish National Numbering Plan PTS decision on PRS billing 04-7301 of Sept. 22, 2004 in a dispute between TeliaSonera and Consorte.	<p>Responsibilities of PTS under the Electronic Communications Act (2003:389).</p> <p>Sections 16-17 empower PTS to manage the national numbering resources</p> <p>Right to use and to reserve numbering resources of the Swedish national numbering plan for telephony (E.164)</p> <p>Annex 2b covers numbering resources for non-geographic numbers, including PRS.</p> <p>Numbering for PRS is covered on p.10</p> <p>Obligation for TeliaSonera to offer third party billing for PRS provider.</p>
	Code of conduct	Ethical Rules for Premium Rate Call Services prepared by the Ethical Council for Premium Rate Call Services (ERB)	The ethical rules cover services whose content is made accessible via the numbers distributed by PTS under the prefixes 0900, 0939 and 0944, except for services related to calls made to the operators' own modem pools for Internet connections,

Country	Category	Document	Comment
			<p>which are charged at the normal call rate. The rules also cover Premium Rate SMS Services, which are provided at a higher rate, and all other mobile services that involve a separate charge.</p>
UK	Primary legislation	Communications Act 2003	<p>Implements 2003 regulatory framework. Section 121 of the Act provides for approval of a code regulating the provision and contents of PRS, and the facilities made available in the provision of these services.</p>
	Secondary legislation	Not applicable	
	Industry codes of conduct	<p>ICSTIS Code of Practice (10th edition) NB This code of practice is set by ICSTIS as the independent regulator and approved by OFCOM as a regulatory document.</p>	<p>This Code covers the provision of premium rate services and was approved by Ofcom under section 121 of the Act. The code came into effect on 29 December 2003.</p>

II. TABLE 2 – CONTACT INFORMATION

Country	Type of organisation	Contact details
Austria	Ministry responsible for electronic communications and for information society services	Bundesminister für Verkehr, Innovation und Technologie Sektion III - Bereich Telekom-Post Ghegastrasse 1 Postfach 3000 1030 Wien Tel: +43 1 79731-0 E-Mail: post@bmvit.gv.at www.bmvit.gv.at
	Communications NRA (decision board)	Telekom-Control-Commission c/o RTR GmbH Mariahilfer Straße 77-79 A-1060 Wien, Tel.: +43 (0) 1 58058 – 0 Fax: +43 (0) 1 58058 – 9191 E-Mail: rtr@rtr.at www.rtr.at
	Communications NRA (operating agency)	Austrian Regulatory Authority for Broadcasting and Telecommunications(RTR GmbH) Mariahilfer Straße 77-79 A-1060 Wien, Tel.: +43 (0) 1 58058 – 0 Fax: +43 (0) 1 58058 – 9191 E-Mail: rtr@rtr.at www.rtr.at
	Competition Authority	Federal Competition Authority Praterstraße 31 A-1020 Wien Tel.: +43 (1) 245 08-0 Fax: +43 (1) 587 42 00 E-Mail: wettbewerb@bwb.gv.at www.bwb.gv.at
	Ministry responsible for consumer protection	Bundesministerium für soziale Sicherheit, Generationen und Konsumentenschutz Sektion III – Konsumentenschutz Bundesamtgebäude Radetzkystraße Radetzkystraße 2 1031 Wien Tel.: +43 (0) 1 71100 – 0 www.bmsg.gv.at
	Consumer Protection Association	Verein für Konsumenteninformation MariahilferStr. 81 A-1061 Wien Tel.: +43 (0) 1 - 588 77 - 0 Fax: +43 (0) - 1588 77 - 73 E-Mail: konsument@vki.or.at www.konsument.at

Country	Type of organisation	Contact details
	Consumer Protection Association	Bundesarbeitskammer Prinz Eugen Strasse 20-22 1040 Wien Tel.: +43 (0) 1 - 50165 www.arbeiterkammer.at
	Industry association	Verband Alternativer Telekom-Netzbetreiber (VAT) Mariahilfer Straße 37 - 39 A-1060 Wien Tel.: +43 (0) 1 588 39-37 Fax: +43 (0) 1 586 69 71 E-Mail: office@vat.at www.vat.at
	Industry association	Arbeitskreis Technische Koordination Postfach 147 A-1103 Wien Tel.: +43 (0) 1 79780 Fax: +43 (0) 1 79780 E-Mail: office@oefeg.at www.oefeg.at
Belgium	Communications NRA	Belgian Institute for Postal Services and Telecommunications (BIPT) Avenue de l'astronomie, 14 boîte 21 1210 Brussels Tel : + 32 2 226 88 88 www.bipt.be
	Ministry	Ministry of economic affairs and consumers protection (SPF économie et protection du consommateur) Rue du progrès, 50 1210 Brussels Tel : +32 2 277 51 11 www.mineco.fgov.be
		Federal Public Service Economy DG Enforcement & Mediation WTC III, Boulevard Simon Bolivar, 30, 1000 Bruxelles Tel.: +32.2.208.36.11 Fax : +32.2.208.39.15 E-mail eco.inspec@mineco.fgov.be
		Federal Public Service Economy DG Regulation & Organisation of the Market North Gate III, Boulevard du Roi Albert II, 16, 1000 Bruxelles Tel.: +32.2.206.50.16 Fax : +32.2.206.57.63

Country	Type of organisation	Contact details
Cyprus	Office of the Commissioner of electronic Communications and Postal Services Regulation (NRA)	Office of the Commissioner of electronic Communications and Postal Services Regulation 12 Hlioupoleos, 1101 Nicosia-Cyprus 00357-22-693100 www.ocecpr.org.cy
	Ministry of Communications and Works (responsible for electronic communications)	Ministry of Communications and Works 28 Achaion , 1101, Nicosia 00357-22-800143 www.mcy.gov.cy
	Ministry of Tourism, Trade and Industry (responsible for consumer protection)	Ministry of Tourism, Trade and Industry - 6 Makariou & Araouzou, 1421 Nicosia - 00357-22-867100 - www.mcit.gov.cy
	Department of Competition and Consumers Protection, Ministry of Tourism, Trade and Industry. (responsible for consumer protection)	Department of Competition and Consumers Protection, Ministry of Trade and Industry - 6 Makariou & Araouzou, 1421 Nicosia - 00357-22-867122 - www.mcit.gov.cy
	Cyprus Consumers' Association (general consumer protection issues)	Cyprus Consumers' Association, - 5 Acropoleos, 1304, Nicosia - 00357- 22- 516112 - www.cyprusconsumer.org.cy
	Ministry of Internal Affairs (responsible for content regulation on information society services)	Ministry of Internal Affairs - P.O.Box 1453, Nicosia - 00357-22867800 - www.moi.gov.cy
	National Competition Authority	National Competition Authority - 46 Themistokli Dervi, 1066 Nicosia -00357-22-875910 - www.competition.gov.cy
	Cyprus Telecommunications Authority (CYTA) (incumbent)	Cyprus Telecommunications Authority (CYTA) Telecommunications Str., Strovolos T.K.24929, CY-1396, Nicosia, Cyprus Business Management Support – Regulatory Affairs Telephone: +357 22701000, Telefax: +357 22494940 www.cyta.com.cy
	Cyprus Chamber of Commerce and Industry	Cyprus Chamber of Commerce and Industry , 38 Griva Digeni & 3 Deligiorgi -1509 Nicosia, Tel. 00357-22-889800, fax. no. 00357-22-669048, www.ccci.org.cy

Country	Type of organisation	Contact details
Czech Republic	NRA	Český telekomunikační úřad - Czech Telecommunication Office (CTO) Inspection Department within CTO deals (among other things) with disputes between operators.
	Ministry	Ministry of Informatics of the Czech Republic: Havelkova 2 130 00 Praha 3 telephone number: +420 221 008 111 e-mail: posta@micr.cz http://www.micr.cz/
Denmark	Communications NRA	National IT- and Telecom Agency Holsteinsgade 63 DK-2100 Copenhagen Ø Tel: +45 3545 0000 www.itst.dk
	Ministry responsible for electronic communications	Ministry of Science, Technology and Innovation, Bredgade 43 DK-1260 Copenhagen K Tel: +45 3392 9700 www.vtu.dk
	Competition Authority	Danish Competition Authority Nyropsgade 30 DK-1780 Copenhagen V Tel: +45 72 26 80 00 www.ks.dk
	Consumer Protection Authority	Consumer Agency Amagerfælledvej 56 DK-2300 Copenhagen S Tel: +45 3266 9000 www.forbrug.dk The Danish Consumer Council Fiolstræde 17 Postbox 2188 DK-1017 Copenhagen K e-mail: fbr@fbr.dk
	Industry Association responsible for code of conduct	Telecommunication Industries Association in Denmark Vesterbrogade 1C DK-1620 Copenhagen V Tel: +45 33 13 80 20 www.teleindustrien.dk

Country	Type of organisation	Contact details
Estonia	Communications NRA	Estonian National Communications Board (ENCB) Ädala 2 10614 Tallinn, Estonia Tel: +372 693 1153 www.sa.ee
	Ministry	Ministry of Economic Affairs and Communications Harju 11 15072 Tallinn, Estonia Tel: +372 639 7677 GSM: +372 51 51 215 (Mr Nirk) www.mkm.ee
	Consumer protection authority (end-user complaints)	Estonian Consumer Protection Board Kiriku 4 15071 Tallinn ESTONIA Phone: + 372 6 201 700 Fax: + 372 6 201 701 E-mail: info@consumer.ee www.tka.riik.ee
Finland	Communications NRA	Finnish Communications Regulatory Authority (FICORA) Itämerenkatu 3 A PO. BOX 313 00180 Helsinki, Finland Tel: +358 9 6966 860 (Mr Pokela) www.ficora.fi
	Ministry	Ministry of Transport and Communications Finland Eteläesplanadi 16-18 PO. BOX 31 00023 Government, Finland Tel: +358 9 160 28462
	Self-regulatory body supervising consumer protection in the PRS market. Hears consumer complaints and issues recommendations. Operates in connection with Teleforum ry (see below).	The Finnish self-regulatory committee for premium rate services ('Maksullisten puhelinpalveluiden eettinen lautakunta – MAPEL') Mannerheimintie 5 B, 00100 Helsinki, Finland Tel: +358 9 666 330 www.mapel.fi
	Association for PRS service providers Operates in connection with MAPEL (see above).	Teleforum ry Mannerheimintie 5 C, 00100 Helsinki, Finland Tel: +358 9 666 330 www.teleforum-ry.fi

Country	Type of organisation	Contact details
France	Communications NRA	Autorité de Régulation des Télécommunications (ART) 7 square Max Hymans 75730 Paris Cedex www.art-telecom.fr
	Telematics council The CST issues ethical recommendations (available in English).	Conseil Supérieur de la Télématique(CST) 20, avenue de Ségur 75354 Paris 07 SP - France Tél. : +33 1 43 19 76 45 Fax : +33 1 43 19 76 36 cst@finances.gouv.fr
	Telematics dispute org. The CTA is the body in front of which parties may bring a dispute. Typically, a mobile operator will bring the attention of the CTA on an infringement by an information provider of a CST recommendation. The CTA will then issue a recommendation that may the cancellation of the contract by the mobile operator.	Comité de la Télématique Anonyme (CTA) 20, avenue de Ségur 75354 Paris 07 SP - France Tél. : +33 1 43 19 76 45 Fax : +33 1 43 19 76 36 cst@finances.gouv.fr
	General Directorate of Competition, Consumption and Crack down on frauds	Direction Générale de la Concurrence, de la Consommation et de la Répression des Fraudes – DGCCRF 59, boulevard Vincent Auriol - 75703 Paris cedex 13 Téléphone : +33 1 44 87 17 17 http://www.finances.gouv.fr/DGCCRF/
	National Competition Authority	Conseil de la Concurrence 11, rue de l'Echelle 75001 PARIS France Tél. : +33 1 55 04 00 00 Fax : +33 1 55 04 00 44 communication@conseil-concurrence.fr
Germany	Ministry responsible for electronic communications and for information society services	Bundesministerium für Wirtschaft und Arbeit (BMWA) Scharnhorststr. 34-37 10115 Berlin Tel.: +49 (0)1888-615-9 Fax: +49 (0)1888-615-7010 www.bmwa.bund.de/
	Communications NRA	Regulierungsbehörde für Telekommunikation und Post (Reg TP) Tulpenfeld 4 53113 Bonn Tel.: +49 (0)2 28-14-0 Fax +49 (0)2 28-14-88 72 www.regtp.de

Country	Type of organisation	Contact details
Germany	Competition Authority	Bundeskartellamt Kaiser-Friedrich-Str. 16 53113 Bonn Tel.: +49 (0)228-9499-0 Fax: +49 (0)228-9499-400 www.bundeskartellamt.de/
	Competition Authority	Monopolkommission Adenauerallee 133 53113 Bonn Tel.: +49 (0)228-9499-262/263 Fax: +49 (0)228-9499-179 www.monopolkommission.de
	Ministry responsible for consumer protection	Bundesministerium für Verbraucherschutz, Ernährung und Landwirtschaft (BMVEL) Postfach 14 02 70, 53107 Bonn. Tel.: +49 (0)228 – 529-0 Fax: +49 (0)228 - 529-4262 www.verbraucherministerium.de
	Consumer Protection Association	Verbraucherzentrale Bundesverband e.V. (Vzbv) Markgrafenstraße 66 10969 Berlin Tel.: +49 (0)30 - 25 800-0 Fax: +49 (0)30 - 25800-218 www.vzbv.de/
	Industry association (directly involved in PRS)	Verband der Anbieter von Telekommunikations- und Mehrwertdiensten e.V. (VATM) Oberländer Ufer 180 -182 50968 Köln Telefon: +49-(0)221 - 37677-25 Fax: +49-(0)221 - 37677-26 www.vatm.de
	Industry association (directly involved in PRS)	Freiwillige Selbstkontrolle Telefonmehrwertdienste e.V. (FST) Liesegangstrasse 10 40211 Düsseldorf Tel.: + 49 (0)211 - 31 12 09 – 0 Fax: + 49 (0)211 - 31 12 09 – 30 www.fst-ev.org/
	Industry association (directly involved in PRS)	Arbeitskreis Nummerierung und Netzzusammenschaltung (AKNN) Fraunhoferstraße 3 25524 Itzehoe Tel.: +49-(0)4821-778-0 Fax: +49-(0)4821-778-500 www.aknn.de
	Industry association (indirectly involved in PRS)	Bundesverband der regionalen und lokalen Telekommunikationsgesellschaften e.V. (BREKO) Königswinterer Straße 310 53227 Bonn Tel.: +49 228 2499970 Fax: +49 228 2499972 www.brekoverband.de

Country	Type of organisation	Contact details
	Industry association (indirectly involved in PRS)	Bundesverband Informationswirtschaft, Telekommunikation und neue Medien e.V. (BITKOM) Albrechtstraße 10 10117 Berlin Tel.: +49 30 / 2 75 76-0 Fax: +49 30 / 2 75 76-400 www.bitkom.org
Greece	Communications NRA	National Telecommunications Commission (EETT) 60 Kifissias Avenue, 151 25 Maroussi, Athens, Greece www.eett.gr
	Ministry of Communications and Transportations	Ministry of Transport and Communication 5 Anastaseos-Papagos - GR-15669 Athens Telephone: +30 210 6508031-53-54 Telefax +30 210 6508088-52 www.yme.gr Directory of Telecommunications and Post Services Anastaseos and Tsigante 101 91 Papagou – Athens
	Ministry of Development Department of Consumer Affairs	Ministry of Development, General Secretariat of Consumers Kaniggos square GR 101 81, Athens Telephone : (+ 30 210) 3816241 Further tel numbers. +30 210/ 3829640, +30 210/3842508, +30 210/3821838 e – mail: admin@efpolis.gr http://www.efpolis.gr/
	National Board of Television and Radio (EΣP)	National Board of Television and Radio (EΣP) Panepistimiou & Amerikis 5, 10564 Athens
Hungary	Ministry responsible for electronic communications	Ministry of Informatics and Communications 1077 Budapest Dob utca 78-81. +36-1-461-3300 www.ihm.gov.hu
	NRA	National Communications Authority (NHH) Ostrom u. 23-25, 1015 Budapest Hungary Tel: +36 1 457 71 00 www.nhh.org.hu
	Consumer Protection Directorate (General consumer protection rules applicable to all types of products and services)	General Inspectorate for Consumer Protection (FVF) 1088 Budapest József krt. 6 +36-1-459-4917 www.fvf.hu

Country	Type of organisation	Contact details
	Representative of Rights of Communications Users	Representative of Rights of Communications Users (HFJKH) Károly Juhász 1525 Budapest Pf. 75. +36-1-4577-141 www.nhh.hu/menu8/m8_1.htm
	Competition Authority	Hungarian Competition Authority (GVH) 1054 Budapest Alkotmány u. 5. +36-1-472-8933 www.gvh.hu
Ireland	NRA	Commission for Communications Regulation (ComReg) Block DEF Abbey Court, Irish Life Centre, Lower Abbey Street, Dublin 1 Tel.: +353 1 8049600 - Fax: +353 1 8049680 www.comreg.ie
	Independent not for profit limited company financed by a levy placed on the industry	Regulator of Premium Rate Telecommunications Services Ltd (RegTel) Crescent Hall Mount Street Crescent Dublin 2 Ireland Tel.: 1850 741 741- Int'l Tel.: +353 1 67 67 025 Fax: 1850 741 747 - Int'l Fax: +353 1 67 67 035 www.regtel.ie Email: info@regtel.ie
	Ministry	Department of Marine, Communications and Natural Resources www.dcmnr.gov.ie Communications Regulation & Postal Division Tel: +353 1 6782951
Italy	Ministry responsible for electronic communications	Ministero delle Comunicazioni viale America, 201 00144 Roma Italia Tel. +39 06 54 441 www.comunicazioni.it

Country	Type of organisation	Contact details
	National Communications Authority	Autorità per le garanzie nelle comunicazioni (AGCOM) Sede di rappresentanza via delle Muratte, 25 00187 Roma Italia Tel: +39 06 69 64 41 11 www.agcom.it
	National Competition Authority	Autorità Garante per la Concorrenza ed il Mercato (AGCM) Piazza G. Verdi, 6/a 00198 Roma Italia Tel: +39 06 85 82 11 www.agcm.it
Latvia	Ministry responsible for electronic communications	Ministry of Transport and Communications Gogola Street 3 LV-1743 Riga Latvia Tel: +371 7028222 E-mail: satmin@sam.gov.lv www.sam.gov.lv
	Cabinet of Ministers (National Numbering Plan to be approved by Cabinet of Ministers)	Cabinet of Ministers 36 Brivibas Boulevard, LV 1520 Riga Latvia Tel.: + 371 7082800 E-mail: vk@mk.gov.lv www.mk.gov.lv
	Communications NRA	Public Utilities Commission Brivibas Street 55 LV-1010 Riga Latvia Tel: +371 7097200 E-mail: sprk@sprk.gov.lv www.sprk.gov.lv
	Electronic Communications Office	Electronic Communications Office Elizabetes Street 41/43 LV-1010 Riga Latvia Tel: +371 7333034 E-mail: esd@esd.lv www.esd.lv

Country	Type of organisation	Contact details
	Competition Authority	Competition Council of the Republic of Latvia Blaumana Street 5° LV-1011 Riga, Latvia Tel: +371 7282865 E-mail: foreign@competition.lv www.competition.lv
	Consumer Protection Authority	Consumer Rights Protection Centre Elizabetes Street 41/43 LV-1010 Riga Latvia Tel: +371 7287730 E-mail: tpkc@apollo.lv www.ptac.lv
Lithuania	Ministry responsible for electronic communications	The Ministry of Transport and Communications Gedimino Av. 17 01505 Vilnius Lithuania Tel: +370 5 239 3999 E-mail: info@transp.lt www.transp.lt
	Communications NRA	Lithuanian Communications Regulatory Authority ('RRT') Algirdo str. 27 LT-03219 Vilnius Lithuania Tel: +370 5 210 56 33 E-mail: rrt@rrt.lt www.rrt.lt
	Ministry responsible for consumer protection	Ministry of Justice Gedimino Ave. 30/1 LT-01104 Vilnius Lithuania Tel: +370 5 266 2980 E-mail: tminfo@tic.lt www.tm.lt
	Consumer Protection Authority	National Consumer Rights Protection Board Vilniaus g. 25 LT-01119 Vilnius Tel: +370 5 262 67 51 E-mail: taryba@nvtat.lt www.nvtat.lt

Country	Type of organisation	Contact details
	Ministry responsible for information society services	Information Society Development Committee under the government of the Republic of Lithuania Gedimino Ave. 56 LT-01505 Vilnius Lithuania Tel: +370 5 266 51 61 E-mail: info@ivpk.lt www.ivpk.lt
	Competition Authority	Competition Council of the Republic of Lithuania A. Vienuolio str. 8 LT-01104 Vilnius Tel: +370 5 212 64 92 E-mail: tarnyba@konkuren.lt www.konkuren.lt
	Incumbent fixed operator	Lietuvos Telekomas Savanorių ave. 28 LT-03501 Vilnius Lithuania Tel. +370 46 48 15 11
	Ministry responsible for electronic communications	The Ministry of Transport and Communications Gedimino Av. 17 01505 Vilnius Lithuania Tel: +370 5 239 3999 E-mail: info@transp.lt www.transp.lt
Luxembourg	NRA	Institut Luxembourgeois de Régulation L-2922 Luxembourg Tel: +352 45 88 45 25
	Ministry	Ministry responsible for communications Service des Médias et des Communications (SMC) 18, Montée de la Pétrusse L-2945 Luxembourg Tel. : +352 478 67 15 www.mediacom.public.lu
Malta	Ministry for electronic communications (Ministry responsible for PRS related legislation) Ministry responsible for consumer protection	Ministry for Competitiveness and Communications Casa Leoni, St Joseph High Road, Sta Venera, Malta Tel: +356 21 485 100 Fax +356 21 480 083 www.mcmp.gov.mt

Country	Type of organisation	Contact details
Malta	Communications NRA	Malta Communications Authority “Il Piazzetta”, Suite 43 / 44, Tower Road, Sliema SLM 16, Malta Tel: +356 21 336 840 Fax +356 21 336 840 www.mca.org.mt
	Consumer Protection Authority	Director of Consumer Affairs C/o Consumer and Competition Division Office of Fair Trading Cannon Road Sta Venera CMR 02 Malta Tel: +356 21 446 258 Fax: +356 21 446 257 www.mcmp.gov.mt/consumer.asp Chairman Consumer Affairs Council 4, Old Mint Street Valletta, CMR 02, Malta Tel: +356 21 239 892 Fax: +356 21 239 888 www.mcmp.gov.mt/consumer.asp
	Consumer Protection Association	Ghaqda tal-Konsumaturi / Consumers’ Association Malta Address: Consumers' Association - Malta, 43/10, St.Zachary Street Valletta, VLT 04, Malta Tel: +356 21 239 091 Fax: +356 21 221 210 Postal Address: PO Box 464 Valletta Malta www.camalta.org

Country	Type of organisation	Contact details
	Industry Association	<p>There is no sector specific industry association.</p> <p>The Malta Chamber of Commerce and Enterprise Exchange Buildings Republic Street Valletta VLT 05 Malta Tel: +356 21 233 876 Fax: +356 21 245 223 www.chamber.org.mt</p>
		<p>Malta Federation of Industries Casa Leone, Robert Samut Square, Floriana VLT 15, Malta Tel: +356 21 234 428, 21 222 074 Fax: +356 21 240 702 www.foi.org.mt</p>
	Incumbent operator	<p>Maltacom plc Spencer Hill Marsa GPO 01 Malta Tel: + 356 21 240 000 Fax: + 356 21 245 144 www.maltacom.com</p>
Netherlands	Onafhankelijke Post en Telecommunicatie Autoriteit (OPTA)	<p>Onafhankelijke Post en Telecommunicatie Autoriteit (OPTA)</p> <ul style="list-style-type: none"> • OPTA, Postbus 90420, 2509 LK Den Haag • OPTA, Zurichtoren, Muzenstraat 41, 2511 WB Den Haag • Telephone: (070) 315 35 00 <p>http://www.opta.nl/</p>
	Ministry of Economic Affairs - Communications Department - Media Relations Unit (Ministerie van Economische Zaken)	<p>Ministry of Economic Affairs - Communications Department - Media Relations Unit (Ministerie van Economische Zaken) P.O. Box 20101 - 2500 EC The Hague Telephone: +31 (0)70 379 6018 Telefax: +31(0)70 379 6169 http://www.ez.nl/</p>
	Stichting Onafhankelijke Commissie (Stichting OCI) (Industry Association, Code of Conduct)	<p>Stichting Onafhankelijke Commissie (Stichting OCI) Staringlaan 21-23 - 2741 GC Waddinxveen Telephone: 0182-635860 Telefax: 0182-635075 www.stic-nederland.nl</p>

Country	Type of organisation	Contact details
Netherlands	Stichting Informatienummers (Stic) (Industry Association, Code of Conduct) <ul style="list-style-type: none"> Stic is in liquidation process 	Stichting Informatienummers (Stic) Postbus 559 - 3440 AN Woerden Telephone 0348-49 50 45, Telefax 0348- 49 50 46 stb@stb.tno.nl www.stb.tno.nl
	Consumentenbond	Consumentenbond Postbus 1000, 2500 BA Den Haag Visitor address: Enthovenplein 1, 2521 DA Den Haag Telephone +31 (070) 445 45 45 Fax +31 (070) 445 45 96 http://www.consumentenbond.nl/?ticket=nietlid
	Stichting Geschillencommissies voor consumentenzaken (SGC)	Stichting Geschillencommissies voor consumentenzaken (SGC). Postbus 90600 2509 LP Den Haag Tel: 070-3105310 Fax: 070-3658814 www.sgc.nl
	Ministry of Justice	Visiting address: Schedeldoekshaven 100 2511 EX Den Haag Postal address: Ministerie van Justitie Postbus 20301 2500 EH Den Haag Tel. +31 (0)70 3 70 68 50 general e-mail to contact (Information Department): voorlichting@minjus.nl
Norway	Ministry	Ministry of Transport and Communications www.odin.dep.no/sd
	Communications NRA	Norwegian Post and Telecommunications Authority (NPT) www.npt.no
	Authority responsible for the market legislation	Forbrukerombudet (The Consumer Ombudsman and the Market Council) http://www.forbrukerombudet.no
	Consumer protection agency (Consumer interest organisation)	Forbrukerrådet (Norwegian Consumer Council) http://forbrukerportalen.no/Emner/engelsk_fransk Tel +47 23400564
	Complaints decisions	Teletorgrådet (Norwegian PRS Council) +47 2220 3728

Country	Type of organisation	Contact details
	Industry association	Teleforum (Norwegian Service Provider Association) Storgata 39 0182 Oslo Norway tel: +47 22 20 37 28 fax: +47 22 20 72 71
	Incumbent operator	Telenor http://www.telenor.com/
Poland	Ministry responsible for electronic communications	Ministry of Infrastructure Chałubińskiego Street 4/6 00-928 Warsaw Poland Tel: +48 22 630 10 00 www.mi.gov.pl
	Communications NRA	Office of Telecommunications and Post Regulation (URTIP) 18/20 Kasprzaka Street 01-211 Warsaw Tel: +48 22 53 49 190 E-mail: urtip@urtip.gov.pl www.urtip.gov.pl
	Consumer Protection Authority	Competition and Consumer Protection Office (UOKiK) Plac Powstańców Warszawy 1 00-950 Warsaw Tel: +48 22 55 60 800 E-mail: uokik@uokik.gov.pl www.uokik.gov.pl
	Industry association	Polish Chamber of Information Technology and Telecommunications (PIIT) Nowogrodzka street 31, office 204 00-511 Warsaw Tel: +48 22 628 2260, 628 2406 E-mail: biuro@piit.org.pl www.piit.org.pl
Portugal	Communications NRA	ICP-ANACOM
Slovakia	Communications NRA	Telecommunication Office of the Slovak Republic (TUSR) Továrenská 7 P.O. Box 18 810 06 Bratislava 16 Tel: +421 2 5788 1111
Slovenia	Communications NRA	APEK Agencija za pošto in elektronske komunikacije RS Stegne 7 SI-1000 Ljubljana, Slovenija tel.: +386 (0) 1 583 63 00

Country	Type of organisation	Contact details
Spain	Ministry	Ministry of Industry, Tourism and Trade Secretary of State of Telecommunications and for the Information Society
	Inter-ministerial commission supervising PRS services	Comisión de Supervisión de los Servicios de Tarificación Adicional
	Communications NRA (CMT)	http://www.cmt.es
	Industry association for PRS	Asociación de Empresas de Valor Añadido (AVA) amb@ava-asociacion.org Asociación Empresas Servicios a Móviles (AESAM) www.aesam.org/
	Consumer protection associations	Asociación de Usuarios de la Comunicación (AUC) Confederación Española de Consumidores y Usuarios (CECU) Federación de Consumidores en Acción (FACUA) Confederación Española de Organizaciones de Amas de Casa, Consumidores Y Usuarios (CEACCU)
Sweden	Communications NRA	Post och Telestyrelsen (PTS) National Post and Telecom Agency www.pts.se Birger Jarlsgatan 16 SE-102 49 Stockholm Tel: +46 8 678 55 00
	Consumer protection authority	Konsumentverket/KO www.internetit.konsumentverket.se Rosenlundsgatan 9 SE-118 87 Stockholm Tel: +46 8 429 05 00
	Industry association for PRS	Etiska Rådet för Betalitetjänster www.etiskaradet.se Blasieholmsgatan 4B SE-103 29 Stockholm Tel: +46 8 762 76 36
UK	Communications NRA	Office of Communications (Ofcom) Riverside House 2 a Southwark Bridge Road London SE1 9HA, the UK Tel: +44 20 7981 3000 www.ofcom.org.uk
	Regulatory body supervising PRS acting as co-regulator with Ofcom	The Independent Committee for the Supervision of Standards of Telephone Information Services (ICSTIS) 4 th Floor, Clove Building, 4 Maguire Street London SE2 2NQ Tel: +44 20 7940 7439 www.icstis.org.uk

Country	Type of organisation	Contact details
	Industry association for PRS providers	Network for Online Commerce (NOC) 70 Borough High Street London SE1 1XF, the UK Tel: +44 870 7 327 327 www.noonline.org NB There are also other industry associations that represent PRS providers: Mobile Data Association, Mobile Entertainment Forum, Premium Rate Association.
	Incumbent fixed operator	BT www.bt.com
	Alternative fixed operator	Cable & Wireless www.cw.com

III. TABLE 3 – REGULATORY POWERS

The table is intended to give an overview over the institutional structure and to what extent the regulatory responsibilities are shared among multiple regulatory authorities.

Country	General PRS regulations	Wholesale billing regulations	Content responsibility	Consumer protection responsibility	Name of organisation that can intervene in the case of a consumer complaint against any member of the value chain
Austria	NRA	NRA (only if applicable)	Law enforcement agencies, particularly the public prosecution service	Ministry responsible for consumer protection	NRA as well as courts having jurisdiction
Belgium	FPS Economy, DG Regulation & Organisation of the Market Ethical Commission on information services via telecommunications (not yet active)	BIPT	FPS Economy, DG Enforcement & Mediation	FPS Economy, DG Enforcement & Mediation BIPT	FPS Economy, DG Enforcement & Mediation Mediation Service on Telecommunications
Cyprus	OCECPR	OCECPR	Ministry of Internal Affairs	OCECPR	OCECPR
Czech Republic	CTO	CTO	CTO	CTO	CTO

Country	General PRS regulations	Wholesale billing regulations	Content responsibility	Consumer protection responsibility	Name of organisation that can intervene in the case of a consumer complaint against any member of the value chain
Denmark	National IT- and Telecom Agency (NITA)	NITA	NITA Telecommunicati on Industries Association in Denmark (mobile PRS)	Consumer Agency Teleankenævnet (an independent appeal body established by the Danish Consumer Council and Telecommunication s Industries Association)	NITA (Code 900 Board)
Estonia	ENCB, as mediator, no special regulation on PRS	Civil court, as wholesale billing for PRS is freely agreed between operators.	No regulation	Consumer Protection Board	Consumer Protection Board
Finland	The Finnish self-regulatory committee for premium rate services (' MAPEL ') Finnish Communications Regulatory Authority (FICORA), on technical aspects	FICORA	MAPEL	MAPEL Consumer Agency & Ombudsman	FICORA may intervene in case of misuse of number assigned MAPEL via negotiations and self-regulations Consumer Agency & Ombudsman under the Consumer Protection Act 1978/41 of Jan. 20, 1978 (in English)
France	None	ART	CST and CTA	ART and CTA	None See comments below.
<p>Comments:</p> <p>If complaint is about a breach of CST's ethical recommendations, it will be handled by the CTA. If the CTA issues an opinion in favour of a cancellation of the contract, the operator will stop the billing for this number (for technical reasons, the service will not be necessarily cut off).</p> <p>FT's RIO imposes that operators insert a clause in their contracts with service providers whereby the service may be cut off by the operator if there is a breach of the CST's ethical recommendations.</p> <p>If the consumer complaint is about the PRS amount on the bill, the escalation procedure is as follows:</p> <ul style="list-style-type: none"> • Level 1: operator's shop • Level 2: operator's consumer department • Level 3: the ombudsman (<i>médiateur</i>) 					

Country	General PRS regulations	Wholesale billing regulations	Content responsibility	Consumer protection responsibility	Name of organisation that can intervene in the case of a consumer complaint against any member of the value chain
	Within the Ministry of Economy the DGCCRF is also handling consumer complaints on cases such as the use of PRS numbers for the after-sale service following the purchase of a product.				
Germany	T-Reg	T-Reg (only if applicable)	Law enforcement agencies, particularly public prosecution service	Ministry responsible for consumer protection	T-Reg as well as courts having jurisdiction
Greece	EETT	EETT	No PRS specific content regulation National Board of Television and Radio (EΣP) for TV based services and in general for content regulation	Ministry of Development Department of Consumer Affairs	All relevant
Hungary	Ministry of Informatics and Communications	No regulation	No regulation	General Inspectorate for Consumer Protection Representative of Rights of Communications Users	National Communications Authority General Inspectorate for Consumer Protection Hungarian Competition Authority
Ireland	Regtel	ComReg	Regtel	Regtel Office of Director of Consumer Affairs (ODCA)	Regtel ComReg (PRS-related complaints received by organisations such as the ODCA and the Advertising Standards Authority for Ireland (ASAI) are forwarded to Regtel).
Italy	Ministry of Communications	AGCOM	Ministry of Communications	AGCOM	Both Ministry and AGCOM

Country	General PRS regulations	Wholesale billing regulations	Content responsibility	Consumer protection responsibility	Name of organisation that can intervene in the case of a consumer complaint against any member of the value chain
Latvia	Public Utilities Commission The Ministry of Transport and Communications	Wholesale billing for PRS is freely agreed between operators.	No regulation	Consumer Rights Protection Centre	Consumer Rights Protection Centre
Lithuania	No special regulation on PRS	Civil court, as wholesale billing for PRS is freely agreed between operators.	No regulation	National Consumer Rights Protection Board (General consumer protection authority)	RRT, in case of misuse of numbers National Consumer Rights Protection Board (as a general consumer protection authority)
Luxembourg	Institut Luxembourgeois de Réglementation (ILR)	ILR	ILR		
Malta	Malta Communications Authority (regulates electronic communications services and information society services)	Malta Communications Authority	No PRS specific content regulation (see comments below)	Director of Consumer Affairs (e.g. obligations for advertisement)	Malta Communications Authority (usually MCA receives the complaints) Director Consumer Affairs Police Sector specific Authorities if sector specific rules are breached.
<p>Malta Communications Authority – obligations arising out of eCommerce Directive</p> <p>Other jurisdiction – illegal content (comment: Has not been a problem in practice)</p> <p>Other Authorities in relation to sector specific rules – e.g. Malta Gaming Authority – Gambling Malta Tourism Authority – Tourism related services.</p> <p>Malta Financial Service Authority, etc. – (no PRS specific rules – regulatory power/punishment only possible within the framework of Authorities)</p>					

Country	General PRS regulations	Wholesale billing regulations	Content responsibility	Consumer protection responsibility	Name of organisation that can intervene in the case of a consumer complaint against any member of the value chain
Netherlands	<p>Ministry of Economic Affairs is responsible for general regulatory issues (“long term issues”)</p> <p>See comments below</p>	OPTA	<p>OPTA, regarding the correct use of PRS number ranges</p> <p>See comments below</p>	See comments below	<p>The responsible organisation for consumer complaints regarding PRS is OCI and partly OPTA. Usually OPTA forwards complaints to OCI.</p> <p>See comments below</p>
Netherlands	<p>Comments to general PRS regulations:</p> <p>The Ministry of Ec. Affairs is responsible for consumer protection for electronic communications services and, following that, also specific consumer protection needed for PRS services. The ministry is responsible for the Telecommunications Act and related regulations.</p> <p>The Ministry is not involved in the daily operations of the supervision on the use of PRS numbers.</p> <p>OPTA (NRA) is responsible for the operation of the regulation within the numbering plan and the telecommunication act (“short term issues”) (OPTA also keeps a public list of assignees)</p> <p>Basically a system of self regulation: OCI (Industry Association, code of conduct) is installed by law, PRS platform providers are bound by law to be a member of OCI. The supervisory body is acting independent, financially and operationally.</p> <p>OCI can raise certain initiatives, and impose penalties on PRS platform providers</p> <p>(Problem: One of the higher judges in Netherlands has decided that organisations as OCI are not public organisations and thus lack certain powers. It is unclear what the effect of this opinion will be, but it is possible that OCI will have limited powers to impose penalties in the future.)</p> <p>Comments to content responsibility:</p> <p>(under 0906 every type of content is allowed, offences against other laws fall into the responsibilities of other jurisdictions)</p> <p>Part of the Code of Conduct handled by OCI deals with harmful content for minors</p> <p>Outside the scope of only PRS, the Ministry of Justice is responsible for Penal Law that provides some provisions regarding content (illegal/harmful content)</p> <p>Comment: in the past not many complaints on these aspects have been received</p> <p>Comments to consumer protection responsibility:</p> <p>At the moment, no specific consumer protection authority exists, but it will be established in the future.</p> <p>Only a private organisation, the “Consumentenbond” which is also active with respect to PRS fraud (doing PR-work, organising complaints), but it has no regulatory power.</p> <p>The consumer protection authority will be responsible for general consumer issues, which arise in the PRS market.</p>				

Country	General PRS regulations	Wholesale billing regulations	Content responsibility	Consumer protection responsibility	Name of organisation that can intervene in the case of a consumer complaint against any member of the value chain
	Comments to organisation with power to intervene: Currently being planned by the Ministry of Economic Affairs: An obligation for originating operators and number users to join an alternative dispute resolution organisation (ADR).				
Norway	Ministry of Transport and Communications Norwegian Post- and Telecommunications Authority (NPT)	NPT	Ministry of Transport and Communications Norwegian Post- and Telecommunications Authority Teletorgrådet	Forbrukerombudet Forbrukerrådet Teletorgrådet	Teletorgrådet
	NB Teletorgrådet has power only for PRS services performed by the incumbent operator. Other operators can in principle establish equivalent councils.				
Poland	URTiP	URTiP	No regulation	Competition and Consumer Protection Office (UOKiK)	Competition and Consumer Protection Office (UOKiK)
Portugal	ANACOM	ANACOM	National Consumer Institute	National Consumer Institute	ANACOM National Consumer Institute
Slovakia	Telecommunication Office (TUSR)	Telecommunication Office (TUSR)		Slovak Inspection for Commerce	Slovak Inspection for Commerce
Slovenia	APEK	APEK	Government department Urad RS za varstvo potrošnikov, Kotnikova 28, 1000 Ljubljana uvp.mg@gov.si	Consumers Protection Institute Koprska ul. 94, 1000 Ljubljana, Slovenija http://www.zavod-zvp.si/	National telecoms regulator intervenes in case of complaints on user invoices.
Spain	See comment below	CMT	Ministry of Industry, Tourism and Trade in collaboration with the Ministry for Health and Consumer Affairs within the limits of their respective competences.	Ministry of Industry, Tourism and Trade in collaboration with the Ministry for Health and Consumer Affairs within the limits of their respective competences.	Secretary of State of Telecommunications and for the Information Society (SETSI); Comisión de Supervisión de los Servicios de Tarificación Adicional (CSSTA). Courts (civil/criminal).

Country	General PRS regulations	Wholesale billing regulations	Content responsibility	Consumer protection responsibility	Name of organisation that can intervene in the case of a consumer complaint against any member of the value chain
					Autonomous Communities through the 'Direcciones Generales de Consumo'; CMT (the Spanish NRA)
<p>Comment:</p> <p>As PRS services are not considered electronic communication services or information society services (with the exception of the services provided over the Internet) the result is that there are a number of public administrations competent to regulate and supervise the provision of these services.</p> <p>The Ministry of Industry, Tourism and Trade acts in collaboration with other Ministries.</p> <p>The Supervision Commission for PRS services ('Comisión de Supervisión de los Servicios de Tarificación Adicional') is an inter-ministerial body under the Ministry of Industry, Tourism and Trade in charge of adopting the (binding) code of conduct for PRS services and monitoring its compliance. It is composed of representatives of the following ministries: Industry, Tourism and Trade, Health and Consumer Affairs, Education and Science, Work and Social Affairs, Interior.</p>					
Sweden	Post- och telestyrelsen (PTS , the Swedish National Post and Telecom Agency)	PTS	Ethical Council for Premium Rate Call Services (ERB), an independent, autonomous body responsible for ethical rules regulating the content and the marketing of PRS. The Council is also to consider cases referred to it, or cases taken up on the Council's own initiative, concerning the marketing and content of such services.	Swedish Consumer Agency (Konsumentverket) The National Board for Consumer Complaints (Allmänna Reklamationsnämnden)	Ethical Council for Premium Rate Call Services (ERB)

Country	General PRS regulations	Wholesale billing regulations	Content responsibility	Consumer protection responsibility	Name of organisation that can intervene in the case of a consumer complaint against any member of the value chain
UK	<p>ICSTIS is the regulatory body for PRS in the UK and is responsible for the enforcement of its Code of Practice.</p> <p>Ofcom provides statutory support to the work of ICSTIS. Under section 120 of the Communications Act 2003 Ofcom has the power to set binding conditions for the purpose of regulating the provision, content, promotion and marketing of PRS.</p>	Ofcom	ICSTIS	ICSTIS	ICSTIS

IV. TABLE 4 – REGULATORY POWERS – SANCTIONS

Country	Organisation with decision power	Cut-off illegal service operators	Typical fastest time?	Maximum fine	Other types of sanctions
Austria	RTR	No	no short-term measures	-	revocation of number assignments
	Ministry responsible for electronic communications and for information society services	No	no short-term measures	€58,000	-
	Courts of justice	No	no short-term measures	-	-

Country	Organisation with decision power	Cut-off illegal service operators	Typical fastest time?	Maximum fine	Other types of sanctions
Belgium	Courts (breach of criminal and civil provisions)	Yes	Months/Years	Depending on the provision	Jail sentence
	Self-regulatory (as part of the code of conduct signed between 14 telecom operators)	Yes (termination of the contract between the network operator to whom the number has been allocated and the PRS provider).	Few days	-	-
	FPS Economy, DG Enforcement and Mediation.	No	Depending on the investigation	Depending on the investigation	Warning, minutes, mediation, fine
	BIPT	Yes	Days/Months		
	Ethical Commission on information services via telecommunications (not yet active)	-	-	-	-
	Mediation Service on Telecommunication	No	-	-	Recommendation to operators
Cyprus	OCECPR	Yes (by OCECPR), in case of violation of the terms of authorization	Maximum 3 Months	As a rule, the maximum CYP 100,000 (approx. €174,000) based on the Regulation on the endorsement of administrative fines, taking into consideration all the specific aspects of the specific case.	- suspension of authorization - withdrawal of authorization
Czech Republic	CTO	The operator (Cesky or OLO) have the power to cut-off information providers who do not comply with usage conditions (each in their own network)	For Cesky Telekom: typically one day	None	None

Country	Organisation with decision power	Cut-off illegal service operators	Typical fastest time?	Maximum fine	Other types of sanctions
Denmark	Code 900 Board (within NITA, the NRA for telecoms)	Code 900 Board may request the telecommunications services provider that has reassigned the PRS number to the provider of PRS services to withdraw the assigned number	Technically possible within hours, but would depend on the action by the operator that has reassigned the number.	Code 900 Board is not entitled to impose fines	See comments below
	<p>The responsibility for supervising the PRS provider's compliance with the relevant rules rests with the telecommunications provider that has reassigned the PRS number to the provider of PRS services.</p> <p>In case of repeated or gross omissions to fulfil this supervisory duty, the Code 900 Board may withdraw a telecommunications provider's right of reassigning numbers to providers of information or content services as well as invoicing and billing of this to the end-user.</p>				
Estonia	ENCB, but only in cases of misuse of numbers: (1) violation of terms of the Numbering Authorisation, i.e. use of wrong numbering range for PRS or use of numbers without authorisation (2) violation of general rules on use of numbers (such as the ability to complete calls to given numbers)	Yes	1 week	€ 3,200	-
	Consumer Protection Board	No	1 week	€ 3,200	-
Finland	FICORA	Yes (see last column)	1 month	-	In case of misuse of numbers, FICORA may intervene. If needed, FICORA may withdraw the assigned number(s)/number range(s).
	The Finnish self-regulatory committee for premium rate services ('MAPEL')	Yes § 6 of the MAPEL basic set of norms of July 25, 2003	Few days	-	-

Country	Organisation with decision power	Cut-off illegal service operators	Typical fastest time?	Maximum fine	Other types of sanctions
	Consumer Agency & Ombudsman and the Market Court under the Consumer Protection Act 1978/41 of Jan. 20, 1978 (in English)	No		Fines can be imposed	Temporary or permanent injunction against marketing or business operation
	Public prosecutor and general court under the Consumer Protection Act 1978/41 of Jan. 20, 1978 (in English)	No		Fines can be imposed	
	Public prosecutor and general court under the Penal Code 39/1889	No		Fines can be imposed	Prison term of maximum one year (for giving false or misleading marketing information)
France		CTA issues opinions – not decisions		Operators regularly cut-off service providers in breach of the ethical recommendations ahead of the CTA opinion.	
Germany	NRA	Yes	Decision to cut-off is normally a measure of last resort	€100,000	<ul style="list-style-type: none"> • cease and desist letter • interdiction of billing • revocation of number assignments • revocation of licences or registrations

Country	Organisation with decision power	Cut-off illegal service operators	Typical fastest time?	Maximum fine	Other types of sanctions
Greece	<ul style="list-style-type: none"> EETT National Board of Television and Radio (EΣP) Ministry of Communications and Transportations (legislation, supervision, but also receives complaints) Ministry of Development, Department of Consumer Affairs 	<p>Yes (by EETT)</p> <p>Department of Consumer Affairs of the Ministry of Development and EΣP can ask EETT to cut-off illegal operators. Does not happen often in practice</p>	<p>Weeks (EETT, EΣP, Ministry of Development, Department of Consumer Affairs)</p>	Not defined	No
Hungary	<p>General Inspectorate for Consumer Protection (FVF) (in other cases)</p>	<p>No, it may order discontinuation of the illegal conduct.</p>	<p>No data on typical fastest time.</p> <p>However, FVF may order immediate enforcement of its decision in case of an illegal conduct threatening a large number of consumers or to prevent severe damages from occurring or in order to protect human health or the environment.</p> <p>Act 155 of 1997 on consumer protection (article 49 (2))</p>	<p>The legislation contains no provision on the minimum or maximum fine that may be applied. It states the principles based on which the amount of the fine is to be determined, e.g. the number of affected consumers, the duration of the infringement, the revenue collected through the illegal action.</p> <p>Act 155 of 1997 (article 48 (5))</p>	<p>FVF may:</p> <ul style="list-style-type: none"> - order the infringement to be terminated; - prohibit continuation of the illegal conduct; - levy a fine. <p>Act 155 of 1997 (article 47 (1))</p>
Ireland	RegTel	Yes	Within one hour	Regtel is not entitled to impose fines (this is the responsibility of courts).	Regtel may impose several types of sanctions. See summary below

Country	Organisation with decision power	Cut-off illegal service operators	Typical fastest time?	Maximum fine	Other types of sanctions
<p>Summary of sanctions:</p> <ul style="list-style-type: none"> require the service provider (SP) to remedy the breach by taking such steps as Regtel deems appropriate; require assurances from the SP, or any associated individual, relating to future behaviour, in terms determined by Regtel; require the SP to submit certain or all categories of service and/or promotional material to Regtel for prior approval for a defined period; require the SP to refund the consumer for reasonable and valid claims, in an amount to be determined by Regtel; SPs found to be in breach of the code of practice may be invoiced for the administrative and legal costs of the work undertaken by Regtel. <p>For the full list of sanctions see Table 21.</p>					
Italy	Ministry of Communications	Yes	As soon as possible	Depends on the type of violation Electronic Communications Code (Legislative decree Aug. 1, 2003, n. 259, article 98).	Ministry will intervene in following order: 1. Notice to PRS provider and network operator to stop illegitimate behaviour. 2. For repeat offences, suspension of access to service for 1 to 6 months. 3. Permanent deactivation of service. Ministerial decree n. 385 of July 13, 1995 (article 21)
	AGCOM	Yes	-	See below	-
<p>AGCOM has power to sanction behaviour in violation of its regulations including applying fines under Law Nov. 14, 1995, n. 481 establishing the independent authorities for public utility services (article 20, comma 20, lettera c)), Law July 31, 1997, n. 249 establishing AGCOM (article 1, comma 29-32), Electronic Communications Code (article 98), and AGCOM Decision 425/01/CONS on procedures for sanctions (modified by Decision 336/03/CONS).</p> <p>In Oct. 2004 AGCOM fined three operators (Plug It, Telephonica and Edisontel) a total of € 3,75m for violating rules that prohibit the use of ‘709’ Internet access dial-up numbers for the billing of value-added content services directly to the telephone bill.</p>					

Country	Organisation with decision power	Cut-off illegal service operators	Typical fastest time?	Maximum fine	Other types of sanctions
Italy	Telecom Italia as the access operator	Yes (with involvement of relevant authorities)	Depends on what foreseen by the contractual relationship and the Code of Practice in place with the network operator and PRS provider.	None	In cases of suspected fraud, TI may take the following actions: 1. Disabling access to PRS number(s) in question for particular end-user. 2. Retention of payments due to operator assigned right to use the PRS number(s). 3. Blocking of calls to PRS number(s) in question. Telecom Italia reference offer 2005 for third party billing (section 4.5).
Latvia	Public Utilities Commission (PUC)	Yes (but - case by case decision). The option to cut-off a service provider is allowed by permission of PUC	Technically it is possible within hours, but the negotiations before that can take up to month	Ls 10,000 (€14,500)	Issuing formal reprimands; temporary suspension of commercial activities (one to three months); requirement to permanently stop commercial activities; withdrawal of the assigned number range(s) in case of misuse of numbers.
Lithuania	Lithuanian Communications Regulatory Authority ('RRT'), but only in cases of misuse of numbers.	Yes	See below	See below	See below
<p>Summary of typical fastest time: Art. 72 of Law No. IX-2135 on electronic communications of April 15, 2004: <i>1. Where the RRT finds that an undertaking does not comply with the legal acts specifying the terms and conditions for engaging in electronic communications activities or the terms and conditions of use of electronic communications resources, it shall notify the undertaking of those findings and give the undertaking an opportunity to state its views or remedy any breaches within:</i></p>					

Country	Organisation with decision power	Cut-off illegal service operators	Typical fastest time?	Maximum fine	Other types of sanctions
	<p>(1) one month after sending the notice;</p> <p>(2) a shorter period agreed by the undertaking or stipulated by the RRT in case of repeated breaches;</p> <p>(3) a longer period decided by the RRT.</p> <p>2. If the undertaking concerned does not remedy the breaches within the period as referred to in paragraph 1, the RRT shall take appropriate and proportionate measures aimed at ensuring compliance, including the imposition of economic sanctions specified in Art. 74 of this Law.</p> <p>Summary of maximum fine:</p> <p>Art. 74 of Law No. IX-2135 on electronic communications of April 15, 2004</p> <p>1. Should an undertaking fail to comply with the legal acts specifying the conditions for the pursuit of electronic communications activities or the conditions of use of electronic communications resources, the RRT shall have the right to impose a fine of up to 3 % of the annual gross income from activities associated with electronic communications, and if it is difficult or impossible to calculate the volume of such activity – a fine of up to Litās 300,000 (€ 86,705).</p> <p>2. In case where an undertaking commits a repeated or serious infringement referred to in paragraph 1, the RRT shall have the right to impose a fine of up to 5 % of the annual gross income from activities associated with electronic communications, and if it is difficult or impossible to calculate the volume of such activity – a fine of up to Litās 500,000 (€ 144,510).</p> <p>Summary of other types of sanctions</p> <p>The RRT has the right to prohibit an undertaking from continuing to provide electronic communications networks and/or services for a period of up to 3 years or suspend the right to use electronic communications resources for a period of up to 3 years or withdraw it.</p> <p>In addition to the other sanctions, the RRT may order payment of damages caused by illegal activities.</p>				
Luxembourg	ILR (ILR draft decision of September 2004 on the conditions of use of shared revenue numbers 900, 901 and 905)			Without prejudice of criminal proceedings, <ul style="list-style-type: none"> • up to max € 25,000 for legal persons; • up to max € 5,000 for physical persons. The fine can be doubled in case of repeat offence	In addition, or instead of the fine, ILR can take the following disciplinary sanction(s) : <ul style="list-style-type: none"> • warning, • reprimand, • preventing the operator to carry out some operations; • temporary suspension of the operator’s administrators.
Malta	Malta Communications Authority	Yes, but only in cases of repeated and serious breaches	Months	€230,000 (Lm 100,000 in special cases 5% of revenue) (unlikely that such a hefty fine would be	Withdrawal or suspension of right to provide service (Article 30 (3) (b) – Malta Communications Authority Act)

Country	Organisation with decision power	Cut-off illegal service operators	Typical fastest time?	Maximum fine	Other types of sanctions
				imposed in relation to PRS)	
	Director Consumer Affairs	No	Months	€23,000 and, or a daily fine of up to €115	Director may issue a compliance order requiring trader to desist from said practice if this is in breach of a consumer law enforced by the Director. In this context the Director may also require the trader to issue a corrective statement in the media.
Netherlands	<p>OPTA OCI (advices OPTA and can also impose penalties – see also Table 3) (SGC regarding problems occurred with (customer) bills; SGC is not responsible for complaints regarding PRS.)</p>	<p>The ground rule states that everyone has the right for interconnection. The option to cut-off a service provider is only allowed by permission of OPTA. Problems occur when access providers try to use the cut-off option as instrument to impede competitors in favour of their own PRS services. Mechanisms / procedures to cut-off a service provider is a grey area right now. Case by case decision.</p>	Technically it is possible within hours, but the negotiations before that can take up to months.	€450,000 or 10% of turnover	See summary below

Country	Organisation with decision power	Cut-off illegal service operators	Typical fastest time?	Maximum fine	Other types of sanctions
	<p>Summary:</p> <p>Withdrawal of number is a main type of sanction. OCI and OPTA work closely with each other, OCI can give the OPTA a recommendation for cancellation of PRS numbers</p> <p>In case of fraud suspicion the access provider may stop the payments to service platform provider and keep the payment in separate accounts until verification of the case (Telecommunication Act) – new legislation discussed within The Ministry of Economic Affairs will enforce access providers to retain payment stream in case of fraud suspicion</p> <p>OPTA decides in case of dispute between access provider and service platform provider (potential problem that access providers may misuse the regulation)</p> <p>Currently in planning (by Ministry of Economic Affairs): Measures in the managements of PRS numbers:</p> <ul style="list-style-type: none"> • a legal ground to withdraw a number when a governmental institution is requesting so; • a legal ground to withdraw a number in explicit cases of fraud; • a restriction for the use of PRS numbers to parties that are located within the EU 				
Norway	Teletorgrådet	Yes	Can be done in a few hours in case of serious breach	Maximum set at total revenue of affected service	Fines Freeze payments
Poland	URTiP	Yes Under article 126 of the Telecommunications Law, URTiP may revoke the numbers assigned to an operator	No short term measures Numbers would be revoked as a last resort measure	Under articles 201 and 209 of the Telecommunications Law, fines imposed by URTiP may not exceed 3% of the entity's turnover in the preceding calendar year (for entities operating less than one year, Zł 500K (€119K) is assumed as the ground amount for setting penalty)	Issuing formal reprimands
	UOKiK	No	No short term measures	Fines imposed by UOKiK may not exceed 10% of the entity's turnover in the preceding calendar year	Issuing formal prohibitions

Country	Organisation with decision power	Cut-off illegal service operators	Typical fastest time?	Maximum fine	Other types of sanctions
Portugal	<ul style="list-style-type: none"> ANACOM Commission established under the Portuguese advertising code (for fines relating to the breach of the rules on advertising). 	Yes (see 6 th column).	No less than 10 days, as ANACOM gives the audiotext provider the possibility to comment on the infringement within this deadline.	See comments below	See comments below
<p>Maximum fine:</p> <p>Fines relating to the non-compliance with the call barring obligation range between €500 and €3,740 and €5,000 and €5.000,000 depending on whether the infractions are committed by individuals or legal persons.</p> <p>Fines relating to the breach of the rules on the advertising of audio-text services range between €24,939 and €9,975.96 and between €7,481.97 and €9,975.96 depending on whether the infractions are committed by individuals or legal persons.</p> <p>NB The fines on advertising can be applied not only to the audio-text provider but to also other intervenient in the advertising process (e.g. advertising agency).</p> <p>Other fines, ranging between €2,493.99 and €24,939.9 and €14,963.9 and €49,879.8 depending on whether the infractions are committed by individuals or legal persons apply for example if the audiotext service provider carries out its activity without registration with ANACOM or in case of non-compliance with pricing information.</p> <p>Other types of sanctions:</p> <ul style="list-style-type: none"> Suspension of the use of the access code up to 2 years or revocation of the registration of the audio-text service provider; (ANACOM may make public punishments incurred for the offences committed). Audio text providers whose access codes have been suspended or revoked cannot request the assignment of new codes. Accessory sanctions established in the Portuguese advertising code are also applicable (e.g. apprehension of objects used in the infractions, prohibition to advertise during a max. of 2 years, closing down of the physical installations where the advertising activity takes place). 					
Slovakia	Telecommunication Office (TUSR)	Yes	No short-term measures.	€500,000	Revocation of number assignments (art. 31 of the Act on electronic communications).
	Slovak Inspection for Commerce	Yes	No short term measures.	€500,000	No
Slovenia	APEK - Communications NRA	Yes	A few days	from SIT 5.000.000 (€20,900) to SIT 10.000.000 (€41,800)	No

Country	Organisation with decision power	Cut-off illegal service operators	Typical fastest time?	Maximum fine	Other types of sanctions
Spain	Secretary of State of the Secretary of Telecommunications and for the Information Society (SETSI); Autonomous Communities through the 'Direcciones Generales de Consumo'; Courts (civil/criminal); CMT.	Yes.	½ months	Fines imposed by the Autonomous Communities on PRS providers range between €3,000 and €500,000.	<ul style="list-style-type: none"> See summary below :
	<p>Summary:</p> <ul style="list-style-type: none"> Criminal sanctions (e.g. fraud); The Secretary of State of Telecommunications and for the Information Society, upon proposal of the Comisión de Supervisión de los Servicios de Tarificación Adicional (CSSTA), can adopt a decision obliging the platform PRS provider to 'immediately withdraw' the PRS number from the PRS provider who has not complied with the Code of Conduct; Cancellation of the PRS number for 2 years by the CMT if CSSA reports that the platform PRS provider did not withdraw the number following to the decision mentioned above. 				
Sweden	Ethical Council for Premium Rate Call Services (ERB)	Yes	Within hours	ERB is not entitled to impose fines	<ul style="list-style-type: none"> Formal reprimands requiring service providers to submit future promotions and services to ERB for prior approval
	PTS	Yes PTS may issue a decision requiring that business operations should completely or partially cease	No short term measures	Fines must be proportional to the violation committed by the operator in question	<ul style="list-style-type: none"> Formal reprimands Withdrawal of the right to use numbers
UK	ICSTIS/Ofcom	Yes	3-4 hours	€145,600 (£100,000)	See summary below

Country	Organisation with decision power	Cut-off illegal service operators	Typical fastest time?	Maximum fine	Other types of sanctions
	<p>Summary:</p> <ul style="list-style-type: none"> • issuing formal reprimands • requiring service providers to submit future promotions and services to ICSTIS for prior approval • barring access to services • billing the service provider for cost of ICSTIS' investigation • prohibiting 'named' individuals from operating PRS services for a set period • On Apr 15, 2005 ICSTIS published a consultation document on amending the code of practice to strengthen its enforcement powers. The revision would require network operators to withhold payments to service providers for 30 days after calls have been made. This 'delay' would enable ICSTIS adequate time to identify breaches of the code and issue directions requiring the withholding of funds pending the outcome of an investigation. 				

V. TABLE 5 – NATIONAL DEFINITIONS OF PRS

Country	National definition of PRS
Austria	<p>Value added services are defined as services which meet all of the following conditions:</p> <ol style="list-style-type: none"> The service is available by public communication services. The service is addressed by a telephone number. The service is intended to produce revenues. The end-user normally has to pay a higher price than in case of a comparable voice call. The payment obligation for the service is initially assigned to the owner of the access. The access provider makes all customer data available which are relevant for charging and billing of the service. <p>PRS are not explicitly defined in the Austrian legislation. One can find two specific sorts of value added services which should belong to PRS according to the definition of the EU commission:</p> <ul style="list-style-type: none"> • Directory enquiry services, • Freely calculable value added services.
Belgium	<p>No definition in the telecommunications law.</p> <ul style="list-style-type: none"> • <i>In the secondary legislation on the management of the numbering plan</i>, one can find an indication on the type of services concerned when reading the rules on the attribution of prefixes in the domain of national non-geographic E.164 numbers. The article in question states: "The communication codes, consisting of 2 digits after the most significant digit 9 are assigned to operators of information services for which the end user not only pays the price of the call but also the price of the content". • <i>In the code of conduct</i>: "Services, which, via a telecommunications network, give access to information, games or other advantages, for which the end user not only pays the price of the call but also the price of the content". • <i>In the "Guidelines on SMS/MMS/LBS services"</i>, a premium SMS or MMS is defined as "an SMS or MMS with a tariff equal to or higher than the tariff applicable to a national standard-SMS or -MMS and who gets an added value from a SMS- or MMS-provider".

Country	National definition of PRS
Cyprus	<p>The information will be the formal definition of PRS (in English) as found in national legislation. (Source, Law, Internet-link)</p> <p>Premium rate telephone service is a telephone service, paid for by the caller with a price supplement in addition to charges. Part of the telephone charge paid or payable by the caller in respect of that call is passed, by the primary assignee of that number, directly or indirectly, to an individual, organization or company which is participating in the provision of the service, based on the Numbering Decree of 2004- www.ocecpr.org.cy</p>
Czech Republic	<p>No formal definition but PRS are indirectly defined through the numbering plan</p>
Denmark	<p>Information and content services with integrated charging where the provider of telecommunications networks or telecommunications services, as an integral part of charging the call, is also responsible for recording the usage of an underlying information or content service as well as invoicing and billing of this to the end-user (premium rate subscriber numbers).</p> <p>Sections 4-9 of the Executive Order No. 991 of Nov. 6, 2000 on Information and Content Services with Integrated Charging further specify six categories of PRS based on content and charging principles. Provision of PRS services can only be made in the number series designated by NITA (901-905).</p>
Estonia	<p>No definition of PRS as a service.</p> <p>Under § 5 (5) of Regulation No. 41 of the Minister of Economic Affairs and Communications of April 4, 2005 (the Estonian Numbering Plan) (in English),</p> <p><i>“Service number is a number used for the provision of service by means of free-of-charge or extra-charged communications service to the end-user or other communications service provider.”</i></p> <p>And in Annex: <i>“900 service number, for the provision of special charge services”.</i></p>
Finland	<p>Self-regulatory definition under MAPEL basic set of norms of July 25, 2003:</p> <p><i>“Premium rate services mean phone and short-message services allocated to service groups which are offered in service categories according to the number series based on the technical regulations of the Finnish Communications Regulatory Authority.”</i></p> <p>Provisions on PRS numbering and on allocation to separate service groups are laid down in FICORA Regulation 32 G/2004 M on numbering in a public telephone network, and in FICORA Regulation 35 H/2003 M on barring categories in telecommunications, respectively.</p> <p>FICORA defines a PRS number as a number when in addition to the communications charges the call price includes a charge for a service.</p>
France	<p>No definition</p> <p>PRS in France are called <i>services à revenus partagés</i> (shared revenue services). They are part of a broader category called <i>services spéciaux</i>.</p>
Germany	<p>PRS means a service where</p> <ol style="list-style-type: none"> a publicly available telecoms service is provided by a telecoms network operator, and an additional service is provided that is billed to the caller together with the telecoms service. <p>The additional service may be a service provided at the same time as the telecoms service, or a service to be provided later. Where the service is to be provided later, it may be billed to the customer in full or in part separately from the telecoms service.</p> <p>Source: RegTP, Rules for the Allocation of 0900 Numbers for Premium Rate Services, July 2004</p> <p>NB Directory enquiry services are not part of the PRS definition. They are treated separately by the NRA.</p>

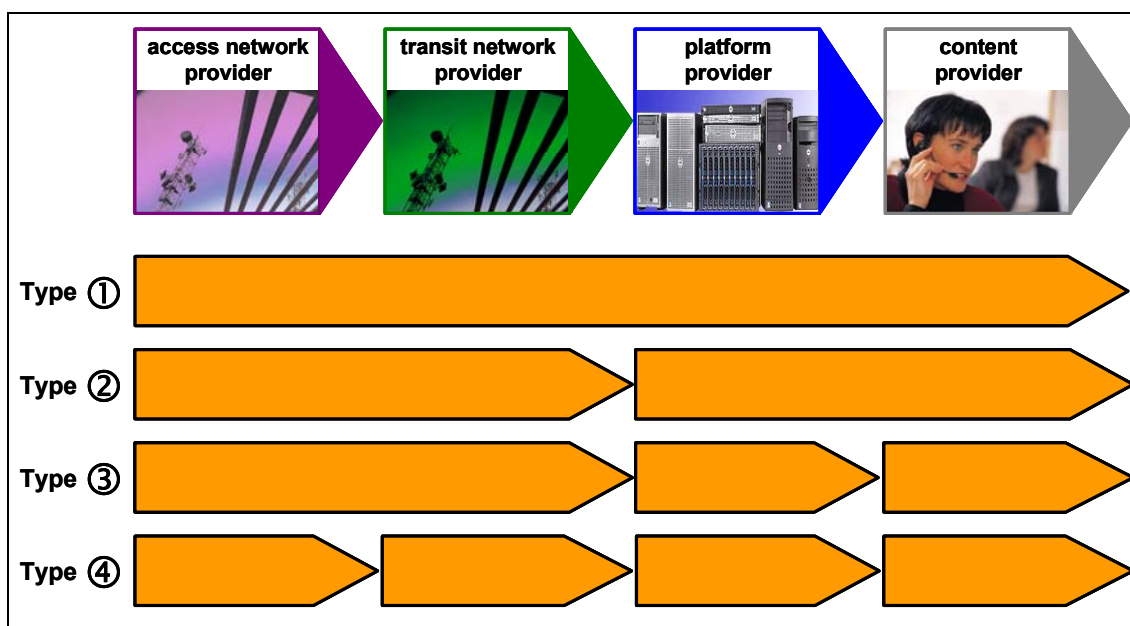
Country	National definition of PRS
Greece	<p>Premium Rate Number.: the number that designates a service for which the call charge is higher than the maximum call charge to geographical numbers. Part of the price supplement to the call charges is reimbursed to the called party.</p> <p>(DECISION No: 206/2, National Numbering Plan for Telephony Services and Mobile and Personal Communications, Article 2, http://www.eett.gr/eng_pages/telec/numbering/DecisionNewNNP.pdf)</p>
Hungary	<p>No definition of PRS</p>
Ireland	<p>Premium Rate Telecommunications Services are</p> <p><i>‘services where part of the overall charge payable by the consumer to the originating network operator for the service (whether being payment for the content of the call, or products or services including Value Added Messaging (VAM) delivered in the course of, or as a direct consequence of the call), is passed on by the operator of the terminating network, directly or indirectly, to the service provider or to an individual, organisation or company which participates in the provision of the service. VAM sent over a network operator’s telecommunications network making use of short codes allocated by ComReg (namely 50xxx to 59xxx) shall be deemed to constitute a premium rate telecommunications service.’</i></p> <p>See Regtel’s code of practice</p> <p>NB Directory enquiry services are not included in the definition.</p>
Italy	<p>AGCOM Decision 9/03/CIR on telecommunications numbering plan (article 1, comma 1, lettera l)) defines PRS as:</p> <p>“Services provided over electronic communications networks, through the use of specific numbers, that allow access by the users to information or services for payment. For these services, the network operator charges the subscriber an inclusive price for the transport, routing and management of the call and for the provision of the information or services. These services are classified according to the type of information or services provided:</p> <ol style="list-style-type: none"> 1. <i>Social-informative</i>, including: <ul style="list-style-type: none"> • services of the public administration and local authorities; • services of public utility; • subscriber information services. <p>The services in this category are to be available from all public networks.</p> <ol style="list-style-type: none"> 2. <i>Assistance, technical-professional advice and entertainment services</i>. 3. <i>Mass calls services</i>: <ul style="list-style-type: none"> • opinion polls; • tele-voting; • collection of funds.”
Latvia	<p>No definition in the electronic communications law.</p> <p>National numbering plan defines PRS (<i>papildus apmaksas pakalpojumi – in Latvian</i>) as <i>‘electronic communications services provided to the users of public telephone network services at a higher tariff which is different from the tariffs applicable to local, national long distance and international calls’</i>.</p> <p>PRS definition covers information, content and entertainment services which meet all of the following conditions:</p> <ul style="list-style-type: none"> • the service is available by public communication services; • the service is addressed by a telephone number; • the service is intended to produce revenues; • the calling party normally has to pay a higher price than in case of a comparable voice call.

Country	National definition of PRS
Lithuania	No definition of PRS in Law No. IX-2135 on electronic communications of April 15, 2004 (in English) or in other legislation.
Luxembourg	<p>PRS in Luxembourg are called ‘services à valeur ajoutée’ (added value services). The draft decision of September 2004 (on the conditions of use of shared revenue numbers 900, 901 and 905) defines shared revenue services as:</p> <p><i>“a service which uses the public telecommunications network to allow the caller to obtain information, to send information, to communicate with other users and to pay for goods/services, in exchange for payment of a compensation which is higher than the tariff of a local communication. A part of this compensation must be paid by the operator of the public telecommunications network to the owner of the shared revenues number.”</i></p> <p>‘Numéros à revenus partagés’ (shared revenue numbers) are defined as :</p> <p><i>“numbers used to connect termination points, equipment or services connected to a mobile or a fixed public telecommunications network (whatever its geographic location), to provide added value services. Calls to these numbers can be billed on the caller to a price which is higher than the price of a call to geographic numbers”.</i></p>
Malta	There is no formal definition in national legislation.
Netherlands	<p>A formal definition for PRS does not exist.</p> <p>The Numbering plan uses the term “Information service” and gives no explicit definition.</p> <p>The Ministry of Economic Affairs is thinking about treating directory enquiry services in the same way as PRS services, as they can be regarded as a subset of PRS.</p>
Norway	Services delivered via the public telephony service using special numbers, where the telephony operator registers the usage and takes care of invoicing and billing.
Poland	PRS services under article 64 of the Telecommunications Law of July 16, 2004 are defined as <i>‘publicly available telecommunications services encompassing a telecommunications service with additional benefits’</i> .
Portugal	<p>A formal definition of PRS does not exist.</p> <p>The terminology used is ‘audio-text services’ which are defined as services supplied on a fixed or mobile telephone network and which are differentiated from ‘normal’ telephone services because of their ‘specific content and nature’.</p> <p>Decree Law 177/99 of May 25, 1999 (Art.2).</p> <p>In practice, the border between audio-text services and other type of services (so-called ‘call centers’) using non-geographic numbers (e.g. in the 707XY range) is difficult to establish. The provision of audio-text services has been found to take place under the 707XY and 809XY ranges with the aim of circumventing consumer protection rules. In 2003, ANACOM launched a public consultation on the national numbering plan but has not yet published any results.</p>
Slovakia	<p>The Telecommunication Law defines value added service: “a service which requires the processing of traffic data or location data other than traffic necessary for the transposition or communication or the billing”.</p> <p>In the numbering plan, the TUSR defines:</p> <ul style="list-style-type: none"> • premium rate service: value-added service provided with premium rate tariff; • shared cost service: value-added service provided in the way where charges are divided between calling party and called party in defined ratio; • freephone service: value-added service in which all charges are paid by called party; the call is free of charge for the calling party.
Slovenia	Not defined in Slovenian legislation. Reference is made to ITU definition.

Country	National definition of PRS
Spain	<p>PRS services are ‘those services that by dialling a certain code imply the payment of a specific remuneration to the called party (PRS provider) for the provision of information, communication or other services’.</p> <p>PRS include voice services provided over telephony systems – currently by dialling the 803 (adult services), 806 (leisure and entertainment) and 807 (professional services) codes- as well as PRS provided over data transmission systems (by dialling the 907 code). For services provided under the 907 code it is the fourth digit that identifies not only the charge band but also the type of services: 907 (0/1/2/3/4): leisure, entertainment and professional services; 907 (5/6/7/8/9): adult services.</p> <p>Currently, directory inquiry services, SMS-premium and MMS are not covered by the legal definition of the PRS.</p> <p>Source: Ministerial Order 361/2002 of Feb. 14, 2002 as amended by Ministerial Order 2410/2004 of July 20, 2004.</p>
Sweden	<p><i>Premium Call Rate Services are services for which the total charge a consumer pays to his/her operator for the service includes remuneration to the supplier of the service, content or other product or service delivered during, or as a direct consequence of the call.</i></p> <p>Source: Ethical Rules for Premium Rate Call Services prepared by the Ethical Council for Premium Rate Call Services (ERB)</p>
UK	<p>Premium rate services’ are defined in section 120(7) of the Communications Act 2003 as follows:</p> <p>“A service is a premium rate service...if –</p> <ul style="list-style-type: none"> a it is a service falling within subsection (8); b there is a charge for the provision of the service; c the charge is required to be paid to a person providing an electronic communications service by means of which the service in question is provided; and d that charge is imposed in the form of a charge made by that person for the use of the electronic communications service.” <p>Subsection (8) provides:</p> <p>“A service falls within this subsection if its provision consists in –</p> <ul style="list-style-type: none"> a the provision of the contents of communications transmitted by means of an electronic communications network; or b allowing the user of an electronic communications service to make use, by the making of a transmission by means of that service, of a facility made available to the users of the electronic communications service.” <p>Subsection (14) provides:</p> <p>“References in this section to a facility include, in particular, references to –</p> <ul style="list-style-type: none"> • a facility for making a payment for goods or services; • a facility for entering a competition or claiming a prize; and • a facility for registering a vote or recording a preference.” <p>NB For the benefit of consumers, a simpler definition is used:</p> <p>“Premium rate services offer information and entertainment via phone, fax, PC (e-mail, Internet, bulletin board), mobile (SMS/WAP) or interactive digital TV. Services range from sports, voting and sex lines to competition, directory enquiry, chat and business information services, and currently vary in cost from 10 pence per call to £1.50 per minute. The money paid for the call is shared between the telephone company carrying the service and the organisation providing the content.”</p>

VI. TABLE 6 - VALUE CHAIN/BUSINESS MODELS

In this table, reference is made to different types of value chains as illustrated in the figure below.



The situation in each country will be provided in the following table.

Country	Type 1 Integration of access provision, core network provision, PRS platform provision and PRS number provision	Type 2 Integration of access provision and core network provision on the other hand also integration of PRS platform provision and PRS number provision	Type 3 Integration of access provision and core network provision; separation of PRS platform provision and PRS number provision	Type 4 Separation of access provision, core network provision, PRS platform provision and PRS number provision
Austria	Normal for national fixed line operators and for mobile operators	NB Types 2 to 4 have no market reality in Austria as platform providers usually at least partially act as network providers, too. But one can observe variants 2* and 3* of the types 2 and 3.		
		Type 2* Access provision, integration of core network provision, PRS platform provision and PRS number provision Often to be seen in terms of value added	Type 3* Access provision, integration of core network provision and PRS platform provision, separation of PRS number provision Sometimes to be seen in terms of PRS	

Country	Type 1 Integration of access provision, core network provision, PRS platform provision and PRS number provision	Type 2 Integration of access provision and core network provision on the other hand also integration of PRS platform provision and PRS number provision	Type 3 Integration of access provision and core network provision; separation of PRS platform provision and PRS number provision	Type 4 Separation of access provision, core network provision, PRS platform provision and PRS number provision
		<p>services-specialists and directory enquiry services specialist, respectively</p> <p>An additional network provider for transit purposes is not necessarily excluded</p>	<p>resellers (only allowed in the case of 0190-PRS; trading or lending of numbers prohibited for other PRS number ranges)</p> <p>An additional network provider for transit purposes is not necessarily excluded</p>	
Belgium	<p>All types of configurations are possible in Belgium. The BIPT has no specific information regarding the most frequent configurations. Regarding telecommunications aspects, integration of access and core is the typical situation of the incumbent. Separation of access and core is the typical situation of the new entrants using carrier (pre)selection facilities.</p>			
Cyprus	<p>Not used in Cyprus</p> <p>Incumbent does not operate service platforms, other access providers are only emerging and in the phase of building up their facilities.</p>	<p>Yes.</p> <p>Incumbent is the dominant player on access and network size.</p>	<p>Not used in Cyprus, because only network providers can apply and redistribute numbers. Pure number resellers don't exist.</p>	<p>Not used in Cyprus, because only network providers can apply and redistribute numbers. Pure number resellers don't exist.</p> <p>Except separated number owners a fully diversified market is possible.</p>
Czech Republic	-	<p>Used when Cesky has the relationship with the information provider</p>	<p>Used when Cesky has the relationship with the information provider</p>	<p>Used when ALT has the relationship with the information provider while Cesky merely provides the access and the billing and bad debt recovery.</p>
Denmark	Used	Used	Used	Not used
Estonia	Used by network operators	Used by service providers not having their own network	Not used	Not used

Country	Type 1 Integration of access provision, core network provision, PRS platform provision and PRS number provision	Type 2 Integration of access provision and core network provision on the other hand also integration of PRS platform provision and PRS number provision	Type 3 Integration of access provision and core network provision; separation of PRS platform provision and PRS number provision	Type 4 Separation of access provision, core network provision, PRS platform provision and PRS number provision
Finland	Used, according to FICORA	Used, according to FICORA	Not used, according to FICORA	Not used, according to FICORA
<p>According to MAPEL, none of the options above describes well the situation in Finland.</p> <p>Fixed: PRS numbers are allocated to network operators, from which service providers ‘hire’ the numbers. The service provider often offers also the platform. The provision of the service and the provision of the platform are in many cases separated i.e. there are technical service providers and separated aggregators. Access and core network are normally provided by the same network operator.</p> <p>Mobile: Short message service numbers are allocated directly to service providers (i.e. content providers, in general). Service platform is normally separated from the actual service. Access and core network are integrated.</p>				
France	Normal (FT covers all functions)	Not used	Most frequent	Very frequent
Germany	Normal for national fixed line operators and for mobile operators	Not used	Not used	Not used
<p>Types 2 to 4 have no market reality in Germany as platform providers usually at least partially act as network providers, too. But one can observe variants 2* and 3* of the types 2 and 3.</p> <p>Due to an agreement of network providers, customers can not choose a specific network provider for calling a PRS number, i.e. carrier selection is not possible in the case of PRS.</p> <p>Type 2*</p> <p>Access provision, integration of core network provision, PRS platform provision and PRS number provision</p> <p>Often to be seen in terms of value added services-specialists and directory enquiry services specialist, respectively</p> <p>An additional network provider for transit purposes is not necessarily excluded</p> <p>Type 3*</p> <p>Access provision, integration of core network provision and PRS platform provision, separation of PRS number provision</p> <p>Sometimes to be seen in terms of PRS resellers (only allowed in the case of 0190-PRS; trading or lending of numbers prohibited for other PRS number ranges)</p> <p>An additional network provider for transit purposes is not necessarily excluded</p>				

Country	Type 1 Integration of access provision, core network provision, PRS platform provision and PRS number provision	Type 2 Integration of access provision and core network provision on the other hand also integration of PRS platform provision and PRS number provision	Type 3 Integration of access provision and core network provision; separation of PRS platform provision and PRS number provision	Type 4 Separation of access provision, core network provision, PRS platform provision and PRS number provision
Greece	Normal for national fixed line operators and for mobile operators	Two subtypes. See below	Not used	<p>Access Provision by the local incumbent or another major network provider</p> <p>+</p> <p>Network provision by an OLO</p> <p>+</p> <p>Platform and content provision by a service provider.</p> <p>_____</p> <p>Number owner can be anyone of the three parts</p>
<p>Subtypes of type 2:</p> <p>A1. Access provision by the local incumbent or another major network provider and integration of all the rest. In this case number owner can be either the first part of the above scheme or the second part.</p> <p>A2. Access provision and network provision by the local incumbent or another major network provider and integration of all the rest. In this case number owner can be either the first part of the above scheme or the second part (VNOs)</p>				
Hungary	Normal for national fixed line operators and for mobile operators	Not used	Not used	Not used
Ireland	Used	Used	Used	Not used
Italy	Typical business model for national fixed line operators and for mobile operators.	Typical scenario for PRS offered by an operator different from the access operator.	Used in case of PRS provider attached to a specific operator for PRS number and reachability and the specific operator is interconnected to a different access/network operator.	Used in case of PRS provider attached to a specific operator for PRS number and reachability and the specific operator is interconnected to a different network operator which offers access by LLU.

Country	Type 1 Integration of access provision, core network provision, PRS platform provision and PRS number provision	Type 2 Integration of access provision and core network provision on the other hand also integration of PRS platform provision and PRS number provision	Type 3 Integration of access provision and core network provision; separation of PRS platform provision and PRS number provision	Type 4 Separation of access provision, core network provision, PRS platform provision and PRS number provision
Latvia	Normal for national fixed line operators and for mobile operators PRS numbers are allocated to network operators of public telephony. Operators in their turn are reallocating right to use the numbers directly to the PRS content providers.	Possibly used by service providers not having their own network The provision of the service and the provision of the platform can be separated. Access and core network are normally provided by the same network operator.	Not used	Not used
Lithuania				
Luxembourg				
Malta	Yes. Fixed line and mobile operators Maltacom is the only fixed line network operator and PRS platform provider	Not used	Not used	Not used
Netherlands	Yes. Type 1 is the case where KPN offers the whole value chain, KPN even provides content (usually 0900). PRS with games, sexual content usually not provided as type 1	Yes. Type 2 is visible especially for the 0906/0909 number ranges	Yes, but pure number providers don't exist. Types 3 and 4 are dominating	Yes, but pure number providers do not exist. Types 3 and 4 are dominating. Another type is available, where access provider and network provider are different parties, but platform provider and number owner are integrated
Norway	Used	Used	Used	Used

Country	Type 1 Integration of access provision, core network provision, PRS platform provision and PRS number provision	Type 2 Integration of access provision and core network provision on the other hand also integration of PRS platform provision and PRS number provision	Type 3 Integration of access provision and core network provision; separation of PRS platform provision and PRS number provision	Type 4 Separation of access provision, core network provision, PRS platform provision and PRS number provision
Poland	Used It is common for the fixed incumbent or for mobile operators to integrate access, network, PRS number and platform provision and offer outsourced content.	Used	Most frequently used model	Used
Portugal	Used	Used	Not used.	Not used An used type is when access provider (alternative operator) and network provider (PT) are different parties, but platform provider and number owner are integrated (the PRS provider)
Slovakia	Used	Used	Not used	Not used
The typical value chain is type 2. For 097x and 098x numbering ranges, either the access-network provider or the PRS provider can be owner of the number. For the 0900 numbering range, only the access-network provider can be owner of the number.				
Slovenia	Used by national fixed line operators and mobile operators	Used by national fixed line operators and mobile operators	Not used	Not used
Spain	Used	Used	Not used by Telefónica as PRS platform provision and PRS number provision are always integrated.	Not used by Telefónica as PRS platform provision and PRS number provision are always integrated.
In Spain PRS number provision can only be done by operators of publicly available telephony services (to whom numbers can be allocated). However, in practice, operators are resorting to resellers whom will sell the right to use the numbers directly to the PRS content providers.				
Sweden	Used	Used	Used	Not used
UK	Used	Used	Used – model most frequently used in the UK	Used – model least frequently used in the UK

VII. TABLE 7 - QUALIFICATION OF PRS AS INFORMATION SOCIETY SERVICES

Some PRS regulators clearly consider that the Electronic Commerce Directive applies to PRS. This seems to imply that they consider PRS providers as ‘information society service providers’. The consequences of this qualification are far-reaching. If the Electronic Commerce Directive is applicable, this implies that:

- Member States could only restrict PRS originating from other Member States under strict conditions (specified under article 3.4 of the directive);
- PRS providers would need to comply (only) with the requirements of their home law, except in certain areas (country of origin principle);
- PRS providers must comply with a number of information requirements;
- the question of the liability of the network intermediaries for third party illegal content is largely settled;
- a certain number of formalities need to be complied with by PRS providers when contracting electronically at a distance.

Country	Qualification of service	Source
Austria	Voice-based PRS are explicitly excluded from the definition of information society services	E-commerce Gesetz, §3
Belgium	Voice telephony services and services provided by voice telephony are not considered as information society services. PRS provided remotely, by electronic means and on individual request are to be considered as information society services.	Federal Public Service Economy, DG Regulation & Organisation of the Market
Cyprus	Not considered as information society services but electronic communications’ services.	The Ministry of Tourism, Trade and Industry is in charge of the Electronic Commerce Directive.
Czech Republic	Not considered as information society services but electronic communications’ services.	The Ministry of Tourism, Trade and Industry is in charge of the Electronic Commerce Directive.
Denmark	Voice PRS-services are not considered as information society services. Only commercial services provided online are considered as information society services.	Law on information society services and specific aspects of e-commerce of April 22, 2002.
Estonia	PRS are considered as normal telecommunications services using special numbers on the basis of the Estonian Numbering Plan. § 2(1) of the Information Society Service Act stipulates that “ <i>services provided by means of fax or telephone call...are not information society services</i> ”.	Regulation No. 9 of the Minister of Economic Affairs and Communications of Feb. 16, 2001 (the Estonian Numbering Plan) (in English) The Information Society Services Act of April 14, 2004 (in English)

Country	Qualification of service	Source
Finland	<p>Act 458/2002 can be interpreted so that voice call PRS are not considered as information society services.</p> <p>Under section 2 of the Act 458/2002 on provision of information society services (in English), information society services are defined as follows:</p> <p><i>In this act, information society services shall refer to services provided:</i></p> <ol style="list-style-type: none"> 1) as distance services, i.e. without the parties being present at the same time; 2) electronically, i.e. by sending and receiving services via devices handling information electronically or via storage of information so that only cables, a radio connection, optical equipment or other electro-magnetic equipment are used for sending, transmitting and receiving services; 3) as data transfers requested personally by recipients of services; and 4) usually against a payment. <p>The government bill (HE 194/2001) for the Act 458/2002 on the provision of information society services clarifies that voice services or conveyance of voice services are not information society services because these are not 'electronically provided services'. On the contrary, services such as SMS and WAP and related transmission services are classified as information society services.</p>	<p>FICORA</p> <p>MAPEL</p>
France	<p>The Law on confidence in the digital economy of June 22, 2004 transposes the Electronic Commerce Directive into French legislation. The law does not use the concept of "information society service" (Art. 1.IV). On the other hand, PRS services seem to fit the definition of on-line communication (defined as any transmission, on individual request, of digital data other than private correspondence, through electronic means allowing the exchange of information between the sender and the recipient).</p> <p>Under of the Law, <i>on-line communication</i> falls under the scope of "<i>electronic commerce</i>" (Art. 14). Electronic commerce is subject to the law of the country where the provider is established (Art. 17) with some limitations (Art 16 and Art 17 §1 to 3).</p>	<p>Law on confidence in the digital economy of June 22, 2004</p>
Germany	<p>The qualification of PRS depends on its two core components:</p> <ul style="list-style-type: none"> • The conveyance part is considered as a communications service. • The content part is considered as a "teleservice" which equals an information society service. <p>In practice, this view leads to a number of problems, particularly with respect to information duties of content providers. The country of origin principle applies explicitly to teleservices and thus to the content part of PRS.</p>	<p>Telcommunications act (TKG) as well as Teleservices act (TDG) and allocation rules for numbers</p>

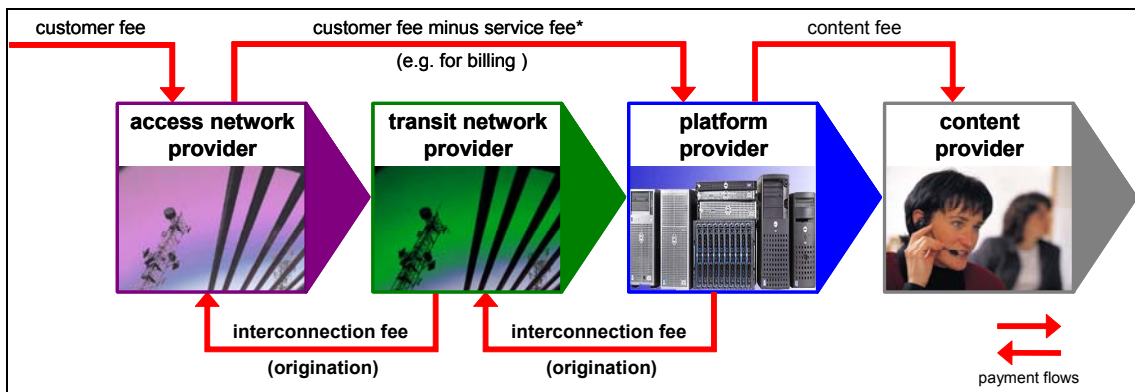
Country	Qualification of service	Source
Greece	All PRS are considered as telecom services	EETT for the telecommunication part and EΣP for the content part.
Hungary	The question has not yet been considered.	Ministry of Informatics and Communications
Ireland	According to Regtel, only PRS supplied on the Internet could be considered as information services.	Regtel
Italy	All PRS are considered as information society services	Telecom Italia
Latvia	Information society services include: electronic trade of goods and services, sending of commercial notices, supply of instruments ensuring the search, access and acquisition of information, services securing the transmission of information in the electronic communications networks or access to the network of electronic communications, the storage of the information offered by the service provider. Voice PRS are not considered as information society services. Only PRS supplied on the Internet (over data transmission systems) could be considered as information services and fall under the definition of information society services.	Law on information society services of November 4, 2004 (in Latvian)
Lithuania		
Luxembourg	Providing access to non-voice services (such as switched access to Internet via diallers to supply added value services) is considered as an Internet access service. This could mean that as far as PRS are supplied on the Internet, they could be considered as information society services.	ILR Communication of July 1, 2004 on the provision of access to non-voice services (Internet) through shared revenues numbers 900, 901 and 905.
Malta	<ul style="list-style-type: none"> The assessment varies according to the type of PRS based on the definition of Information Society Services in the Electronic Commerce Act Cap 426 The question has not yet been resolved, but MCA understands the definition of information society service not to include “typical” PRS with human interaction (on the side of content provider); there is no final assessment for PRS offered without human interaction (on the side of content provider) Fully automated PRS could be seen as Information Society Service 	MCA Ministry for Competitiveness and Communications.
Netherlands	<ul style="list-style-type: none"> The interpretation of the term “information society service” is a primary responsibility of the Ministry of Justice. There is consensus that indeed PRS falls under the scope of this term. Consumer protection law (Burgerlijk Wetboek, BW) in which the EU Directives Distance selling and Electronic Commerce are implemented and that, in the view of Ministry of Economic Affairs, apply to telephone PRS services as well. PRS can be an information society service, because behind the Platform Provider can be anything 	consumer protection law (Burgerlijk Wetboek, BW), http://wetten.overheid.nl/ (Choose: "Alle soorten regelingen" and search term for title: burgerlijk wetboek)

Country	Qualification of service	Source
Norway	<p>The Norwegian regulations date from 1994. They therefore do not represent any reflection on the relationship between PRS and information society services. The Ministry of Transport and Communications views PRS and information society services as two separate sets of services in the current framework. A process has been started to review the regulatory framework applicable to PRS and other types of information services with a view to develop a more consistent framework. In this context, the relationship with information society services will be taken into account.</p>	<p>Ministry of Transport and Communications</p>
Poland	<p>The Polish law uses the term “teleinformation” referring to information society services, which are seen as being data services rather than voice services. The term, however, could possibly apply to audiotext services.</p> <p>Act on Providing Services by Electronic Means of July 18, 2002 (Official Journal No 144, Item 1204 with amendments), implementing Directive 2000/31/EC on electronic commerce, article 2 (3-4):</p> <p><i>“3) teleinformation system – a set of co-operating information devices and software ensuring processing and saving, and also transmitting and collecting data within telecommunications networks by means of a terminal appropriate for the kind of the given network within the meaning of the Telecommunications Law,</i></p> <p><i>4) providing services by electronic means – such way of rendering a service, which comprises transmitting and collecting data by means of teleinformation systems, at the individual request of a service recipient, without the parties being simultaneously present, while the data are transmitted through public networks within the meaning of the act referred to under point 3 herein”.</i></p> <p>Telecommunications Law of July 16, 2004 implementing the EU 2003 regulatory framework, article 2 (29):</p> <p><i>“Public telecommunications network – a telecommunications network used mainly for the provision of publicly available telecommunications services”.</i></p>	<p>The Act on Providing Services by Electronic Means of July 18, 2002; The Telecommunications Law of July 16, 2004</p>
Portugal	<p>Only voice services (i.e. supplied on a fixed or mobile telephone network) are audio-text services and these are not considered as information society services.</p> <p>The decree law that transposes the directive on electronic commerce excludes most of the services listed in the annex of Decree Law 58/2000 from the notion of information society services.</p> <p>Amongst the services that are not considered information society services are those which are not supplied by means of electronic systems for storing and processing data, including services provided by voice telephony.</p>	<p>Decree Law 58/2000 of April 18, 2000 (transposing the Transparency Directive)</p> <p>Decree-Law no. 7/2004, of 7 Jan. 2004 (transposing the Electronic Commerce Directive).</p>
Slovakia	<p>The question has not yet been considered.</p>	<p>Ministry for telecommunications.</p>
Slovenia	<p>All PRS are considered to be information society services</p>	<p>APEK</p>

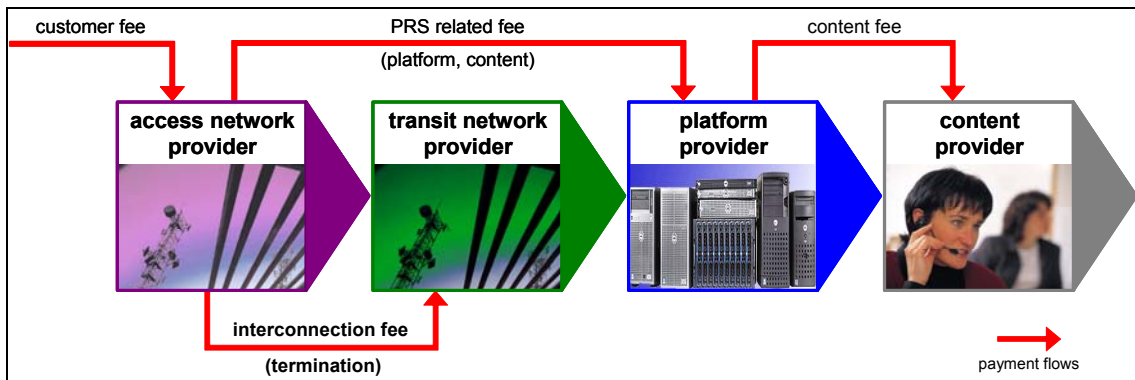
Country	Qualification of service	Source
Spain	<p>Only PRS provided over data transmission systems (on the Internet, currently through the 907 access code).</p> <p>The conditions established for the provision of PRS services over data transmission systems (on the Internet) are without prejudice to Law 34/2002 of July 11, 2002 (Law on electronic commerce).</p> <p>PRS services provided over voice telephony systems (currently through the 803, 806 and 807 access code) are not considered as information society services.</p>	<p>Ministerial Order PRE/361/2002 of 14 Feb. 2002 as amended by Ministerial Order PRE/2410/2004 of July 20, 2004 (§ 18 bis 2, a contrario).</p>
Sweden	<p>All PRS are considered as information society services (as services that are not entirely or mainly of signals in electronic communications network).</p>	<p>Legislative proposal (SOU 2005:20) on consumer protection and PC-diallers (p. 60)</p>
UK	<p>The Electronic Commerce (EC Directive) Regulations 2002 No. 2013 apply to the provision of PRS which are information society services (as defined in the Regulations) and are supplied between member states of the European Economic Area ('EEA').</p> <p>The E-Commerce Directive will typically apply to PRS services provided over the Internet, where the service provider is in another Member State.</p> <p>Ofcom considers that some PRS services fall under the definition of information society services.</p>	<p>Ofcom report on the regulation of PRS (December 2004)</p>

VIII. TABLE 8 - INTERCONNECTION AND RELATIONSHIP TO BILLING

Normally, the PRS platform provider has interconnection rights. However, several interconnection arrangements are possible. A major choice is whether interconnection is based on call origination or call termination. Another important distinction is whether the interconnection fees are sensitive to the tariff schedule of the PRS content, so that the revenue sharing arrangement is determined through the interconnection agreement. Alternatively, the interconnection agreement is only concerned with conveyance cost, leaving the content payment to a different form of agreement.



Typical call origination arrangement for Premium Rate Services



Typical call termination arrangement for Premium Rate Services

Country	Number range	Call origination		Call termination	
		Usage	PRS content sensitive	Usage	PRS content sensitive
Austria	118	Normal	Not sensitive	Not existent	-
	0900, 0901	Normal	Not sensitive	Not existent	-
	0930, 0931	Normal	Not sensitive	Not existent	-
	0939	Normal	Not sensitive	Not existent	-
Belgium	070, 077, 078, 090x	Normal	Not sensitive	Not existent	-

Country	Number range	Call origination		Call termination	
		Usage	PRS content sensitive	Usage	PRS content sensitive
Cyprus	900xxxxx 909xxxxx	No	-	Yes between incumbent and OLOs	IC rate not sensitive on content <i>PRS number termination rate subject to commercial Agreement between the incumbent and the OLOs</i>
Czech Republic	900, 906, 909, and 976 for PRS data	Normal plus 0.02 Kcs for billing and a percentage of the retail price (excl. VAT)	No, except for the charge for bad debt where the % increases with the retail price. >4Kc/min 2% >6Kc/min 6% >9Kc/min 8% >18Kc/min 12% >35Kc/min 14% >80Kc/min 16%	-	-
Denmark	901-905	Not existent	-	Normal	Not sensitive Call termination charges are the same for all 900 service categories. Additional charges (retail minus) for access to content depend on the retail prices.
Estonia	900	In some cases	Not sensitive	In most cases	Not sensitive
Finland	Service group (SG) I – general services SG II: consulting and ordering SG III: entertainment SG IV: adult entertainment See FICORA Regulations 35 H/2003 M on barring categories in telecommunications	Usually yes (Freely agreed between telecommunications operators)	Freely agreed between telecommunications operators	Exists in some cases (Freely agreed between telecommunications operators)	Freely agreed between telecommunications operators

Country	Number range	Call origination		Call termination	
		Usage	PRS content sensitive	Usage	PRS content sensitive
France	Two types of numbers: 08ABPQMCDU (0890, 0891, 0892... 0899 and 083601) And, 3BDQ	FT: Surcharge over and above normal call origination charge (FT's RIO 2005 p 30) ALT Mobile operators: MOs add an airtime charge to the fixed retail price. The out payment to the service provider or the interconnected operator is less than when FT originates the call.	FT: No Mob: unregulated	Not available	Not available
Germany	118	Normal in case of the incumbent	Not sensitive	Normal in case of alternative access providers	Not sensitive
	0137	Not existent	-	Normal	Not sensitive
	0190-1, ..., -9	Not existent	-	Normal	Not sensitive
	0190-0	Normal	Not sensitive	Not existent	-
	0900	Normal	Not sensitive	Not existent	-
Greece	901xxxxxxx 909xxxxxxx	No	No	Yes	Sensitive
Hungary	90 81 National numbering plan: www.nhh.hu select English > Official Announcements > Numbering > National Numbering Plan 72/2004 Government Decree on the identifier allocation plan of electronic communication networks	Normal commercial arrangement	Sensitive The retail prices vary with different types of content and the PRS provider pays a certain percentage of the retail price for the call origination and billing, i.e. the call origination charge depends on the content. PRS interconnection charges are agreed on a commercial basis are not public.	No such arrangement	-

Country	Number range	Call origination		Call termination	
		Usage	PRS content sensitive	Usage	PRS content sensitive
Ireland	<ul style="list-style-type: none"> Per minute charged services: Variable price services (for adult-type PRS only): 1559 Per call charged services: <p>List of number ranges is available on eircom's website under Reference Interconnect Offer Price List</p>	Normal	Not sensitive to actual interconnect rate for origination, however sensitive to the retail call cost, such as bad debt add on.	Normal	Not sensitive to actual interconnect rate for termination, however sensitive to the retail call cost, such as bad debt add on.
Italy	Applicable to all non-geographic number ranges	Normal	<p>Not sensitive</p> <p>Telecom Italia applies standard call origination charges</p> <p>Telecom Italia reference interconnection offer 2005 (section 12.1, Table 13).</p>	Not used	-
Latvia	90x (except for 905x)	Not existent	-	Normal	Not sensitive Additional charges depend on the retail price set by the content provider.
	905x (televoting)	Not existent	-	Normal	Sensitive
Lithuania	<p>900, 902-909</p> <p>Only Lietuvos Telekomas, the incumbent fixed operator, has been so far assigned PRS numbers. Therefore, call origination/call termination models are largely hypothetical.</p>				

Country	Number range	Call origination		Call termination	
		Usage	PRS content sensitive	Usage	PRS content sensitive
Luxembourg	900, 901, 905	Normal	Not sensitive EPT claims a handling charge for the acceptance and conveyance of calls to the alternative operator's shared revenues numbers. This charge is calculated on the basis of the costs incurred by EPT for conveyance, billing, bad debt risk and financial costs.	Normal	Not sensitive
Malta	500	Only one integrated network operator and platform provider (Maltacom). Fixed PRS numbers generally not available from mobile networks			
Netherlands	90x	No	-	Normal	Not sensitive
Norway	820-829			Normal	Sensitive
Poland	0300, 0400, 0700, 0701, 0707, 0708	Normal	Not sensitive Standard call origination charges. Additional revenue sharing part is commercially agreed between operators.	Not existent. The model was proposed by TPSA as technically feasible, but is not used in practice.	
Portugal	601, 607, 608 and 64	The audio-text service providers are connected directly to the incumbent (not connected to other fixed or mobile networks). The access operator pays to PT a call termination charge.			
Slovakia	0900, 097x, 098x	Normal	Not sensitive	Not existent	-
Slovenia	90	No	-	Normal	Not sensitive
Spain	803X, 806X and 807X	Exist	Not sensitive.	Exist	Not sensitive
Sweden	0900x, 0939x and 0944x	Exists in some cases	Not sensitive	Normal	Not sensitive. Charges for access to content (retail minus) are set at 2.5-4% of the retail price (varies between operators).
UK	(0)9XX	Normal	Not sensitive	Not used	

IX. TABLE 9 - PRICE AND BILLING ARRANGEMENTS

The incumbent operator is in some cases obliged to provide billing services for third party PRS providers. The following table is intended to explain the regulatory obligations that may exist.

Country	Existence of regulatory obligations	Type of obligation
Austria	Yes	The incumbent operator must provide billing services and is required to assume the risk for bad debt. Service charge see following table. The obligation does not derive from the telecommunications act but from individual interconnection directives of the NRA
Belgium	Yes	<ul style="list-style-type: none"> Incumbent performs the billing for calls from its end users to PRS numbers of the new entrants. Retention by the incumbents includes among others billing costs and bad debt. BIPT decision of May 18, 2004 on interconnection conditions for value added services
Cyprus	No	Based upon commercial agreement between the Incumbent and the OLOs
Czech Republic	Yes (in the RIO)	<ul style="list-style-type: none"> Top PRS retail price is 99Kc (incl. VAT) – around €3 Billing + bad debt responsibility Provision in Cesky RIO
Denmark	No	Third party billing for PRS is allowed under §27 of Consolidated Act No. 661 of July 10, 2003 on Competitive Conditions and Consumer Interests in the Telecommunications Market, but there is no explicit obligation.
Estonia	No	-
Finland	Yes	Cost orientation obligation. Under section 45 of the Communications Market Act 393/2003 : <i>A telecommunications operator that has entered into a subscriber connection agreement has an obligation to collect the payments of the telecommunications operator providing the communications service at a cost oriented and non-discriminatory price or to supply to the operator the information necessary for fee collection, as determined by the operator providing the communications service. A reasonable transition period shall be reserved for the telecommunications operator that has entered into a subscriber connection agreement before the telecommunications operator providing the communications service begins collecting the fees.</i> (Bad debt recovery freely agreed between operators).

Country	Existence of regulatory obligations	Type of obligation
France	Yes	<p>In its analysis of the retail and wholesale telephony markets ART has not addressed the issue of PRS. In its February 2005 opinion on ART's market analysis, the national competition authority has recommended that PRS should be covered.</p> <p>(Under the old framework), FT's obligations are follows: FT must provide billing services, but is not required to assume the risk for bad debt. Ref. ART Decision 01-474 of May 18, 2001 Since Sept. 2004, FT is required to send the first letter of reminder. ART Decision 03/1231 of Nov 13, 2003 on FT's RIO 2004</p>
Germany	No, but possible in principle	<p>The NRA may impose an obligation on SMP public telecommunications network operators to provide billing services if the SMP operator does not provide an offer to do so, which is acceptable by alternative operators.</p> <p>The current practice is based on commercial agreements.</p>
Greece	No	<ul style="list-style-type: none"> • There is no regulation which enforces the incumbent to offer third party billing, it is offered through commercial agreements • Network providers sign a commercial agreement with the content provider. No regulations apply in this case. • Interconnection issues concerning termination of PRS services that are provided by an OLO or are provided through an OLO, are determined in RIO 2003
Hungary	No	<p>Fixed incumbents and mobile operators offer billing services to PRS content providers based on commercially negotiated arrangements.</p>
Ireland	Yes, a deemed to be regime in place where the retention of the originating operator is deemed that of the incumbent	<p>Level of retention is based on the origination rate plus credit management costs and bad debt. The bad debt percentage is specific for each type of call.</p>
Italy	Yes	<p>AGCOM Decision 02/03/CIR on Telecom Italia's reference offer for the year 2002 established the rule that, for calls by TI subscribers to services via non-geographic numbers on networks of alternative operators, TI can charge 2.9% of the call revenues for billing the subscriber on behalf of the alternative operator. The charge does not cover bad debt liability, which AGCOM stated should be covered by separate agreements negotiated individually between TI and alternative operators.</p> <p>In its proposed reference offers for the years 2003 and 2004, TI put forward different formula for third party billing. On both occasions AGCOM ordered TI to modify its reference offer in line with the 2.9% rule (Decision 11/03/CIR and Decision 3/04/CIR).</p>

Country	Existence of regulatory obligations	Type of obligation
		<p>For the year 2005, TI proposed to increase the charge for third party billing to 10.3% based on its regulatory accounts for the year 2002 (the 2001 regulatory accounts were used when setting the 2.9% rate). Based on its regulatory accounts for the year 2003, TI subsequently proposed to charge 9.0%. AGCOM Decision 1/05/CIR on TI's 2005 reference offer states that TI should continue to apply the 2.9% charge pending the outcome of an investigation into the costs of third party billing.</p> <p>AGCOM published for national consultation on Feb. 8, 2005 its draft decision on its analysis of the fixed interconnection markets (markets 8-10), in which it proposes to continue the 2.9% rule pending the verification of TI's regulatory accounts for years 2002 and 2003 (Decision 30/05/CONS).</p>
Latvia	No	-
Lithuania	No	-
Luxembourg	No	-
Malta	No	Only one integrated supplier, no other PRS platform providers
Netherlands	<p>No.</p> <p>OPTA only takes action on request, case by case, if no market solution would occur (no interoperability at all)</p>	N/A
Norway	Yes	<p>PRS services are legally defined as services jointly billed by the access operator. However, the incumbent operator sees it as a normal billing for their own services, where the operator purchases a termination service from the platform operator.</p>
Poland	No	No obligation, left to commercial agreement between operators.
Portugal	<p>No</p> <p>According to the reference interconnection offer, PT is only obliged to provide access to PRS services which are directly supported on its network.</p> <p>Despite audio-text services can be supplied on a fixed or mobile telephone network, the audio-text providers currently in activity are directly connected to PT's network (not connected to other fixed or mobile networks).</p> <p>PT does not bill the customer on behalf of the alternative operator.</p>	N/A

Country	Existence of regulatory obligations	Type of obligation
Slovakia	Yes	<p>Incumbent forward retail revenues to the operator and retain the charge corresponding to the origination costs.</p> <p>Retention by the incumbents includes billing costs and bad debt.</p>
Slovenia	No	-
Spain	Yes.	<p>Unless specified in the contracts, access operators, core network operators and PRS platform operators are not required to assume the risk for bad debt for the payment of the PRS service. This means that only end-users are responsible towards the PRS provider for the payment of the PRS service (the added value component).</p> <p>For the conveyance of the call, the risk for bad debt lies with the PRS platform provider (in the call origination model) or with the access provider (in the call termination model).</p> <p>In RIO 2001, the payment by the access operator of the PRS price was made in advance and reimbursed in case of non-payment. In its Resolution of July 10, 2003 modifying Telefónica's RIO, the CMT established that the access network operator or the trunk (transit) network operator is only obliged to pay the PRS operator when the subscriber pays the bill.</p>
Sweden	Yes	<p>Under Chapter 4, §8 (7) of the Electronic Communications Act (2003:389), the obligation to provide access imposed on operators designated as having SMP in the relevant market may involve a requirement to offer access to operational support systems or similar programme systems that are required to guarantee sound competition as regards the provision of services which is also interpreted as a requirement to provide third party billing.</p> <p>Third party billing obligation was imposed on TeliaSonera designated as having SMP in fixed interconnection markets (relevant markets 8-10) following PTS decision of July 6, 2004 (04-6947, 23, d).</p> <p>The parties that may benefit from this access obligation under the Electronic Communications Act, however, are only providers of electronic communications services and not providers of information society services (i.e. pure PRS content providers cannot benefit from this obligation).</p> <p>See also legislative proposal SOU 2005:20 (p.60), and PTS decision on PRS billing 04-7301 of Sept. 22, 2004 in a dispute between TeliaSonera and Consorte.</p>

Country	Existence of regulatory obligations	Type of obligation
UK	No, but see comments in next column	<p>The incumbent has a regulatory obligation to originate calls to PRS providers and is entitled to recover its regulated costs for billing and bad debt. This is achieved through two charges known as the retail uplift and PRS bad debt surcharge. The retail uplift includes all retail costs including billing, bad debt and relevant marketing costs on calls costing up to £0.10 pence per minute (ppm) or per call. It is not possible to separate out these cost elements within the current (24hr) charge of £0.002.</p> <p>The PRS bad debt surcharge relates to calls costing between £0.10 and £1.50 ppm or per call and is currently set at 2.0% of the retail price of calls.</p> <p>Ofcom is currently consulting on a revision to both charges which proposes an RPI-7.0% charge control on the retail uplift and an increase in the PRS bad debt surcharge to 3%.</p> <p>There is no regulatory obligation to provide billing services but the structure of the NTS/PRS regime in the UK dictates that this happens by default. PRS providers are equally free to raise their charges by other means such as subscriptions or by billing their customers directly. In practice, though, this rarely happens by virtue of the low cost micro-payment method offered by the NTS/PRS regime in the UK.</p>

X. TABLE 10 - COST OF THIRD PARTY BILLING

In many countries there is a legal obligation on incumbent operators to undertake third party billing for PRS services. It is important to understand how much is being paid for billing services in the different countries.

Country	Billing cost without bad debt risk		Billing cost with bad debt risk	
	Operator	Percentage of revenue	Operator	Percentage of revenue
Austria	N/A	-	Access operators	€0,00218 per minute for billing and additionally 10% of the service revenue for collection, reminders and bad debt responsibility
Belgium	Belgacom (incumbent)	Not available	Belgacom (incumbent)	8.53%
Cyprus	CYTA (incumbent)	Not available.	CYTA does not bear bad debt risk. If customers refuse payment the platform provider does not receive payments from CYTA.	Not available.
Czech Republic			Cesky Telekom	the charge for bad debt where the % increases with the retail price. >4Kc/min 2% >6Kc/min 6% >9Kc/min 8% >18Kc/min 12% >35Kc/min 14% >80Kc/min 16% (1Kc = €0.03)
Denmark	Not offered	-	TDC (incumbent)	25-30% on average depending on the retail price and the pricing principle applied (price per call or per minute)
Estonia	No information available	-	-	-

Country	Billing cost without bad debt risk		Billing cost with bad debt risk	
	Operator	Percentage of revenue	Operator	Percentage of revenue
Finland	Agreement between: <ul style="list-style-type: none"> • Sonera (TeliaSonera), • Finnet; and • Elisa. 	5% (Other agreements may exist and apply as regards other local incumbent operators).		
France	France Telecom (incumbent)	5 % (FT's RIO 2005 p 27)	N/A	N/A
	Alternative operators Mobile operators	Commercial negotiations	N/A	N/A
Germany	Incumbent (“Offline-Billing”)	1.3 ct (per CDR) for billing 4.1 ct (per bill) for collecting	Incumbent (“Online-Billing”)	4.5% for billing, collecting, reminders and preliminary bad debt loss, with the possibility to adjust the cost to the effective bad debt loss subsequently.
Greece	OTE	Not offered	OTE	16% of PRS tariff, but this includes also retention fee for network costs of the incumbent. OTE does not offer third party billing as a separate service. Coverage of costs for billing the customer are part of commercial agreement between incumbent and other operators. (Comment: OTE did not approve these agreements, but they are used in practice. New regulation is in process.)
Hungary	N/A	N/A	N/A	N/A
Ireland	Not offered	-	eircom	The bad debt percentage is specific for each type of call.

Country	Billing cost without bad debt risk		Billing cost with bad debt risk	
	Operator	Percentage of revenue	Operator	Percentage of revenue
Italy	Telecom Italia	2.9% (pending outcome of an investigation by AGCOM into the costs of third party billing – see Table 10) Telecom Italia reference offer 2005 for third party billing (section 4.7).	Telecom Italia	Debt liability subject to separate bilateral agreement between TI and alternative operator with right to use the non-geographic number.
Latvia	Not offered	-	Lattelekom (incumbent)	On average, 30% of the retail price.
Lithuania	Lietuvos Telekomas, the incumbent fixed operator, applies a revenue sharing scheme where, on average, it retains 35% of the call revenue. This covers both call conveyance and billing services (with bad debt risk, which is treated as one of the cost elements). Third party billing and bad debt risk are not regulated.			
Luxembourg	Not offered	-	EPT	EPT claims a handling charge for the acceptance and conveyance of calls to the alternative operator's shared revenues numbers. This charge is calculated on the basis of the costs incurred by EPT for conveyance, billing, bad debt risk and financial costs.
Malta	Not Applicable only one integrated supplier, no third PRS platform providers		Not Applicable only one integrated supplier, no third PRS platform providers	
Netherlands	The off-line billing option is possible in principle, but has little or no use.	-	KPN (not part of regulation)	€0,0086/call + 3,12% of revenues, ex VAT
Norway			Telenor	Varies between number categories. Estimated to be app. 20% on average.

Country	Billing cost without bad debt risk		Billing cost with bad debt risk	
	Operator	Percentage of revenue	Operator	Percentage of revenue
Poland	Not offered	-	TPSA (incumbent)	Subject to commercial agreements between operators. Estimated to be 25-30% of the retail price.
Portugal	<p>Despite audio-text services can be supplied on a fixed or mobile telephone network, the audio-text providers currently in activity are directly connected to PT's network (not connected to other fixed or mobile networks).</p> <p>PT does not bill the customer on behalf of the alternative operator.</p>			
Slovakia	Not available	-	Slovak Telecom (incumbent) Not part of regulation.	Commercial agreement
Slovenia	N/A - no legal obligation exists	-	N/A - no legal obligation exists	-
Spain	Access operator (Telefónica)	€0,68 per call	Access operator (Telefónica)	
Sweden	Not offered	-	TeliaSonera (incumbent)	20-25% on average depending on the retail price and the pricing principle applied (price per call or per minute)
UK	BT	To be confirmed	To be confirmed	Approx. £0.001 (€0,0015) ppm + 2%

XI. TABLE 11 - PRICE REGULATION OF PRS SERVICES

Country	Price regulation (including determination of charge bands)	Pricing principles	Who determines the price (what charge band to use)
Austria	Number range 118: Per-minute-charging with 18 pre-determined price levels between €0,181682 and €3,633642 per minute or event-based charging with a maximum price of €10 per call	<ul style="list-style-type: none"> per time interval (every 30 seconds or one minute and subsequently every second) per call 	<ul style="list-style-type: none"> Price determination: The PRS platform provider in combination with the content provider Charging determination point: access provider
	Number range 0900, 0930, 0939: Per-minute-charging with 18 pre-determined price levels between €0,181682 and €3,633642 per minute	<ul style="list-style-type: none"> per time interval (every 30 seconds or one minute and subsequently every second) 	<ul style="list-style-type: none"> Price determination: The PRS platform provider in combination with the content provider Charging determination point: access provider
	Number range 0901, 0931: Event-based charging with pre-determined price levels, whereas the price per call is indicated by the two digits following the PRS-prefix (€01 = €0,10, ..., €07 = €0,70, €08 ≤ €0,80, €09 ≤ €0,90, €10 ≤ €1,00, €20 ≤ €2,00 ... €90 ≤ €9,00).	<ul style="list-style-type: none"> per call 	<ul style="list-style-type: none"> Price determination: The PRS platform provider in combination with the content provider Charging determination point: access provider
<p>NB Price determination refers to the party that sets the end-user price for a specific PRS (e.g. price per minute or price per call)</p> <p>Charging determination refers to the party that calculates the charge for an individual PRS call, based on the real CDR. If the access network provider represents the charging determination point this constellation means ONLINE-Billing. If the charging determination point is assigned to the platform provider it is OFFLINE-Billing.</p>			

Country	Price regulation (including determination of charge bands)	Pricing principles	Who determines the price (what charge band to use)
Belgium		<ul style="list-style-type: none"> per second billing combined with a setup price is the classic situation per successful call or flexible charging exist for some number ranges 	<p>PRS providers choose the charge band (prices for each charge band set by .</p> <p>For 0905 and 09094, prices are set by the terminating operator or the PRS provider..</p>
Cyprus	<p>The prices are based upon commercial agreement between the Incumbent and the OLOs .</p> <p>There is no general maximum price for any type of PRS service.</p>	<p>Pricing is either per call or time interval of 1 min on average</p>	<p>Based upon commercial agreement between the Incumbent and the OLOs</p> <p>There are 10 to 12 price ranges, but other prices are possible, too.</p> <p>Since Online billing is provided and incumbent CYTA is billing the customer, flexible price-setting is only possible to limited extent, because any price change enforces the change of a number</p>
Czech Republic	<p>The PRS number structure is as follows: 976ABCDXX or 90YABCDXX where Y (0, 6,9) where 0 business (e.g. lawyers or technical support); 6 (games or lottery, advertisement and horoscop); 9 is adults where AB is retail price (incl. VAT);and CD is the operator or content provider depending on whom the number is assigned to (e.g. 11 for Cesky)</p>	<p>Only per min. (per call under preparation)</p>	<p>Content provider (in compliance with CTO numbering decision)</p>
Denmark	<p>Category I: Services in category I must not be unsuitable for children under the age of 16, and must not contain:</p> <ol style="list-style-type: none"> 1) Descriptions of sexual or erotic matters. 2) Arrangement of contacts for the purpose of sexual relations or other elements of such a character. 3) Reference to other services or numbers with sexual or erotic content. 4) Descriptions of violence. 5) Competitions or elements of this. 	<p>Services charged on a time basis, where the overall charge, excluding the traffic charge, must not exceed DKr 4 per minute, including VAT.</p>	<p>Price bands are set in Executive Order No. 991 of Nov. 6, 2000</p> <p>The price within a specific band is set according to the service category by the content provider.</p>

Country	Price regulation (including determination of charge bands)	Pricing principles	Who determines the price (what charge band to use)
Denmark	Category II: Services in category II must not contain competitions or elements of this.	Services charged on a time basis, where the overall charge, excluding the traffic charge, must not exceed DKr 4 per minute, including VAT.	
	Category III: Services in category III must not contain competitions or elements of this.	Services charged on a time basis, where the overall charge, excluding the traffic charge, is allowed to exceed DKr 4 per minute, including VAT.	
	Category IV: Services in category IV must not be unsuitable for children under the age of 16, and must not contain: 1) Descriptions of sexual or erotic matters. 2) Arrangement of contacts for the purpose of sexual relations or other elements of such a character. 3) Reference to other services or numbers with sexual or erotic content. 4) Descriptions of violence. 5) Competitions or elements of this.	Services charged on a time basis, where the overall charge, excluding the traffic charge, is allowed to exceed DKr 4 per minute, including VAT, possibly combined with a charge per call.	
	Category V: Services in category V must not be unsuitable for children under the age of 16, and must not contain: 1) Descriptions of sexual or erotic matters. 2) Arrangement of contacts for the purpose of sexual relations or other elements of such a character. 3) Reference to other services or numbers with sexual or erotic content. 4) Descriptions of violence.	Services charged on a call basis used for offering competitions, where the overall charge, excluding the traffic charge, must not exceed DKr 4 per call, including VAT.	
	Category VI: Services in category VI must not be unsuitable for children under the age of 16, and must not contain: 1) Descriptions of sexual or erotic matters. 2) Arrangement of contacts for the purpose of sexual relations or other elements of such a character. 3) Reference to other services or numbers with sexual or erotic content. 4) Descriptions of violence.	Services charged on a call basis used for charitable collections, where the overall charge, excluding the traffic charge, must not exceed DKr 150 per call, including VAT. In order for a service to be placed in category VI, it is a condition that the collections are in aid of religious societies/communities,	

Country	Price regulation (including determination of charge bands)	Pricing principles	Who determines the price (what charge band to use)
		funds, associations, foundations and other authorized institutions.	
Estonia	No price regulation or limitations on PRS	<p>(1) Per time interval. Minimum interval used is 1 second, but 1 minute interval used most commonly.</p> <p>(2) Per time interval plus charge for a local call.</p> <p>(3) Per call (used for PRS in 900 number range and for short codes in 1XX(XX) number range for televoting, donations etc.).</p>	Service provider
Finland	<p>No price regulation. PRS prefixes do not have pre-determined price levels.</p> <p>Under § 25 of the MAPEL basic set of norms of July 25, 2003:</p> <p><i>“Pricing can be done freely and is defined by the service provider. Pricing of services should follow the generally accepted rules. If it possible to call the service at a normal phone call charge, tariff change is forbidden during the call.”</i></p> <p>In addition, under § 28,</p> <p><i>“The maximum duration of a service in service groups III [entertainment] and IV [adult entertainment] is 30 minutes if the call is not prolonged specifically by the caller’s action.”</i></p>	<ul style="list-style-type: none"> • Per call, and • Per minute. 	PRS provider
France	<p>Charge bands and per call charges are set by ART Decision 98-1046</p> <p>NB Mobile operators impose an airtime charge on the top of the regulated price</p>	Per min or per call	The PRS platform provider in combination with the content provider

Country	Price regulation (including determination of charge bands)	Pricing principles	Who determines the price (what charge band to use)
Germany	Number range 118: no price regulation	<p>Incumbent</p> <ul style="list-style-type: none"> • “Offline”-Billing • Combination of per time and per call pricing <p>Alternative access provider</p> <ul style="list-style-type: none"> • “Online”-Billing • Combination of per time and per call pricing 	<p>Incumbent</p> <ul style="list-style-type: none"> • Price determination: DQ service provider • Charging determination point: PRS platform provider <p>Alternative access provider</p> <ul style="list-style-type: none"> • Price determination: access provider • Charging determination point: access provider
	<p>Number range 0137:</p> <p>5 pre-determined price levels:</p> <ul style="list-style-type: none"> - 0137-1/5 €0,12 per call - 0137-2/3/4 €0,12 per call and additionally €0,12 per minute - 0137-6 €0,24 per call - 0137-7 €0,98 per call - 0137-8/-9 €0,49 per call 	<ul style="list-style-type: none"> • “Online”-Billing • pricing: per call with the exception of one sub range which is a combination of pricing per call and per time interval 	<ul style="list-style-type: none"> • Price determination: access provider • Charging determination point: access provider
	<p>Number range 0190-1, ..., -9:</p> <p>4 pre-determined price levels:</p> <ul style="list-style-type: none"> - 0190-1/2/3/5 €0,62 per minute - 0190-4/6 €0,41 per minute - 0190-7/9 €1,24 per minute - 0190-8 €1,86 per minute 	<ul style="list-style-type: none"> • “Online”-Billing • pricing: per time interval (every second or every 2, 3, 6 and 9 seconds, dependent on the price level) 	<ul style="list-style-type: none"> • Price determination: access provider • Charging determination point: access provider
	<p>Number ranges 0190-0 and 0900: maximum price of €2 per minute or €30 per call, exceeding of these figures only upon approval by the end-user (planned: €3 per minute)</p>	<ul style="list-style-type: none"> • “Offline”-Billing • Flexible pricing: per time interval or per call. A combination of both pricing principles is not allowed. 	<ul style="list-style-type: none"> • Price determination: PRS platform provider in combination with the content provider • Charging determination point: PRS platform provider

Country	Price regulation (including determination of charge bands)	Pricing principles	Who determines the price (what charge band to use)
	<p>NB Price determination refers to the party that sets the end-user price for a specific PRS (e.g. price per minute or price per call)</p> <p>Charging determination refers to the party that calculates the charge for an individual PRS call, based on the real CDR. If the access network provider represents the charging determination point this constellation means ONLINE-Billing. If the charging determination point is assigned to the platform provider it is OFFLINE-Billing.</p>		
Greece	Price regulation does not exist	Per time	<p>Online Billing, network operator determines price. Offline billing is not applied.</p> <p>Incumbent offers three different price ranges, other PRS prices are not possible to offer</p>
Hungary	No regulation	<ul style="list-style-type: none"> • 81/6: price per call • 81/3: price per call and from the second minute price per time (second-based) • 90: price per time (second-based) 	<p>The content provider chooses the retail price from the list of the platform provider. The end-user pays the retail price to the access network provider and the access network provider keeps the call origination charge plus a charge for billing on a commercially negotiated basis. The PRS platform provider and the content provider share the rest of the tariff.</p>
Ireland	<p>It is a price-band based approach (i.e. range of prices per access code). Separate price-band groups exist for per-call and per-minute priced calls.</p> <p>All bands have an upper limit but no lower limit.</p> <p>The price-bands are expected to provide a framework within which specific price points that practical billing systems can support will be agreed between the market players concerned, without intervention by ComReg. Currently only one price point exists within each band, due to limitations of billing systems.</p> <p>See ComReg Consultation Response Document 03/54r of May 27, 2003</p>	<ul style="list-style-type: none"> • per minute • per call 	<p>Price-bands have been set up by ComReg, following a consultation process with the industry.</p> <p>The price point in each band is selected and agreed by the industry.</p>

Country	Price regulation (including determination of charge bands)	Pricing principles	Who determines the price (what charge band to use)
Italy	<p>No harmonisation of charging bands. The operator assigned the right to use the PRS number(s) can select a retail price from a matrix of prices in the Telecom Italia reference offer 2005 for third party billing (section 4.1, Tables 1 and 2) or can request TI to configure a different price outside of the matrix at additional charge.</p> <p>For calls from fixed networks, prices must comply with ceilings set by AGCOM Decision 9/03/CIR for certain PRS number ranges (144, 166, 892, 0369/0769). See Table 13.</p> <p>Calls originated by TI subscribers to 89x, 0878, 144, 0369/0769 services have a maximum price per call of € 12,50 (VAT excluded).</p>	Prices can be set per time duration or per call	<p>For calls that originate on a fixed network, the operator with the right to use the PRS number sets the retail price.</p> <p>For calls that originate on a mobile network, AGCOM has assigned the competence for setting the retail price to the mobile operator.</p> <p>Direct and indirect billing procedures apply.</p>
Latvia	No price regulation or limitations on PRS	<ul style="list-style-type: none"> • per minute • per call 	<p>Price bands are chosen by the PRS service provider in agreement with the access operator.</p> <p>Lattelekom has on its own initiative established the following price bands:</p> <p>Prices per call: from Ls 0.59 (€0,85) to Ls 10.00 (€14,36);</p> <p>Prices per minute: from Ls 0.24 (€0,34) to Ls 1.18 (€1,70) (18% VAT included).</p>
Lithuania			
Luxembourg	<p>There is an obligation to bill the added value services offered via shared revenues numbers to a price which is higher than the price for a call to a geographic number (i.e. higher than the cost of a local call).</p> <p>See Amended ILT Decision 99/18 of April 19, 1999 on the national numbering plan.</p>	<ul style="list-style-type: none"> • per minute • per call 	
	<p>The ILR draft decision of Sept. 2004 on the conditions of use of shared revenue numbers 900, 901 and 905 (Art. 6), would state that</p> <ul style="list-style-type: none"> • prices per minute cannot exceed € 2/min (billing periods cannot exceed 60 sec.); • prices per call cannot exceed € 30/call. 		<p>In the draft decision of Sept. 2004, prices would be set up by ILR following consultation of interested parties.</p>

Country	Price regulation (including determination of charge bands)	Pricing principles	Who determines the price (what charge band to use)
	<p>Total price (per call/minute) would have to include the conveyance price (fixed or mobile) and VAT.</p> <p>The caller would have to be informed of the total per call/minute price (i.e. including conveyance price (fixed or mobile) and VAT), whatever the network on which the call is generated;</p> <p>If the caller does not hang up the phone three seconds after having received the information message, he would be presumed to agree to the service proposed and the billing would start.</p> <p>For services whose tariffs change during the call (mid-call tariff diversion), there would be an obligation to communicate the new tariff.</p>		
Malta	No price regulation is in place	<p>Normally per call</p> <p>Additional minute charges are also possible</p>	<p>Online billing; Maltacom has all the necessary data for billing. Maltacom does not offer charge bands but determines service prices in cooperation with content providers. The degree of flexibility in pricing is low. The defined price for a certain PRS remains the same and can not be changed short term.</p>
Netherlands	<ul style="list-style-type: none"> • Since access providers refuse to provide interconnection/billing for PRS with very high prices, there exists a kind of market mechanism which limits PRS prices indirectly. This is mainly because access providers want to avoid the fraud risk with high PRS prices. • No specific regulation for directory inquiry services • Price regulation does not exist. 	<ul style="list-style-type: none"> • there is no obligation to cut off the call after a certain duration or after reaching a certain amount of cost of call • the combination of time based and event based pricing is allowed, as long the instructions for price transparency and price announcements are fulfilled • KPN and other provider have certain price ranges for certain number 	<p>For 090x PRS only “Online Billing” exists. The Access Provider calculates the end-user price, on basis of commercial agreements with the Platform Provider</p>

Country	Price regulation (including determination of charge bands)	Pricing principles	Who determines the price (what charge band to use)
		<p>ranges – 19 duration based prices , 12 event based prices</p>	
Norway	<p>Category I:</p> <ul style="list-style-type: none"> • max. 26.18 NOK (€3,23) per minute, or • max 178.53 NOK (€22,04) one time charge <p>Category II:</p> <ul style="list-style-type: none"> • max 14.28 NOK (€1,76) per minute if automatic • max 26.18 NOK (€3,23) per minute if person to person <p>Chat lines max 4.76 NOK (€0,59) per minute per person</p> <p>Category III. no maximum, except as defined by operator</p> <p>Competitions: max. 47.61 (€5,88) per call</p> <p>Response services cannot exceed the cost of corresponding postal services (letter or postcard)</p> <p>(25% VAT included for all charges)</p>	<ul style="list-style-type: none"> • per call • per minute 	<p>Telenor has defined charge bands.</p> <p>The content provider selects what charge band to use.</p>
Poland	No price regulation	<ul style="list-style-type: none"> • per call • per minute 	<p>TPSA defines the charge bands; content providers choose which band to use.</p> <p>TPSA has established the following charge bands for PRS:</p> <p>Prices per call: from Zl 0.35 (€0,08) to Zl 3.18 (€0,76) – for 0400 calls and Zl 9.91 (€2,37) – for 0300 calls;</p> <p>Prices per minute: from Zl 0.35 (€0,08) to Zl 7.63 (€1,83) – for 0300 & 0700, 0701 calls</p> <p>(22% VAT included)</p>

Country	Price regulation (including determination of charge bands)	Pricing principles	Who determines the price (what charge band to use)
Portugal	<p>The prices of audiotext services are not regulated.</p> <p>No charge bands.</p> <p>Only the provision of price information is regulated (see table on provision of price and service category information).</p>	<ul style="list-style-type: none"> • per minute; • per time interval (every fifteen second period for services with a maximum duration of one minute); • per call. 	<p>Audiotext service providers can freely establish the prices according to their commercial strategy.</p> <p>The network provision operator remunerates the audio-text service provider according to the terms of their agreement.</p>
Slovakia			
Spain	<p>PRS numbers are associated to charge bands (lower numbers mean lower prices). The existing charge bands are meant to give an indication to end-users about the price of the services (but prices are not regulated).</p> <p>Price ranges are different for calls originated on fixed and on mobile networks.</p> <p>An announcement must be provided at the beginning of the service on the maximum per minute price of each call.</p> <p>The PRS provider remuneration cannot be charged during the duration of the recorded message (15 seconds) and during the 5 seconds that follow the end of the message.</p>	<p>Prices are per minute.</p>	<p>PRS providers can establish their prices depending on their commercial strategy and on the agreements established with the platform providers.</p>
Sweden	<p>Price regulation does not exist.</p>	<ul style="list-style-type: none"> • Prices per minute; • Prices per call 	<p>Prices are set by PRS platform providers in combination with the content provider, on the basis of commercial agreements with the access operator.</p> <p>TeliaSonera has on its own initiative established the following price bands:</p> <p>Prices per call: from SKr 1.30 (€0,15) to SKr 200 (€22);</p> <p>Prices per minute: from SKr 1.70 (€0,19) to SKr 30 (€3,20), but max SKr 700 (€77) per call.</p> <p>(25% VAT included).</p>

Country	Price regulation (including determination of charge bands)	Pricing principles	Who determines the price (what charge band to use)
UK	No specific price regulation except that all services which cost more than £1.00 (€1,45) per minute and which may cost more than £20.00 (€29,00) in total, require ICSTIS' prior permission before operating. All live services and all consumer credit services also require permission before operating, regardless of cost.	Prices are per minute Prices range from 10p (€0,15) to £1.50 (€2,20) per minute	The service provider. Before providing PRS service, the service provider MUST complete and return a registration form to ICSTIS which includes details of the numbers and price points that will apply to the service

XII. TABLE 12 - NATIONAL NUMBERING SPACE FOR PRS SERVICES

Harmonisation is a particular issue for the pan-European market where the PRS prefixes are intended to convey information to the users about price and/or content category. There appears to be a trend toward using 0900 for PRS services, but there are numerous exceptions and little commonality with regard to numbers used for different services.

In addition to information about the numbering ranges used for PRS services, it is also interesting to understand how 0900 is used in the national numbering plans in order to assess the potential difficulties in trying to harmonise this range for international PRS services.

Country	0900 for PRS	Use of 0900 if not for PRS	Summary PRS numbering structure	Reference to numbering regulation
Austria	Yes	-	118xy(z): access code followed by 2 or 3 digits, only directory enquiry services	Legal reference
			0900, 0901: access code followed by 6 digits; no adult services (eroticism), no diallers	KEM-V (cf. table 1)
			0930, 0931: access code followed by 6 digits; only adult services (eroticism), no diallers	KEM-V (cf. table 1)
			0939: access code followed by 6 digits; only diallers	KEM-V (cf. table 1)

Country	0900 for PRS	Use of 0900 if not for PRS	Summary PRS numbering structure	Reference to numbering regulation
Belgium	Yes	None	<p>090A (A=0,1,2,3): services for which the cost is proportional to the total calling time. End-user tariff rise with the A value (0903 more expensive than 0902 etc.).</p> <p>Tariffs for 077 are similar to the 0900 series.</p> <p>0905BCXXX: services where end-user tariff does not depend on the call duration. Max. € 1 per successful call (VAT included).</p> <p>0908, 0909: service with flexible charging. Fixed, variable (per unity of time) or combination of both chosen freely. For 0908, the end-user can even choose between different applications and tariffs (mid-call tariff diversion). The average cost per minute can never be higher than the amount set by the BIPT.</p>	Numbering plan explanatory notes .
Cyprus	Yes	Exclusive for PRS	<p>PRS numbers are 8-digit numbers with the following structure:</p> <p>900XXXXX for entertainment purposes (including adult services) or 909XXXXX for business, information provision and charity purposes whereby X = 0 to 9, except numbers with structure 9090YXXX whereby Y= 2 and X= 0 to 9 which are used for access to premium rate internet services</p> <p>incumbent is offering 10-12 price ranges, which correspond with certain number ranges http://www.ocepr.org.cy/REG2_NUMBERING.pdf</p>	
Czech Republic	Yes	-	<p>The PRS number structure is as follows:</p> <p>976ABCDXX or 90YABCDXX</p> <p>where Y (0, 6,9) where 0 business (e.g. lawyers or technical support); 6 (games or lottery, advertisement and horoscop); 9 is adults</p> <p>where AB is retail price (incl. VAT);and</p> <p>CD is the operator or content provider depending on whom the number is assigned to (e.g. 11 for Cesky)</p>	<p>Law 151/2000 §69 (2)</p> <p>§70 states that CTO decides on the usage conditions for assigned numbers.</p> <p>CTO Decisions assigning specific PRS numbers</p>

Country	0900 for PRS	Use of 0900 if not for PRS	Summary PRS numbering structure	Reference to numbering regulation
Denmark	No (900 is used)	-	18cd: digit short codes for directory enquiry services or special services (at present there are only few examples of these numbers being assigned for purposes other than directory enquiry services)	Executive Order No. 653 of July 3, 2003 on the Overall Danish Numbering Plan (Sections 19-20); The Numbering Guide
			901-905defgh: 8-digit numbers; information and content services (referred to as Code 900 services)	
			909defgh: 8-digit numbers used for a provider's premium rate services on condition that these services are not Code 900 services (e.g. payphones).	
Estonia	No (900 is used) PRS number range: 900XXXX Short codes in 11X(XX)- 19x(XX) number range can be used for televoting, donations etc.	- (PRS only)	Numbers issued on 'first come first served' basis. Charging information not reflected by numbers. Network operators may voluntarily group their numbers so that similar content is in the same number range.	Regulation No. 9 of the Minister of Economic Affairs and Communications of Feb. 16, 2001 (the Estonian Numbering Plan) (in English)
Finland	No	Not allocated. (09 is a trunk code for 'Uusimaa' numbering area.)	Service group (SG) I – general services <ul style="list-style-type: none"> • 0100, 0200, 0300, 0601 • 075XY 1 (X, Y = 0-9) • 100, 106 SG II: consulting and ordering <ul style="list-style-type: none"> • 0101, 0209, 0600, 0602 • 075XY 2 (X, Y = 0-9) • 100, 107 SG III: entertainment <ul style="list-style-type: none"> • 0700-0, 0700-5, 0700-7, 0700-8 SG IV: adult entertainment	FICORA Regulation 32 G/2004 M on numbering in a public telephone network and FICORA Regulation 35 H/2003 M on barring categories in telecommunications

Country	0900 for PRS	Use of 0900 if not for PRS	Summary PRS numbering structure	Reference to numbering regulation
			<ul style="list-style-type: none"> 0700-1, 0700-3, 0700-4, 0700-9 Significant number (i.e. without 0) for PRS must be 8 or 9 digits.	
France	No	Not allocated	08ABPQMCDU (0890, 0891, 0892... 0899 and 083601) and 3BDQ	French numbering plan ART Decision 98-1046 setting charge bands for PRS services
Germany	Yes	-	118xy/1180xy: access code followed by 2 digits, only directory enquiry services	Provisional rules for the allocation of directory enquiry service access codes published under Administrative Order No 61/1997, amended by Administrative Order No 143/1998
			0137: access code followed by 7 digits, only mass calling services	No rules for the allocation of 0137 numbers, but decision of the NRA in individual cases
Germany			0190x: x = tariff code, followed by 5 digits Usage limited until December 31, 2005. No new number assignments possible.	Provisional Rules for the Time-Limited Allocation of Free Numbers in the 0190 Range for Premium Rate Services published under Administrative Order No 303/1997 and rules for the use of 0190 numbers in the numbering range for public telephone networks published under Administrative Order No 301/1997
			0900x: x = 1, 3 or 5, followed by 6 digits No diallers	Rules for the Allocation of 0900 Numbers for Premium Rate Services as published under Administrative Order No 19/2001, amended by Administrative Orders No 33/2001, No 52/2001, No 51/2003 and No 29/2004
			09009: followed by 7 digits Only diallers	Rules for the Allocation of 09009 Numbers for Premium Rate Services which can be Accessed through Diallers as published under Administrative Order No 38/2003

Country	0900 for PRS	Use of 0900 if not for PRS	Summary PRS numbering structure	Reference to numbering regulation
Greece	No	Not implemented	10 digits numbers content specific number ranges: 901xxxxxxx (any services, except adult services) 909xxxxxxx (exclusively for adult services) 9011xxxxxx - tellevoting price ranges of incumbents correspond with number ranges, eighth digit (Y) defines charging range: 90xxxxxYxx	<i>Sample entry:</i> www.eett.gr Greek Reference Interconnection Offer 2003, “Information Provision to Consumers regarding audiotext and SMS”, EETT Decision 276/41/2003 , “Decision of EETT On New National Numbering Plan” EETT DECISION No: 206/2/29-1-2001 , www.eett.gr
Hungary	90 81	-	PRS numbers begin with access code 90 or 81 and are followed by 6 digits The national numbering plan is currently under revision	National numbering plan: www.nhh.hu select English > Official Announcements > Numbering > National Numbering Plan 72/2004 Government Decree on the identifier allocation plan of electronic communication networks
Ireland	No	Not in use (see ComReg’s Numbering Scheme Status Report 03/146r of Dec. 3, 2003)	All premium rate number ranges are composed of a four-digit access code, followed by a six-digit subscriber number. For example: 1520 XXX XXX. The following access codes are available for allocation: Pay per minute charged services: 1520, 1530, 1540, 1550, 1559 (for adult-type PRS), 1560, 1570, 1580 and 1590 Pay per call charged services: 1512, 1513, 1514, 1515, 1516, 1517, 1518 and 1519 (1519 is reserved for future use). Tariff rates associated with each code increase incrementally, with 1520 and 1580 (or 1512 and 1518) respectively at the lowest and the highest tariff rate currently available. Value added messages (VAM) use short codes 50XXX to 59XXX.	ODTR Decision Notice D5/98 of Nov. 1998 ComReg Consultation Response Document 03/54r of May 27, 2003

Country	0900 for PRS	Use of 0900 if not for PRS	Summary PRS numbering structure	Reference to numbering regulation
Italy	No	'9' range reserved for future use	<p>Services at specific tariff (144, 166, 892, 899)</p> <p>Interactive phone services (163, 164)</p> <p>Mass calls services (0369, 0769, 0878)</p> <p>See below</p>	<p>Telecommunications numbering plan</p> <p>AGCOM Decision 9/03/CIR (articles 20-23 and annex A)</p>
<p><i>'Services at specific tariff':</i></p> <p>144 A UUUUU with A and U = 0 to 9</p> <p>166 A UUUUU with A and U = 0 to 9</p> <p>899 UUUUUU with U = 0 or 9</p> <p>892 UUU with U = 0 or 9</p> <p>For 144 and 166 numbers, the first digit A after the 144/166 code determines the maximum price of the call from a fixed network. The maximum call set-up price is € 0,0656 (excl. VAT). The maximum per minute price ranges from € 0,2293 to € 1,3118 (excl. VAT) depending on the first digit after the code.</p> <p>For 892 numbers, these can only be used for 'social informative' services. The maximum price of the call from a fixed network is € 0,3 call set-up and € 1,5 per minute (excl. VAT).</p> <p><i>'Interactive services':</i></p> <p>163XY with X = 0 to 9 and Y = 2 to 9</p> <p>164XY with X = 0 to 9 and Y = 2 to 9</p> <p>163XYZ with X = 0 to 9, Y = 0 or 1, and Z = 0 to 9</p> <p>No price ceilings for 163/164 numbers.</p> <p><i>'Mass calls services':</i></p> <p><i>Numbers dedicated to 'mass telecommunications events':</i></p> <p>0369 UUUUUU with U = 0 to 9 (can only be used in Rome)</p> <p>0769 UUUUUU with U = 0 to 9 (can only be used in Milan)</p> <p>Maximum price of call from a fixed network not to exceed price of a long-distance call.</p> <p><i>Numbers dedicated to tele-voting:</i></p> <p>0878 X UUUU with X = 0 to 6 and U = 0 to 9</p> <p>0878 XY UUU with X = 7 to 9, Y = 0 to 9, and U = 0 to 9</p> <p>where X and XY identify the operator assigned the number.</p> <p>Price to be determined by first digit after the X or XY identifying the operator. The price bands negotiated between operators.</p>				
Latvia	No (90x is used)	None	<p>90x – 7 digit numbers: PRS</p> <p>118x – 4 digit numbers: directory enquiry services</p>	<p>National numbering plan approved by the Public Utilities Commission (PUC) decision No.251 of October 27, 2004 (in Latvian), Section 1.2.5</p>

Country	0900 for PRS	Use of 0900 if not for PRS	Summary PRS numbering structure	Reference to numbering regulation
Lithuania	No 900, 902-909 numbering ranges used		<p>900 XXXXXX – PRS (901 XXXXXX – dial-up Internet) 902 XXXXXX – PRS 903 XXXXXX – PRS 904 XXXXXX – PRS 905 XXXXXX – PRS 906 XXXXXX – PRS 907 XXXXXX – PRS 908 XXXXXX – PRS 909 XXXXXX – PRS, adult content 990 XXXXX – PRS</p> <p>Only Lietuvos Telekomas, the incumbent fixed operator, has so far applied and been assigned PRS numbers in 900 numbering range (900 and 909).</p> <p>Short numbers: 16XX (assigned to telecommunications network and service providers who then can sell short numbers to PRS providers – see art. 18 of Order No 198 of Dec. 20, 2002).</p> <p>18XX (assigned only to persons other than providers of telecommunications services (incl. PRS providers). 18XX short numbers cannot be used for the provision of entertainment – see art. 17 and 40 of Order No 198 of Dec. 20, 2002).</p>	<p>Order No. 196 of December 20, 2002 of the Director of the Communications Regulatory Authority on the approval of the national telephone numbering plan.</p> <p>Order No. 198 of Dec. 20, 2002 of the Director of the Communications Regulatory Authority on the rules for the allocation and use of telephone numbers.</p>

Country	0900 for PRS	Use of 0900 if not for PRS	Summary PRS numbering structure	Reference to numbering regulation
Luxembourg	Yes		<p>Any shared revenues number must begin with 0900, 0901 or 0905, followed by eight digits.</p> <p>The draft decision of September 2004 on the conditions of use of shared revenue numbers 900, 901 and 905 (Article 4) would state that added value services (offered via shared revenues numbers) must correspond to the following categories:</p> <ul style="list-style-type: none"> • 0900: Information, business and marketing Ex: helpdesk, stock exchange and weather information, reservation/ticketing and sale of goods and services. • 0901: Leisure and amusement Ex: games, contests, lotteries, chat, poll... • 0905: Adult services Ex: erotic services. <p>The draft also provides that any communication or publication of adult services (in particular erotic content), would be forbidden in the 900 and 901 number ranges.</p>	<ul style="list-style-type: none"> • Amended Telecommunications Law of March 21, 1997 (Article 33); • ILT Decision 19/17 of April 19, 1999 on numbering rules (§ 2.4 on the General Conditions of Use for Numbers); • Amended ILT Decision 99/18 of April 19, 1999 on the national numbering plan (§ 2.1.8 on “shared revenues numbers, ranges 900, 901 and 905”); • ILR draft decision of September 2004 on the conditions of use of shared revenue numbers 900, 901 and 905
Malta	No	900 number range is not in use	<p>Number range for PRS: 500 xx xxx</p> <p>Directory inquiries: 118x</p> <p>No content specific number ranges for PRS</p> <p>No number specific charge bands within 500 xx xxx number space</p> <p>501-509 number ranges are reserved for PRS</p>	<p>Telephone Numbering Plan for Malta:</p> <p>http://www.mca.org.mt/library/show.asp?id=111&lc=1</p>
Netherlands	Yes		See summary below	<p>www.odtr.ie/ fileupload/ publications/odtr9839.pdf</p>
			<p>0900 is used only for PRS with restriction not to use this number range for erotic content and services with call extension (games), 090x numbers are used for PRS, televoting numbers, shared cost services</p> <p>Summary of numbering structure</p> <ul style="list-style-type: none"> • numbers 090x, x={6,9,0}, content specific digits, existence of short numbers (4 digits) and long numbers (7 digits): • 0900 PRS, most restricted number range, no erotic content, no call extension (gaming) • 0909 some restrictions are lifted: call extension is allowed, but erotic content is not allowed • 0906 no restrictions, every type of content is allowed • Specific number blocks within 090x are reserved for mass-calling/media numbers (televoting) on basis of an agreement between OPTA and SP, it is not part of the numbering plan • mass calling numbers short: 090x-03xx • mass calling numbers long: 090x-31xxxxx • media numbers short: 090x-00xx; 090x-13xx; 0909-88xx 	

Country	0900 for PRS	Use of 0900 if not for PRS	Summary PRS numbering structure	Reference to numbering regulation
		<ul style="list-style-type: none"> media numbers long: 090x-30xxxxx to get access to a short 090x number (090x + 4 digits) more strict requirements have to be fulfilled compared to long numbers (090x + 7 digits), because of scarcity of possible numbers. A minimum of calls per month and a minimum of minutes per month must be guaranteed for these short numbers: <ul style="list-style-type: none"> 0900xxxx – 3,000 calls, 7,500 min 0906xxxx – 2,500 calls, 10,000 min 0909xxxx – 3,000 calls, 7,500 min <p>Directory inquiry service under 118 that belong to all network operators (every access provider has its own 118, the market entry of pure directory inquiry service providers is not possible); so far no directory service provider could enter the market (118xx, five-digit numbering is in consideration)</p>		
Norway	No	Operator specific special numbers	82000000-82999999 for PRS 18xx for directory services	
Poland	No	Some geographic numbers e.g. 091 and 094	0300+6 digit numbers (mainly used for information services); 0400+6 digit numbers (pay-per-call used for televoting, mass calling and media); 0700/0701+6 digit numbers (entertainment/information audiotext services) 0707+6 digit numbers (televoting/mass calling) 0708+6 digit numbers (other PRS services)	Order of the Minister of Infrastructure of April 15, 2004 on the national numbering plan for public telecommunications networks
Portugal	No	Numbering level '9' is used for mobile services.	AAA.T.SP.xxx (9 digits length) AAA – type of audiotext service (where AAA is 601,607,608,646 and 648) T – tariff defined by support operator (the incumbent operator defined tariffs between digit 0 to 9, where 9 is the most expensive. SP – the audiotext service provider identification (2 digits) xxx – numbers used by the provider (3 digits)	List of E.164 numbers Criteria and Principles

Country	0900 for PRS	Use of 0900 if not for PRS	Summary PRS numbering structure	Reference to numbering regulation
Slovakia	Yes	-	<p>The following access code are reserved for numbering of value added services - premium rate services</p> <ul style="list-style-type: none"> • 0900: access code followed by 6 digits; • 097xx access code followed by 5 digits; • 098xx access code followed by 5 digits. 	Numbering plan
Slovenia	Yes		<p>090 xxxx six digits or 090 xxxxxx eight digits meaning of digits is not prescribed</p>	http://www.atrp.si/1pred/ZTel-1.php
Spain	907A code for PRS provided over data transmission systems (e.g. on the Internet).	<p>900 code for free phone service 907 code for PRS over data systems services 908 and 909 codes for Internet access services Others 90Y codes for share cost and massive calls services 9XY (X≠0) for geographic services</p>	<p>PRS use 4 digit codes (803A, 806A, 807A and 907A). 'A' identifies charge bands to end users (lower numbers mean lower per minute prices). PRS numbers provided over voice telephony systems begin with the access codes 803, 806 and 807. 803 for adult services; 806 for leisure services and 807 for professional services. PRS numbers provided over data transmission systems begin with the access code 907A. In this case, 'A' identifies charge bands and type of services.</p>	<p>SETSI Resolution of July 16, 2002 allocating numbering public resources for PRS services provided over voice telephony systems. SETSI Resolution of 3 November, 2003 assigning a specific numbering range for PRS services provided over data transmission systems. Royal Decree 2296/2004 of Dec. 10, 2004 on relevant markets, access to networks and numbering.</p>
Sweden	Yes	-	<p>0900: 0+10 digit numbers; information services 0944: 0+10 digit numbers; entertainment services (games, lotteries) 0939: 0+10 digit numbers; other PRS.</p>	<p>Swedish National Numbering Plan (Annex 2b) Guide to Swedish National Numbering Plan (p.10)</p>

Country	0900 for PRS	Use of 0900 if not for PRS	Summary PRS numbering structure	Reference to numbering regulation
UK	<p>Yes – although it is more correct to state that it is the 09 range.</p> <p>Some PRS are located in the 091 range.</p>	Not applicable	<p>090 0/ 090 1 Call cost up to 60 pence (€0,87) per minute with a maximum call cost of £5.00 (€7,28); or fixed cost up to £1.00 (€1,46) per call</p> <p>090 4 Open ended at any cost per minute; or fixed cost per call at any rate</p> <p>090 5 Open ended at any cost per minute; or fixed cost per call at any rate</p> <p>090 59 Live Multi-Party Chat services costing up to 60 pence (€0,87),per minute</p> <p>090 6 Open ended at any cost per minute; or fixed cost per call at any rate</p> <p>090 7 Pay-for-product services costing more than £1.00 (€1,46)</p> <p>090 8/ 090 9 Adult services at any rate</p>	National telephone numbering plan and ICSTIS code of practice

XIII. TABLE 13 - NATIONAL NUMBER ALLOCATION RESTRICTIONS

PRS numbers can either be allocated directly to electronic communications service and/or network providers and/or to PRS platform providers.

The table below also shows whether national PRS numbers can be allocated to network operators or PRS providers that are established in other Member States.

Country	To which kind of organisation/operator can PRS numbers be allocated to directly?	Can national PRS numbers be allocated to organisations/operators who are established in other Member States?	Source
Austria	<ul style="list-style-type: none"> • Electronic communications service or network providers • PRS content providers 	<p>Yes (proof of identity, obligation to use within 180 days after assignment of the PRS number)</p> <p>No specific conditions for non-Austrian applicants</p>	KEM-V (cf. table 1)
Belgium	<ul style="list-style-type: none"> • Electronic communications service providers • Publicly available telephone service providers 	Yes	
Cyprus	<p>Electronic communications network providers</p> <p>Only network providers are allowed to redistribute the numbers.</p>	<p>Allocate only to providers that have been registered in Cyprus (to the OCECPR) and they control network termination points. To be registered by OCECPR, they should have legal presence in Cyprus (restrictions, by the Department of Registrar of Companies and Official Receiver, subject to change)</p> <p>Not happened yet to CYTA that foreign operators ask for a PRS number.</p>	http://www.ocecpr.org.cy/REG2_NUMBERING.pdf

Country	To which kind of organisation/operator can PRS numbers be allocated to directly?	Can national PRS numbers be allocated to organisations/operators who are established in other Member States?	Source
Czech Republic	Any undertaking providing a public communications network or a publicly available electronic communications service on the basis of a general authorization.	Yes but need to operate under Czech general authorisation.	Law on electronic communications came into force on May 1, 2005 – section 30
Denmark	Providers of electronic communications networks or services	Yes	The Numbering Guide
Estonia	(1) Electronic communications service and/or network providers (2) PRS content providers (which are not necessarily electronic communication service providers)	Yes, if they have registered their branch office in Estonia	The Commercial Code of Feb. 15, 2005 (applicable to every business in Estonia)
Finland	Number blocks are assigned to telecommunications network operators or service providers. Only SMS (short message service) numbers are assigned individually to service content providers.	Yes.	FICORA
France	ART may assign numbers to “operators” (Code of electronic communications – L.44) Operator is not defined. (Code of electronic communications – L.32 15°)	Yes The criteria to be eligible for block of numbers (whether geographic or not) is to be an operator. This means operating a public electronic communications network or providing services to the public. Such activities are subject to a declaration (L.33-1)	

Country	To which kind of organisation/operator can PRS numbers be allocated to directly?	Can national PRS numbers be allocated to organisations/operators who are established in other Member States?	Source
Germany	See summary below	Yes (Applicants with their main address abroad must specify an agent with an address in Germany authorised to receive documents on their behalf.)	Allocation rules for the individual number ranges
<p>Summary:</p> <ul style="list-style-type: none"> • 118: Anyone who offers a directory enquiry service is eligible to apply. • 0137: decision of the NRA in individual cases • 0190: No new number assignments possible <p>0900: Anyone (content provider) planning to apply to a telecoms network operator, whether directly or indirectly through a service provider, for connection of a number for a premium rate service, is eligible to apply.</p>			
Greece	PRS Number assignment on a primary basis is allowed to telecommunication companies that have obtained a relevant individual license. Content providers that do not hold an individual license can obtain from a network operator on a secondary basis PRS numbers that had been assigned to this network operator. Further redistribution is not allowed.	<ul style="list-style-type: none"> • Yes, but they have to apply for an individual license by EETT. • So far there have been no requests from foreign operators for PRS numbers 	“Decision of EETT 207/2/2-2-2001, www.eett.gr
Hungary	Providers of publicly accessible telephone services only	Yes	Act C of 2003 on Electronic Communications (article 74)

Country	To which kind of organisation/operator can PRS numbers be allocated to directly?	Can national PRS numbers be allocated to organisations/operators who are established in other Member States?	Source
Ireland	<ul style="list-style-type: none"> IVR (interactive voice services) numbers can only be allocated to electronic network operators; SMS premium short codes can be allocated to electronic communications service and network providers. 	Only to those authorised by ComReg	National Numbering Conventions , April 1, 2004 Numbering Application Procedures and Application Forms , April 1, 2004
Italy	Public electronic communications service or network providers.	No	Electronic Communications Code (articles 15 and 27)
Latvia	Electronic communications service or network providers	Yes, if they have registered their operations in the enterprise registry of Latvia	Law on Electronic Communications of October 28, 2004 , Article 47 Rules on application procedure for rights of use of frequency spectrum or numbering resources of February 24, 2005
Lithuania	<ul style="list-style-type: none"> 900 numbering range – telecommunications network and service providers 16XX short numbers - telecommunications network and service providers (see art. 18 of Order No 198 of Dec. 20, 2002) 18XX short numbers – persons other than providers of telecommunications services (incl. PRS providers – see art. 17 of Order No 198 of Dec. 20, 2002) 	900 numbering range and 16XX short numbers: <i>‘assigned to the persons who have the right to engage in the provision of the public fixed telephone network and/or the provision of public fixed telephone services, as well as the provision of the public mobile telephone network’.</i>	Order No. 196 of December 20, 2002 of the Director of the Communications Regulatory Authority on the approval of the national telephone numbering plan. Order No. 198 of Dec. 20, 2002 of the Director of the Communications Regulatory Authority on the rules for the allocation and use of telephone numbers.
Luxembourg	See summary below	Yes	<ul style="list-style-type: none"> Sections 1 and 2 of Title II of the amended Telecommunications Law of March 21, 1997 ILT Decision 19/17 of April 19, 1999 on numbering rules

Country	To which kind of organisation/operator can PRS numbers be allocated to directly?	Can national PRS numbers be allocated to organisations/operators who are established in other Member States?	Source
	<ul style="list-style-type: none"> • Operators (i.e. telecommunications licence holders). • Services providers (i.e. those whose services are subject to declaration). • Users (i.e. any physical or legal person who has subscribed to telecommunications services supplied by an operator/service provider) in order to offer them to third parties. 		
Malta	See summary below	No because numbers can only be allocated to authorised undertaking under the Electronic Communications (Regulation) Act,	Article 11 of the Electronic Communications (Regulation) Act
	<ul style="list-style-type: none"> • Electronic communications service or network providers, that means, only Maltacom applies for PRS numbers • redistribution of PRS numbers by content providers is not explicitly regulated, but numbering convention states for general numbers that they shall not be directly transferred between assignees without approval of MCA <p>Comment: a new numbering convention, regarding also the issues of redistribution of PRS numbers is in process.</p>		
Netherlands	Anybody in the value chain, also content provider may apply for a number	<p>Yes, also foreign market players may apply for a number, even if they reroute the traffic abroad,; no specific requirements, except the requirement to deliver documents in Dutch (or English)</p> <p>A restriction for use of PRS numbers to parties that are located within the EU is currently considered by Ministry of Economic Affairs.</p>	<p>The specific regulation for the application of numbers, including PRS, is the “Regeling beperking toekenning nummers”, source: http://www.minez.nl/content.jsp?objectid=20851</p>
	<p>NB Currently in planning (by Ministry of Economic Affairs): The numbers may not be given in use to a second party behind the user of the PRS number (number holders can give their number to a number user, but the number user cannot give the number to a second user). Furthermore holders of PRS numbers shall be obliged to keep contact data of the parties to which they give the assigned numbers in use.</p>		
Norway	Providers of electronic communications networks and/or services	Yes, if the service is offered in Norway	NRA

Country	To which kind of organisation/operator can PRS numbers be allocated to directly?	Can national PRS numbers be allocated to organisations/operators who are established in other Member States?	Source
Poland	Any provider of telecommunications networks or services operating on the entire territory of Poland. The minimum numbering assignment constitutes a block of 1000 numbers.	Yes, if they are registered with URTiP	Section 7 of the Order of the Minister of Infrastructure of April 15, 2004 on the management of the numbering resources for public telecommunications networks (The Order was adopted under the old Telecommunications Law, and has to be revised under the new Law of July 16, 2004)
Portugal	Numbers can be assigned not only to providers of electronic communications networks and/or services but also to companies using those services (e.g. audio-text content providers).	No	Law 5/2004 of Feb. 10, 2004 (Electronic Communications Law) - Art. 33 § 2. Decree Law 177/99 of May 21, 1999 as modified by Law 95/2001 of August 20, 2001 – Art. 4.
Slovakia	Providers of electronic communications networks and/or services		Telecommunication Office (TUSR)
Slovenia	<ul style="list-style-type: none"> • Electronic communications service or network providers; • PRS content providers; 	Yes if they have representative body in Slovenia	APEK
Spain	See summary below	No	SETSI Resolution of July 16, 2002 allocating numbering public resources for PRS services (§ 5). SETSI Resolution of 3 November, 2003 assigning a specific numbering range for PRS services provided over data transmission systems. Royal Decree 2296/2004 of Dec. 10, 2004 on relevant markets, access to networks and numbering (art. 49). General Telecommunications Law (Law 32/2003 of Nov. 3, 2003, art. 16 § 7).

Country	To which kind of organisation/operator can PRS numbers be allocated to directly?	Can national PRS numbers be allocated to organisations/operators who are established in other Member States?	Source
	<p>Operators of publicly available telephony services. Sub-assignment is not allowed for PRS numbers. However, in practice, operators of publicly available telephony services to whom the numbers are assigned, are using resellers that sell the right to use the numbers to the PRS providers. The General Telecommunications Law contains a provision (16 § 7) stating that secondary legislation may establish that end-users (end-users also covers content providers) can have direct access to numbering regardless of the access given to operators to certain numbering ranges. However, this provision has not been regulated so far.</p>		
Sweden	<p>Providers of public electronic communications services over public electronic communications networks; Numbers may be allocated to other parties providing important public information, directory enquiry services or other similar services important for the public.</p>	<p>Only to those registered with PTS</p>	<p>Electronic Communications Act (2003:389) of June 5, 2003 (Chapter 3, §19) Regulations (PTSFS 2003:3) of June 27, 2003 (§2)</p>
UK	<p>Public Electronic Communications Network (PECN) providers (In exceptional circumstances a Public Electronic Service provider may be allocated numbers - but this has not yet been practiced).</p>	<p>Yes – but they must have a PECN in UK. The minimum requirement for registration as a PECN is to own part of a switch connected to the network.</p>	<p>Annex A of the application form for PRS numbers (available from a password protected section of the Ofcom website)</p>

XIV. TABLE 14 - ACCESS TO NON-GEOGRAPHIC PRS NUMBERS

The PRS numbering space are normally non-geographic numbers in the national numbering plans. According to Universal Service Directive Art. 28, non-geographic numbers shall normally be accessible from all operators. It is important to understand the degree to which this has been implemented.

Country	Access to national PRS numbers from all national operators		Access to national PRS numbers from international operators	
	Yes / no	Comments	Yes / no	Comments
Austria	<ul style="list-style-type: none"> Incumbent: Yes Alternative fixed: Yes Mobile: Yes Access from all fixed and mobile networks at the same end user price 	Obligation based on the regulation KEM-V	No	International access is not covered by current interconnection arrangements
Belgium	<ul style="list-style-type: none"> Incumbent: Yes Alternative fixed: Yes Mobile: Yes 	Very few exceptions where this is not possible	No	
Cyprus	<p>Yes</p> <p>Alternative operators:</p> <ul style="list-style-type: none"> Up to now CYTA is the only access provider; pre-selection customers have access to PRS, too. Access from mobile networks: Yes, except from prepaid subscribers, whose access is restricted. 		Yes	<p>Subject to commercial agreements between national and international operators</p> <p>Incoming calls from abroad with Cypriot country code and PRS prefixes 90x are cut off (by incumbent).</p>

Country	Access to national PRS numbers from all national operators		Access to national PRS numbers from international operators	
	Yes / no	Comments	Yes / no	Comments
Czech Republic	See summary below		No	
	Incumbent: Yes Mobile: <ul style="list-style-type: none"> • Yes for calls to content providers connected to the MO itself or to Cesky • Not always for calls to content providers connected to ALTs • LLU operators mainly use line sharing : so Cesky provides telephony • Cable TV operators only provide TV and Internet access (voice to start from Summer 2005) The only Alternative operator having local loop is GTS in the center of Prague (just a few thousands subscribers)			
Denmark	<ul style="list-style-type: none"> • Incumbent: Yes • Alternative fixed: Yes • Mobile: Yes 	Obligation based on §30 of Consolidated Act No. 661 of July 10, 2003 on Competitive Conditions and Consumer Interests in the Telecommunications Market. The duty to ensure routing to numbers with special charging shall not apply in case the recipient of the call has chosen to limit access to such calling.	No	International access is not covered by current interconnection arrangements
Estonia	Yes, for access to numbers No, for access to PRS	The call must be routed to the relevant number (obligation). However, as access to a given PRS service depends on interconnection agreements between the PRS provider and the network operator, access to the PRS is not always guaranteed. In case of no service provision, an announcement must be in place to inform the caller that the called service cannot be accessed from the originating network operator.	No	International access is not covered by current interconnection arrangements
Finland	Not necessarily (see next column)	If the holder of a PRS number range wants to open the number range on a network, the holder must enter into agreement with the relevant network operator. Prices for opening numbering ranges specified in RIOs.	No (usually)	Access to some numbers under special agreement.

Country	Access to national PRS numbers from all national operators		Access to national PRS numbers from international operators	
	Yes / no	Comments	Yes / no	Comments
France	France Telecom – Yes Alternative operators and mobile operators No – (subject to commercial negotiations)			Art L.44 states that <i>the national numbering plan allows, subject to technical and economic feasibility, to users located in other EU Member States access to non-geographic numbers accessible throughout the national territory.</i> In practice, access operators located in other countries have not taken advantage of this possibility.
Germany	PRS with “Online”-Billing: <ul style="list-style-type: none"> Incumbent: Yes Alternative fixed: Yes Mobile: Yes PRS with “Offline”-Billing: <ul style="list-style-type: none"> Incumbent: Yes Alternative fixed: Not generally, only for some operators Mobile: Not generally, only for a few numbers and only for some operators 	Commercial agreements for access to PRS with “Offline”-Billing arrangements occur in practice. Main problems are the conditions for billing, collection, reminders and bad debt responsibility.	No	International access is not covered by current interconnection arrangements

Country	Access to national PRS numbers from all national operators		Access to national PRS numbers from international operators	
	Yes / no	Comments	Yes / no	Comments
Greece	<p>Fixed line operators: Yes, incumbent is obliged to allow availability of PRS numbers to customers of other access providers, but there is no regulation which enforces OLOs to allow availability of their PRS numbers to customers of the incumbent</p> <p>Mobile operators: There is no regulation in place but in practice access to fixed line based PRS is not possible from mobile networks</p>	<p>Access to fixed line based PRS numbers from mobile networks is basically not possible due to the fact that mobile operators are not interested to offer access to fixed line based PRS numbers.</p>	<p>Not part of regulation Up to now Greek PRS are not available from abroad.</p>	
Hungary	<p>Not in all cases</p> <p>Fixed incumbents: Some 90xx numbers are only available from the network of PRS provider.</p> <p>Alternative fixed: Some 90xx numbers are only available from the network of PRS provider.</p> <p>Mobile: Some 90xx numbers are only available from the network of PRS provider.</p>	<p>Network access agreements are necessary between the operators.</p> <p>In general, the first and/or second digit after the prefix conveys information about the relevant provider.</p>	No	

Country	Access to national PRS numbers from all national operators		Access to national PRS numbers from international operators	
	Yes / no	Comments	Yes / no	Comments
Ireland	<ul style="list-style-type: none"> For network operators designated with SMP in access networks: Yes For other network operators: left to commercial negotiations 	It is a requirement of the numbering conventions.	Not yet	See comments below.
<p>Comments:</p> <p>In Consultation response document 03/54 of May 27, 2003 ComReg decided to reserve National Destination Code “92” for EU-wide access to PR numbers, subject to the following:</p> <ul style="list-style-type: none"> An agreed framework for commercial operation of such numbers would have to follow an initial decision to deploy and activate this code. ComReg will postpone taking such a decision until it is satisfied that the commercial and technical basis exists; the EU-wide dialling format would be +353 92YZ XXX XXX, corresponding to the existing National Premium Rate Numbers 15YZ XXX XXX; there will be no change in the national dialling format for Premium Rate Numbers for the time being, but callers from within the Republic of Ireland (as part of the EU) would – as part of a move to implement ‘092’ - have the choice to use either of the two access procedures for Premium Rate Numbers i.e. “15YZ XXX XXX” or “0 92YZ XXX XXX”. 				
Italy	<ul style="list-style-type: none"> Incumbent: Yes Alternative fixed: Yes Mobile: Yes 	<p>Among the conditions attached to the general authorisation for the provision of electronic communications networks and services is the condition to guarantee accessibility to all numbers in the national numbering plan.</p> <p>Electronic Communications Code (annex 1, A (4)).</p>	Yes	<p>If technically and economically feasible, and unless PRS provider chooses, for commercial reasons, to limit access to callers from certain geographic areas.</p> <p>Electronic Communications Code (article 78)</p>
Latvia	<p>Incumbent: Yes, Other network operators: left to commercial negotiations</p> <p>Alternative fixed: Generally yes</p> <p>Mobile: Not generally, only for some operators</p>	<p>Access to a given PRS service depends on interconnection agreements between the PRS provider and the network operator, and is not always guaranteed.</p> <p>Main issues are the conditions for billing, collection and bad debt responsibility.</p>	No	International access is not covered by current interconnection agreements

Country	Access to national PRS numbers from all national operators		Access to national PRS numbers from international operators	
	Yes / no	Comments	Yes / no	Comments
Lithuania	Incumbent: Yes Alternative fixed: Yes Mobile: Yes	-	No	International access is not covered by current interconnection arrangements
Luxembourg	<ul style="list-style-type: none"> • Incumbent: Yes • Alternative fixed: Yes • Mobile: Yes 		Yes	
Malta	No; fixed PRS numbers generally not available from mobile networks		No	International access is not covered by current interconnection arrangements
Netherlands	Incumbent: Yes Alternative: Yes Mobile: Yes	<p>If interoperability is not given, a complaint can be filed, what didn't happen yet.</p> <p>No specific regulation for alternative fixed line- or mobile operators</p> <p>Interoperability requires negotiations on accessibility. In case of disputes resulting from these negotiations, the circumstances will have to be taken into account to see if accessibility will be obliged by OPTA</p>	not in practice	Not part of regulation, OPTA did not receive any complaints yet
Norway	Incumbent: Yes Alternative fixed: Yes Mobile: Yes	<ul style="list-style-type: none"> • Alternative operator Telio offers PRS services at same prices as incumbent operator • Mobile operator Netcom offers PRS services at "normal price for mobile call to fixed termination" plus the PRS charge 	No	International access to PRS is not covered by current interconnection arrangements

Country	Access to national PRS numbers from all national operators		Access to national PRS numbers from international operators	
	Yes / no	Comments	Yes / no	Comments
Poland	Incumbent: Yes Alternative fixed/mobile operators: only if covered by interconnection agreements between operators	Different dialling format is sometimes used to access PRS numbers from mobile operators (e.g. dialing an asterix “*” before a PRS number).	No	International access is not covered by current interconnection agreements
Portugal	Incumbent: Yes Alternative fixed/mobile operators: only if covered by interconnection agreements between the incumbent and the operators	Despite audio-text services can be supplied on a fixed or mobile telephone network, the audio-text providers currently in activity are directly connected to PT’s network (not connected to other fixed or mobile networks).	No	
Slovakia	Incumbent: Yes Alternative fixed: Yes	-	No	Not covered by interconnection agreements.
Slovenia	Yes if interconnection agreements exist		Yes	Operators of public telephone networks or publicly available telephone services are obliged to ensure that users from other EU member states are able to call non-geographic numbers determined in the numbering plan where technically and economically feasible. Operators of public telephone networks or publicly available telephone services are not obliged to comply with the obligation from the previous paragraph where a called subscriber has chosen, for commercial reasons, to limit calls originating from specific areas of the EU.

Country	Access to national PRS numbers from all national operators		Access to national PRS numbers from international operators	
	Yes / no	Comments	Yes / no	Comments
Spain	Yes However, operators offering carrier selection (CS) and/or carrier pre-selection (CPS) are not obliged to offer CS or CPS for calls made to PRS numbers.	The CMT has authorised mobile operators to temporarily suspend interconnection for calls made to PRS services due to the existence of fraudulent practice by PRS providers (massive sending of spam by SMS inducing subscribers of mobile phones to call certain PRS services). 907 codes and high charge bands numbers from 803, 806 and 807 are not accessible in default configuration, it is needed an explicit agreement of the user.	No	International access is not covered by current interconnection arrangements.
Sweden	<ul style="list-style-type: none"> • Incumbent: Yes • Alternative fixed: Yes • Mobile: Yes 	-	No	International access is not covered by current interconnection agreements
UK	Yes	This is governed by General Condition 20, set in July 2003. This requires that PECNs make access to non geographic numbers available other than where that is not technically & economically feasible. This implements Article 28 of Universal Service Directive.	Yes/no*	*Ofcom is only NRA for the UK. Access to UK PRS numbers outside UK depends on how Article 28 of Universal Service Directive has been implemented in relevant originating country (if appropriate, i.e., if w/i EU) or other relevant national legislation/ regulation. In essence this is a matter of technical & economic feasibility in relevant country of origin, rather than regulatory requirement of Ofcom/ UK.

XV. TABLE 15 - STATUS OF EUROPEAN TELEPHONY NUMBERING SPACE

Another key question relates to the status of European Telephony Numbering Space (ETNS).

ETNS is a European numbering scheme parallel to existing national numbering schemes and used for the provision of pan-European services. The objective of the ETNS is to promote pan-European services by making numbers available in circumstances where neither national nor global numbers are suitable or available. A European code — 3883 — which is used in the same way as a country code, allows pan-European companies, organisations and individuals to facilitate Europe-wide access to their services via an ETNS Number.

International code ‘3883’ was assigned by the International Telecommunication Union (ITU) to [24 European countries](#). The [decision to assign ‘3883’](#) was made in March 2000. The general requirements of the Recommendation of the ITU on the international public telecommunication numbering plan, known as [E.164](#), apply to ETNS Numbers in the same way as they apply to other numbers that are internationally diallable.

The Universal Service Directive Art. 27 requires Member States to assure that calls to ETNS numbers are handled by operators of public telephony networks. The table below shows how this requirement has been handled by national authorities.

Country	Transposition of ETNS into national law	Regulatory action by NRAs	Comments
Austria	Telecommunications act, §22 (2)	<ul style="list-style-type: none"> Consideration of ETNS in the regulation KEM-V in the sense of a specific numbering space for routing of ETNS calls Invitation of service providers and end-user to show their interest in ETNS 	<p>There are no strong indications of interest in ETNS in the market (e.g. in the sense of commercial negotiations regarding interconnection). No Austrian company has registered as a ETNS service provider at ERO so far.</p> <p>Three minor providers have been assigned specific numbers by the NRA for routing of ETNS calls.</p> <p>The use of ETNS for PRS is not covered by the current legislation.</p>
Belgium	Yes (in the future electronic communications law, not yet adopted).	No	<p>Routing information numbers are made available by BIPT</p> <p>Up to now, there are no strong indications of market interest in ETNS numbers.</p>
Cyprus	Number range 3883xxxx has been reserved for ETNS purposes as stated in the Numbering Order of 2004 issued by OCECPR	N/A No terms of use for this numbering range have been defined.	N/A No terms of use for this numbering range have been defined yet.

Country	Transposition of ETNS into national law	Regulatory action by NRAs	Comments
Czech Republic	Not yet	ETNS will be part of the future numbering plan (currently in preparation)	-
Denmark	No explicit reference to ETNS in the national legislation. General obligation based on §30 of Consolidated Act No. 661 of July 10, 2003 on Competitive Conditions and Consumer Interests in the Telecommunications Market for providers of electronic communications networks and services to ensure correct routing of calls to the European telephone numbering area.	No	There are no strong indications of market interest in ETNS numbers.
Estonia	Yes (from Jan. 1, 2005 under § 32 of the Electronic Communications Act of Dec. 8, 2004 (in Estonian))	Supervision only	ETNS access is not covered by current RIOS. The Electronic Communications Act introducing ETNS came into force on Jan. 1, 2005. New RIOS are under preparation.
Finland	Yes under Communications Market Act 393/2003	ETNS taken into account in FICORA regulations. Under section 17 of FICORA Regulation 32 G/2004 M on numbering in a public telephone network, <i>International services are services covered by codes which the ITU has assigned and which correspond to country codes.</i> <i>The ITU has assigned the country code 3883 to be used for pan European services (European Telephony Numbering Space, ETNS)...</i>	Non demand for ETNS services. Network operators have not been requested to open any ETNS number range on their networks.

Country	Transposition of ETNS into national law	Regulatory action by NRAs	Comments
France	<p>No specific measure transposing +3883</p> <p>ART takes the view that there is a general requirement for operators to carry any calls whereby the number starts with an ITU country code (except for +800 (free phone), +808 (shared costs) and +979 (premium international).</p>	<p>Article L. 38 section V f. of the “<i>Code des Postes et Communications Électroniques</i>” states that when assessing the proportionality of the access and interconnection remedies to be imposed to an SMP operator, ART has to take into account the provision of pan-European services.</p>	<p>There are no strong indications of interest in ETNS in the market</p>
Germany	<p>Not yet transposed</p>	<p>No actions</p>	<p>There are no strong indications of interest in ETNS in the market (e.g. in the sense of commercial negotiations regarding interconnection).</p> <p>Only one German company has registered as a ETNS service provider at ERO.</p>
Greece	<p>Not yet transposed</p>		<p>There does not seem to be a demand for ETNS.</p>
Hungary	<p>Article 27(2) and recital 37 of Universal Service Directive not yet transposed.</p>	<p>None</p>	
Ireland	<p>Yes.</p> <p>Regulation 23(3) of S.I. 308 of 2003 - European Communities (Universal Service and Users’ Rights) Regulations 2003</p> <p><i>“An undertaking operating a public telephone network shall convey all calls originating on or transiting through its network to the European telephony numbering space, without prejudice to the need for an undertaking that operates a public telephone network to recover the cost of the conveyance of calls on its network”</i></p>	<p>Yes</p> <p>The (mandatory) national numbering convention 3.2.2-3 states that all network operators have an obligation to “<i>open access to and convey all calls originating on or transiting through their networks to the European Telephony Numbering Space (ETNS)</i>”</p> <p>ETNS is not covered in the eircom’s RIO</p>	<p>National entities have not used the ETNS. ComReg has seen no positive evidence of interest in ETNS, despite raising the issue for discussion in its numbering forums.</p>

Country	Transposition of ETNS into national law	Regulatory action by NRAs	Comments
Italy	Yes Article 77(2) of Electronic Communications Code transposes article 27(2) of the Universal Service Directive.	None	No routing number has been allocated for such services in Italy.
Latvia	Yes According to the Electronic Communications Law (art.19 (2)3), operators of public telephone networks shall ensure correct routing of calls to the European telephone numbering area (ETNS).	None	There are no strong indications of interest in ETNS in the market. Not used in practice. Latvia was not among 24 countries to which ITU has assigned the international code 3883.
Lithuania	Not yet transposed	-	According to RRT, there is little interest in ETNS from market participants
Luxembourg			
Malta	Electronic Communications Networks and Services (General) Regulations, 2004 Reg 47	None taken	There are no strong indications of interest in ETNS in the market
Netherlands	ETNS should be reachable by any provider EU regulation is transposed one to one into Dutch telecommunication act and Numbering plan for routing numbers	ETNS access not yet covered by RIO	Market players are very reluctant to ETNS
Norway	Lov om elektronisk kommunikasjon (Law on electronic communications, July 4, 2003 Art. 4.1 Nummerforskriftens §17.3 (Numbering regulation)	None	Use of ETNS is virtually non-existent

Country	Transposition of ETNS into national law	Regulatory action by NRAs	Comments
Poland	<p>No explicit reference to ETNS in the national legislation.</p> <p>Telecommunications Law of July 16, 2004, article 126 (12-13) states that national numbering plans and requirements regarding numbering management in public telephone network must take into consideration the provisions of international regulations, in particular regarding pan-European numbering plans.</p>	No	There are no strong indications of interest in ETNS in the market
Portugal	<p>Yes.</p> <p>Art 17 of Law 5/2004 of Feb. 10 (Electronic Communications Law) states in relation to numbering that it is incumbent upon the NRA to <i>‘ support the harmonisation of numbering resources within the European Union where that is necessary to promote the development of pan European services, as well as to coordinate its positions in international organisations and forums in which decisions are taken on issues relating to the numbering, where this is appropriate in order to ensure full global interoperability of services ’</i>.</p>	E.164 NNP has a block of numbers allocated to ETNS (799).	-
Slovakia	<p>Yes</p> <p>Art. 47 of the Law on electronic communication states that undertakings providing public networks and /or services shall be obliged to ensure:</p> <p>(...)</p> <p>b) <i>call handling made within European telephone numbering space.</i></p>	No	-

Country	Transposition of ETNS into national law	Regulatory action by NRAs	Comments
Slovenia	<p>Applicable provision from Electronic Communications Act:</p> <p>Article 120 (competences and objectives of the Agency)</p> <p>The Agency contributes to the development of the internal market by, <i>inter alia</i>: removing the remaining obstacles to the provision of electronic communications networks, associated facilities and services, and to the provision of electronic communications services at the European Union level;</p>	No	There are no strong indications of interest in ETNS in the market
Spain	<p>Yes</p> <p>See summary below</p>	No	-
	<p>According to the General Telecommunications Law, operators of public telephone networks and operators providing publicly available telephony services shall convey the calls addressed to the ranges of the national telephone numbers, the ETNS, and other international numbering ranges under the conditions specified in the national numbering plan or regulations to develop them.</p> <p>The Royal Decree 2296/2004 on relevant markets, access to networks and numbering states that operators must convey the calls addressed to the ETNS, without prejudice to their right to recover the costs bared for using the networks</p>		
Sweden	<p>Yes</p> <p>Electronic Communications Act (2003:389) of June 5, 2003, Chapter 3, §17</p> <p><i>"A party that provides a public telephony service shall be capable of dealing with all calls to the European Telephony Numbering Space 3883".</i></p>	None	Not used in practice
UK	<p>Yes.</p> <p>General Condition 20, set in July 2003, requires that PECNs make access to non-geographic numbers (i.e., including UK Numbering Scheme & ETNS) available, other than where that is not technically & economically feasible. This implements Articles 27(2) of Universal Service Directive.</p>	None. Enforcement of General Condition 20 has not to date been necessary/ appropriate	Ofcom is not responsible for allocation of ETNS numbering, therefore no need for UK action/ transposition, beyond the General Condition 20 requirement on PECNs to ensure access to all non-geographic numbers other than where that is not technically & economically feasible.

XVI. TABLE 16 – NATIONAL CONTENT REGULATIONS

In some countries, there are content regulations set out in primary or secondary law. In other countries, there are no specific legal regulations, but the industry is self-regulated on the basis of a “Code of Conduct.

Country	Type of content regulation / Reference to content regulation	Summary of regulations	Authorisation requirements
Austria	Regulation KEM-V	<ul style="list-style-type: none"> • Numbering ranges for adult content and for diallers • Maximum duration of 30 minutes and 60 minutes, respectively, for PRS with per-minute charging • Specific restrictions for fax polling PRS: maximum duration of 10 minutes, no event-based charging, maximum price of €1,50 per minute • No switching to adult content PRS from directory enquiry services • No PRS outside the numbering ranges 0900, 0901, 0930, 0931, 0939, 118 	No specific authorisation requirements for particular types of services
Belgium	Royal Decrees based on the electronic communications law to be adopted <i>In the meantime</i> Code of Conduct regarding the offering of specific services via telecommunications	Not yet adopted General advertising and tariff transparency rules and rules regarding the content of the service + specific rules for <ul style="list-style-type: none"> • services aimed at children: max tariff €0,5 /min or maximum connection cost of €1 • games: possibility to obtain the quiz rules upon demand • charity services: obligation to mention the destination of the money collected • adult content: obligation to inform about the exact nature of the service 	Not yet adopted No

Country	Type of content regulation / Reference to content regulation	Summary of regulations	Authorisation requirements
	<p>Regulation on distance contract (Law of Jul. 14, 1991 amended in 1998 implementing Directive 97/7/EC) &</p> <p>Regulation on information society services (Law of Mar. 11, 2003, implementing Directive 2000/31/EC)</p>	<ul style="list-style-type: none"> • transparency (prices, services characteristics, identification of the supplier) • prohibit the supply of goods or services to a consumer without them being ordered by the consumer beforehand • burden of proof on the existence of the consumers consent on the supplier 	No
Cyprus	<p>No PRS specific content regulation</p> <p>In general Ministry of Internal Affairs is responsible for content regulation</p>	<p>No PRS specific content regulation, but PRS offering gambling have to be in line with strict general regulation for gambling.</p>	<p>Not available</p> <p>No special authorisation procedures for PRS providers</p>
Czech Republic	<p>None except numbering regulation (PRS number structure)</p> <p>APVTS has agreed on standard clauses for PRS services.</p> <p>Expected to come into force in June/July 2005, these rules will become part of both interconnection agreements between Cesky and ALTs (not mobile) and between all fixed operators (including Cesky Telekom) and content providers.</p>	<p>Categories of services:</p> <ul style="list-style-type: none"> • 900 for professional services e.g. lawyers or technical support; • 906 for games or lottery, advertisement and horoscope • 909 for adult services • 976 for PRS data <p>Max. call duration, price information, procedure in case of breach of these conditions...</p>	

Country	Type of content regulation / Reference to content regulation	Summary of regulations	Authorisation requirements
Denmark	Executive Order No. 991 of Nov. 6, 2000 on Information and Content Services with Integrated Charging, as amended by Executive Order No. 1214 of Dec. 18, 2000 and Executive Order No. 259 of April 10, 2003	<p>Categories (I-VI) of PRS and specific content and charging requirements;</p> <p>Requirement to ensure that after 30 minutes the charging of services charged on a time basis does not contain elements other than the traffic charge;</p> <p>Requirement to ensure that the provider of information or content services in categories V and VI (charged on per call basis) will receive no more than one call per subscriber number per 24 hours to the service in question;</p> <p>Provisions on barring;</p> <p>Requirements to provide information on PRS charging.</p>	<p>In order for a service to be placed in category VI (i.e. services charged on a call basis used for charitable collections) it is a condition that the collections are in aid of religious societies/communities, funds, associations, foundations and institutions etc. authorized under section 8A(2) or section 12(3) of the Tax Assessments Act.</p>
Estonia	No specific content regulation on PRS.	-	-
Finland	<p>The Finnish self-regulatory committee for premium rate services ('MAPEL'):</p> <p>Basic set of norms of July 25, 2003 for providing premium rate services (in Finnish)</p>	<ul style="list-style-type: none"> • Protection of minors: It is forbidden in advertising to exploit the credulity or inexperience of children and young people, nor may advertising put their obedience to the test. • Price information requirements in advertising and at the beginning of services. • Billing: If the service is billed separately from the telecommunication bill, this must be announced in advertisements and at the beginning of the service. • Adult entertainment: A PRS provider belonging to the adult-entertainment service group must train his/her employees to recognise whether a person calling the service is under 18 years of age, in which case the call must be interrupted immediately. 	No

Country	Type of content regulation / Reference to content regulation	Summary of regulations	Authorisation requirements
France	CST recommendations (available in English)	<p>Standard contract clauses between telecom operators and information providers</p> <p>Art 1 of the ethical recommendations for telematic services states that:</p> <p>A) Subject to the general provisions of the contract, the service provider shall undertake to inform users clearly and unequivocally of the price of the service at the start of a call or directly from the service summary once the call is connected.</p>	No
Germany	<p>Gesetz zur Bekämpfung des Missbrauchs von 0190er-/0900er-Mehrwertdiensternummern</p> <p>Allocation rules for the 0900-PRS</p> <p>Code of conduct of FST e.V.</p>	<ul style="list-style-type: none"> • Maximum duration of 60 minutes for 0190- and 0900-PRS with time-based pricing. Exceeding of this duration only upon approval by the end-user • Diallers are allowed only within the number range 09009 • Numbering ranges according to the content for 0900x PRS <ul style="list-style-type: none"> • x=1: information • x=3: entertainment • x=5: all other content 	No specific authorisation requirements for particular types of services
Greece	<p>PRS specific content regulation does not exist.</p> <p>PRS content has to be in line with general law.</p> <p>EΣP is in general responsible for content regulation and especially for content regulation in connection with TV- and radio broadcasting.</p>		No
Hungary	No content regulation, the general telecommunications and consumer protection rules apply.	-	No specific content authorisation requirement

Country	Type of content regulation / Reference to content regulation	Summary of regulations	Authorisation requirements
Ireland	Regtel's code of conduct of Jan. 1, 2004	See below	
<p>Code of conduct contains rules on:</p> <ul style="list-style-type: none"> • data protection: service providers must not send unsolicited, random or untargeted telecommunications messages (or promotions) if the consumer has not opted in to the receipt of these messages; • content: services and promotions must comply principles of legality, honesty and decency; • promotions: promotions must comply with the provisions of the consumer protection and the misleading advertising legislation; no PRS can be promoted as being free; • specific categories of services (i.e. children services, competition services, advice services, services of a sexual nature, virtual chat services, contact and dating services, promotion of virtual chat/contact/dating services); • live services (incl. live 'advice' services): Regtel may require these services to be monitored and recorded. They may also be terminated upon a fixed period of time, and in any case when a total charge of €90 has been incurred . • online PRS: these services must disconnect once the cost has been incurred or after 5 minutes if they are left idle. Those aimed at 18 years old and over must carry an age warning and active consumer activation; • Value added messaging (VAM): VAM means the use of a SMS a content service to the consumer, whether or not a premium rate is imposed related to the content of the message; they are subject to specific pricing, opt in/opt out and marketing rules; • Complaint standard and emergency procedures and sanctions. <p>Authorisation requirements are:</p> <p>Before providing services, a service provider must notify Regtel of the following:</p> <ul style="list-style-type: none"> • its contact details and the name of the network operator, • telephone numbers ranges allocated to the service, • whether the service is associated with or promoted on a website (if so, URL of the site), • details of the type or category of service provided. <p>Written authorisation is required for the following services:</p> <ul style="list-style-type: none"> • live services, • competition services, • "letter promotion" services, • children services, • services of a sexual nature, • virtual chat /dating/contact and message exchange services • SMS services. <p>One to one live conversation services (i.e. dating or chat) are not allowed in Ireland</p>			

Country	Type of content regulation / Reference to content regulation	Summary of regulations	Authorisation requirements
Italy	Ministerial decree July 13, 1995, n. 385 on rules for the carrying out of audiotex and videotex services	Art. 3 – Deception Art. 4 – Vulgarity, indecency, moral, civil and religious convictions, dignity of the person, safety and health Art. 5 – Privacy Art. 6 – Services directed at minors Art. 7 – Disabled Art. 11 – Advertising inserts within services Art. 12 – Advice services Art. 13 – Prizes Art. 14 – Collection of funds Art. 15 – Sale of goods and services Art. 16 – Offer of work	PRS offering prizes must receive prior authorisation from Ministry of Finances (article 13).
Latvia	No specific content regulation	-	-
Lithuania	No specific content regulation on PRS, except that Order No. 196 of December 20, 2002 of the Director of the Communications Regulatory Authority on the approval of the national telephone numbering plan allocates 909 XXXXX numbering range to adult content services.	-	-
Luxembourg	No specific content regulation yet (there is no code of conduct)	See summary below	The provision of added value services is subject to a declaration to ILR '(Art 14 of the Amended Telecommunications Law of March 21, 1997). The ILR draft decision of September 2004 on the conditions of use of shared revenue numbers 900, 901 and 905 provides that holders of shared revenues numbers would have to comply with the Luxembourg legislation on the protection of minors, data protection and electronic commerce. In addition, the draft also specifies that: <ul style="list-style-type: none"> • minors would have to be prevented from accessing adult services with erotic content via the 905 number; • putting callers on hold could not be billed at a shared revenues price; • at the end of a communication, the call would have to be automatically terminated by the computer system used by the holder of shared revenues numbers; • services which are without object by their nature would be forbidden;

Country	Type of content regulation / Reference to content regulation	Summary of regulations	Authorisation requirements
		<ul style="list-style-type: none"> • at the final user's request, the operator would have to communicate information on the identity of the person to whom it has assigned a shared revenues number (i.e. the holder of the shared revenues number); • a call which is billed on a time unit basis would have to be stopped after a period of 30 minutes, except if the final user agrees on an extension of the service for another period of 30 minutes; • for temporary services (e.g. games), the final user would have to be informed by the shared revenues numbers holder (or the service provider) of the duration of the service. The temporary service could not be available for a longer period than the one announced. 	
Malta		<p>There is no PRS specific content regulation. PRS can only violate other jurisdiction.</p> <p>Certain branch specific authorities stated rules to their members. If a PRS violate them they can punish provider in line with their rules (but no PRS specific codices).</p>	No
Netherlands	No content specific regulation, but OPTA watches, that different categories of content use the appointed number range	<ul style="list-style-type: none"> • number ranges by content differentiation • Different content specific numbers, 090x, x={6,9,0}, content specific digits • 0900 PRS, most restricted number range, no erotic content, no call extension (gaming) • 0909 some restrictions are lifted: call extension is allowed, but erotic content is not allowed • 0906 no restrictions, every type of content is allowed (as long it is in line with a few content related regulations in the code of conduct (harmful content for minors) and Penal Law) 	No special requirements with regard to authorisation for particular types of PRS services.

Country	Type of content regulation / Reference to content regulation	Summary of regulations	Authorisation requirements
Norway	Secondary regulations on PRS	<p>Key provisions (extract):</p> <ul style="list-style-type: none"> • Maximum duration (Cat.I 30 min, cat. II, 20 min, Cat.III none) • Not directed at individuals below 16 years of age • No violence, except in newscasts • No immoral or ??? content • No provision of sexual contacts • No sexual or erotic content • Not to be used as a method of ordering goods or services that are not a part of the PRS service • No lotteries or competitions depending on chance unless approved by lottery commission. 	
Poland	<p>No specific content regulation on PRS.</p> <p>Draft Ethical Code for Premium Rate Services prepared by the Polish Chamber of Information Technology and Telecommunications (PIIT) – not yet adopted.</p>	<p>Draft Ethical Code for PRS contains provisions regarding:</p> <ul style="list-style-type: none"> • marketing and advertising of PRS; • requirements to provide information on PRS charging; • requirements for services directed at young people below 18 years of age; • ethical requirements for PRS of erotic character; • use of diallers. 	<p>Under article 65 of the Telecommunications Law PRS providers are required to register with URTiP at least 7 days before the commencement of the service provision.</p>
Portugal	<p>Decree Law 175/99 of 21 May 1999 as amended by Decree Law 148/2001 of May 7, 2001 and by Law 95/2001 of August 20, 2001</p>	<ul style="list-style-type: none"> • It is prohibited to advertise audiotext services to minors. • Advertising of audio-text services of erotic or sexual nature: <ul style="list-style-type: none"> • is prohibited if outdoors; • allowed only in specialized press or in other printed media when it does not include pictures and when the wording used is not likely to affect the most vulnerable consumers; • allowed on the TV and on the radio only between 24.00 and 6.00 am. 	<p>Audiotext providers must register their activity with ANACOM.</p>
Slovakia			
Slovenia	<p>There is no content regulation in Slovenia</p>		

Country	Type of content regulation / Reference to content regulation	Summary of regulations	Authorisation requirements
Spain	SETSI Resolution of Sept. 15, 2004 publishing a code of conduct for PRS services.	General provisions. PRS should not incite sexual and religious discrimination or racism; should not incite illegal behaviours and the infringement of rules on the secrecy of communications, on intellectual property and on protection of personal privacy; should not exploit vulnerable persons. Specific restrictions on PRS relate to: <ul style="list-style-type: none"> • adult content: cannot be targeted at people less than 18 years old; • competitions and prizes: users must have an easy access to the rules governing the functioning of the competition and prizes; • protection of children and youth (people under 18 years old): can only be provided between 8 am and 23 pm; maximum duration of the service is 8 minutes (normal maximum duration for PRS is 30 minutes). 	Professional services (provided under the 807 code) must comply with the same requirements that are needed for the professional activity in question (e.g. professional title or membership in a professional association)
Sweden	Ethical Rules for Premium Rate Call Services prepared by the Ethical Council for Premium Rate Call Services (ERB)	Instructions for the marketing of PRS Code of practice concerning the content of PRS: <ul style="list-style-type: none"> • Information on call charges; • Unnecessary delays to services; • Services of a sexual or erotic nature; • Personal ads; • Professional counselling; • Competitions • Special rules for operator-assisted calls • Special rules for conference-type calls • Special rules involving direct calls between two customers • Special rules for the use of PRS for the provision of services via the Internet or other visual media. 	Standard contract between an access operator (all major mobile and fixed operators are members of ERB) and content provider includes a clause on the service compliance with the ethical rules.

Country	Type of content regulation / Reference to content regulation	Summary of regulations	Authorisation requirements
UK	ICSTIS Code of Practice (10 th edition)	The Code sets out a number of specific obligations on providers of different types of service. See summary below	All services which cost more than £1.00 (€1,45) per minute and which may cost more than £20.00 (€29,07) in total, require ICSTIS' prior permission before operating. All live services and all consumer credit services also require permission before operating, regardless of cost.
<ul style="list-style-type: none"> • DECENCY Services and promotional material must not e.g. contain material indicating violence, be likely to result in any unreasonable invasion of privacy, encourage or incite any person to engage in dangerous practices, induce or promote racial disharmony etc. • HONESTY Services and promotional material must not mislead, by inaccuracy, ambiguity etc. • PRICING INFORMATION The service provider must state clearly in all promotional material the likely charge for calls to each service. • USE OF THE WORD 'FREE' No premium rate service may be promoted as being free except where the cost to the consumer does not exceed the delivery costs of the product and the promotional material states the maximum cost of the call. • INTRODUCTORY MESSAGES All providers of live services must ensure that on connection each caller receives a brief introductory message giving details of all of the call costs and the name of the service provider providing the live service. • CHILDREN'S SERVICES Children's services are those which, are aimed at persons under 16 years of age. Promotional material for children's services must clearly state the maximum possible cost of the service, and that the service should only be used with the agreement of the person responsible for paying the telephone bill. Children's services, must not contain anything which is likely to result in harm to children, make direct appeals to children to buy, unless the product or service is one which they could reasonably be expected to afford for themselves, cost no more than £3.00 etc. 			

XVII. TABLE 17 - CALL BARRING ARRANGEMENTS

One of the common measures for the protection of consumers is the ability to block certain number ranges for PRS services. Most countries have chosen opt-out, meaning that a subscriber must take action in order to block a certain range. However, some countries have chosen opt-in, meaning that action must be taken to open a certain range for usage.

Country	May call barring be used for PRS services	Type of call barring	Comments
Austria	Yes	Opt-out	PRS (i.e. the numbering ranges 0900, 0901, 0930, 0931) possibility to change once a year for free
		Opt-in	Dialler in the numbering range 0939; possibility to change once a year for free
Belgium	Yes	Opt-out	According to circular on the conditions on the offering of fixed and mobile voice telephony services, each operator has to provide, upon request of the customer, a selective prohibition on outgoing calls. There is no definition of the granularity required. The most granular approach is adopted by Belgacom, the fixed line incumbent. Call barring is to be requested from Belgacom (owner of the local loop), even though Carrier Pre-Selection is activated on the line in question.
Cyprus	Yes	Opt-out. In addition consumers are asked whether they wish barring of PRS numbers while applying for new telephone extension.	CYTA provides the option of barring the Audiotext calls (900). Coded barring can be activated and deactivated by customers by dialling a special code. However, please note that even if the customer chooses the said call barring he may perform calls to some numbers (909) for pharmacies or televoting. Differentiation of barring-options to certain numbers/number ranges is not given
Czech Republic	Yes	Opt-out	Two options: Option 1: all PRS numbers Option 2: all PRS numbers except 900 (business services and SMS from fixed)

Country	May call barring be used for PRS services	Type of call barring	Comments
Denmark	Yes	Opt-out and Opt-in	<p>Opt-in applies to PRS categories II-IV:</p> <p>Category II: Services charged on a time basis, where the overall charge, excluding the traffic charge, must not exceed DKr 4 per minute, including VAT. Services in category II must not contain competitions or elements of this.</p> <p>Category III: Services charged on a time basis, where the overall charge, excluding the traffic charge, is allowed to exceed DKr 4 per minute, including VAT. Services in category III must not contain competitions or elements of this.</p> <p>Category IV: Services charged on a time basis, where the overall charge, excluding the traffic charge, is allowed to exceed DKr 4 per minute, including VAT, possibly combined with a charge per call. Services in category IV must not be unsuitable for children under the age of 16, and must not contain:</p> <ul style="list-style-type: none"> • Descriptions of sexual or erotic matters • Arrangement of contacts for the purpose of sexual relations or other elements of such a character. • Reference to other services or numbers with sexual or erotic content. • Descriptions of violence • Competitions or elements of this.
Estonia	Yes	Opt-out	<p>No regulatory obligations on operators.</p> <p>A network operator may voluntarily offer call barring disabling certain 900 number ranges which have been (voluntary) grouped according to the content.</p>
Finland	Yes	Opt-out	<p>FICORA Regulation 35 I/2005 M on barring categories in telecommunications includes provisions on the minimum choice of barring categories which the operators must provide to users for outgoing traffic originating from a public telephone network connection. The regulation applies also to short message services (SMS) in public mobile networks. SMS defined as text, video and multimedia messages.</p> <p>The regulation applies to a pre-paid service connection (connection paid in advance) to a public mobile network only if there is a connection agreement in writing.</p> <p>Different barring categories cover different combinations to bar the following separate service groups (SG):</p> <ul style="list-style-type: none"> • SG I: general services; • SG II: consulting and ordering; • SG III: entertainment; • SG IV: adult entertainment.

Country	May call barring be used for PRS services	Type of call barring	Comments
France	Yes	Opt-out	<p>FT as the universal service provider has to provide call barring (March 3, 2005 ministerial decree on universal service - telephony service – art.2)</p> <p>The Law on confidence in the digital economy of June 22, 2004 (Art. 6) provides for providers of online communications services to the public to inform their subscribers of the technical means of restricting access to some services.</p>
Germany	Yes	Opt-out	<p>Obligation for call barring services is based on the TKV.</p> <p>Incumbent offers three types of call barring services:</p> <ul style="list-style-type: none"> • User controlled call barring based on 8 classes (thereof 4 comprise the complete 0190/0900 number range) • Dedicated call barring based on 8 classes (thereof 4 comprise the complete 0190/0900 number range) • Dedicated call barring for up to 5 numbers and number ranges, respectively.
Greece	Yes	Opt-out	<p>Option to bar all PRS numbers.</p> <p>The option for call barring is not enforced by regulation</p>
Hungary	Yes	Opt-out	<p>Act C of 2003 on Electronic Communications (article 118) obliges universal service providers to enable subscribers to block specific types of outgoing calls.</p>
Ireland	Yes	Opt-out	<p>For having all PRS barred from telephone, the user must contact its local network operator. Some network operators provide this service free of charge (not the case for eircom).</p>
Italy	Yes	Opt-out	<p>AGCOM Decision 78/02/CONS on itemised billing and call barring.</p> <p>End-user can select the types of numbers to block from those listed in annex to the decision. The list includes PRS codes (144, 166, 892, 899, 163, 164) and calls to internal network service short codes (first digit 4 or 1) priced at or above € 0,22931 per minute (excl. VAT) with call set-up priced at or above € 0,06559 (excl. VAT), or calls with total price based on a four minute call or forfait equal to or above € 1.</p>
Latvia	Yes	Opt-out	<p>No regulatory obligations on operators.</p> <p>For having PRS barred from telephone, the end-user has to contact network operator or network operator may voluntarily offer call barring disabling certain 90XXXXXX number ranges which have been (voluntary) grouped according to the content.</p> <p>Lattelekom offers barring of PRS calls to all or any specific group of 90XXXXXX numbers (combined with voice announcement on PRS call barring).</p>
Lithuania	Yes	Opt-out	<p>According to RRT, subscribers can themselves, or by request to the telecommunications service provider bar defined outgoing calls free of charge.</p>

Country	May call barring be used for PRS services	Type of call barring	Comments
Luxembourg	Yes	Opt-in and Opt-out	<p>According to the ILR decision bill of September 2004 on the conditions of use of shared revenue numbers 900, 901 and 905:</p> <ul style="list-style-type: none"> • minors would have to be prevented from accessing adult services with erotic content via the 905 number; • all operator providing telephony services would have to offer to their clients free of charge, the possibility to bar calls to 905 number ranges (adult services).
Malta	Yes	Opt-out	Applies only to voice telephony
Netherlands		Opt-out	<p>Barring of 090x numbers is possible by KPN</p> <ul style="list-style-type: none"> • Currently in planning (by Ministry of Economic Affairs): <ul style="list-style-type: none"> • Use limitations: Originating operators shall have to offer facilities to the consumer to be able to limit the use of PRS services. Such limitations must be flexible and the Ministry will give them some implementation options (like time and bill limits).
Norway	Yes	Opt-out Opt-in	<p>Opt-out applies to PRS categories I, General consumer services and Category II, Entertainment services</p> <p>Opt-in applies to PRS category III, Subscription services</p>
Poland	Yes	Opt-out	Under article 93(3) of the Telecommunications Law, the designated provider of the universal service (currently, TPSA) is required to offer the possibility to bar outgoing calls to specific types of numbers or services free of charge.
Portugal	Yes	Opt-in	Since 2001, opt-in applies to all audio-text services except tele-voting.
Slovakia	Yes	Opt-out	Upon customer request, selective (executed by the customer) or fixed (executed by Slovak Telecom) prohibition on outgoing PRS calls is possible.
Slovenia	Yes	Opt-out	It is only possible to block all (and not selective) PRS numbers
Spain	Yes	Opt-in; and Opt-out.	<p>Currently, the law establishes an opt-in for PRS services provided over data transmission systems (e.g. the Internet) and for PRS provided over voice telephony systems under the 803, 806 and 807 codes when the fourth digit is the 6, 7, 8 and 9 numbers (i.e. when the PRS exceeds a certain price/per minute: €1 when accessed from a fixed network and € 1,30 when accessed from a mobile network). Opt-in means that subscribers need to ‘expressly’ request their access operator to have access to these numbers by a written and signed document.</p> <p>The law establishes that opt-out must be available for the other (less expensive) PRS services (i.e. where the fourth digit is the 0/1/2/3/4 and 5 numbers). Opt-out means that subscribers can request the access operator, free of charge, for PRS services to be disconnected within 10 days. After this period, the access operator</p>

Country	May call barring be used for PRS services	Type of call barring	Comments
			<p>will bear the costs of any calls made to PRS.</p> <p>NB The right to request disconnection does not apply to PRS services under the opt-in rule. In this case, subscribers are allowed to request, free of charge, to be disconnected from the PRS (whose access they expressly requested) 3 times a year. Additional requests for disconnection are not free of charge.</p> <p>Despite the above, access operators, upon notification, one month in advance, to the National Consumer Institute, SETSI and CMT, can impose an opt-in system for short codes used to access PRS with lower ranges (for which the law establishes an opt-out). This provision has raised concerns on how to conciliate this possibility with the obligations imposed on operators to ensure access and interconnection on a non-discriminatory basis.</p>
Sweden		Opt-out	Providers of public telephony services shall at the request of a subscriber bar without charge certain kinds of outgoing calls or numbers.
UK	Yes	Opt-out	Customers wishing to prevent PRS calls being made must contact their network operator. For example, BT offers free fixed barring of premium rate access on residential telephone lines, which will stop any dialling on the customers line to UK based premium numbers.

XVIII. TABLE 18 - PROVISION OF PRICE AND SERVICE CATEGORY INFORMATION

An important element of consumer protection is to ensure that the user understands fully what type of PRS service he is accessing and what the costs will be.

Country	How is service category information provided	How is price information provided
Austria	<ul style="list-style-type: none"> The user is expected to know the service category (adult vs. non-adult services, diallers) on the basis of the numbering range Service category information has to be part of any marketing campaign in terms of a short description of the content 	<ul style="list-style-type: none"> Price information has to be part of any marketing campaign The PRS provider has to inform the user about the price for free directly before the delivery of the PRS In the case of switching to another telephone number from directory enquiry services the provider has to inform the user about the price for following call No price information at the beginning of a PRS call is necessary in the case of event-based PRS below the price limit of €0,70 per call.

Country	How is service category information provided	How is price information provided
Belgium	<ul style="list-style-type: none"> The user is expected to know the service category on the basis of the numbering range. For calls to 0908 and 0909 (flexible charging), a free announcement is provided at the beginning of the service. Regulation on distance contracts (Law of Jul. 14, 1991) and information society services (Law of Mar. 11, 2003): general obligation of transparency for services characteristics. 	<ul style="list-style-type: none"> For all number ranges, all forms of marketing must include price information The user is expected to know the price range on the basis of the numbering range An announcement is provided at the beginning of the service (0908, 0909). Regulation on distance contracts (Law of Jul. 14, 1991) and information society services (Law of Mar. 11, 2003): general obligation to show prices in ads or distance contract offers.
Cyprus	The user is expected to know the service category. To a limited extent he can recognize service category on the basis of numbering range (see numbering structure).	There is no clear relationship between numbers and price ranges. Prices must be provided in all forms of marketing
Czech Republic	User is expected to know <u>the service category</u> on the basis of the numbering prefix (900;906, 909 and 976) (information available in price list and websites).	No legal obligation on <u>price announcements</u> ; e.g. Cesky does it on a voluntary basis in its own network. NB Price is also part of the number (AB) – so very transparent
Denmark	<ul style="list-style-type: none"> Service category information is provided as part of any marketing campaign in terms of a short description of the content; On any PRS call, the provider of public telecommunications networks or telecommunications services to end-users who gives access to making calls to information or content services shall ensure that the information is given initially about the name of the provider of telecommunications networks or telecommunications services who has reassigned the PRS number to the provider of the PRS service in question. Information as to who is the provider of a given information or content service may be obtained on application to the provider of 	<p>On any PRS call, the provider of public telecommunications networks or telecommunications services to end-users who gives access to making calls to information or content services shall ensure that information is given initially about:</p> <ul style="list-style-type: none"> the price, including the traffic charge, for using the service, or the price, excluding the traffic charge, for using the service, and where access may be obtained by the end-user to information about the traffic charge for the call to the information or content service in question. <p>After being given this information, the calling end-user must be allowed a pause of at least 5 seconds for terminating the call, if desired, before charging at the premium rate starts. The provider of telecommunications networks or telecommunications services to end-users shall ensure that charging for the call will not contain elements other than the traffic charge until the aforementioned pause of 5 seconds has elapsed.</p>

Country	How is service category information provided	How is price information provided
	telecommunications networks or telecommunications services who has reassigned the relevant PRS number to the provider of the information or content service.	
Estonia	<p>No regulatory obligations.</p> <p>In many cases an announcement provided at the beginning of the service.</p> <p>Some operators group their PRS numbers/number ranges according to the content.</p>	<p>Under the provisions of the Consumer Protection Act of Feb. 11, 2004 (in English) an announcement must be provided at the beginning of the service.</p>
Finland	<p>The user is expected to know the service category on the basis of the numbering range. PRS are classified according to their content in groups defined by FICORA. The service group can be seen from the first part of the service number.</p> <p>See FICORA Regulation 35 H/2003 M on barring categories in telecommunications.</p>	<p>§ 9 and § 24 of the MAPEL basic set of norms of July 25, 2003 for providing premium rate services (in Finnish).</p> <p>Advertising</p> <ul style="list-style-type: none"> The unit price subject to taxation (€/min + date, €/call + date or €/message) must always be shown clearly in close proximity to the phone number and in easily readable form. If the price has a minimum price, it must also be indicated <p>At the beginning of the service</p> <ul style="list-style-type: none"> Services charged on a time basis: At the beginning of services which cost € 2/min and belong to groups I and II and services which cost at least € 1/min and belong to service groups III and IV, there should be price information included, and this information must not cost the caller more than the normal price of a local phone call. Services charged on an event basis: At the beginning of services in all service categories costing at least € 2, there should be price information included. If the price of the service increases by more than 50% during six months, the service price must be given at the beginning of the service for at least three months after the price has been increased. This stipulation applies to all services groups. <p>(No other regulatory obligations).</p>

Country	How is service category information provided	How is price information provided
France		<p>Art 1 of the ethical recommendations for telematic services states that:</p> <p>B) The service provider shall undertake:</p> <p>- <u>At the start of a call</u> and by direct referral to the service summary, to provide:</p> <p>* <i>The information referred to in Article 43-10 of the amended law of Sept. 30, 1986 [that law was repealed in June 2004]</i></p> <p>* <i>All information enabling a person to lodge a complaint and to exercise their rights, in particular their right of reply</i></p> <p>NB This implies provision of information on prices</p>
Germany	<ul style="list-style-type: none"> • The user is expected to know the service category of 0900-PRS on the basis of the numbering range • No service category information is provided in the 0190 numbering range 	<ul style="list-style-type: none"> • Price information for use from fixed lines has to be part of any marketing campaign. If different prices apply, a price range may be specified. • Price announcement for use from fixed lines must take place for each 0190- and 0900-PRS call. The responsibility for price announcement is assigned to the provider who is the owner of the charging determination point , i.e. to the party that calculates the charge for an individual PRS call based on the real CDR. The relevant provider has to inform the user about the price for free directly before the delivery of the PRS. Depending on the billing method, access network providers or platform providers are responsible for the price announcement. • In the case of changing the price during the call a new price announcement must take place. • Planned: In the case of switching to another telephone number from directory enquiry services the provider has to inform the user about the price for following call.
Greece	<p>The user is expected to know the service category on the basis of the numbering range (there are two available categories, adult and all other type of services)</p>	<ul style="list-style-type: none"> • All forms of marketing must include price information EETT Decision 276/41/2003, “Decision of EETT On New National Numbering Plan” EETT DECISION No: 206/2/29-1-2001, www.eett.gr <p>Price announcement in front of the service</p>
Hungary	<ul style="list-style-type: none"> • The user is expected to know that it is a PRS call on the basis of the numbering range. • No obligation for an announcement to be provided at the beginning of the call. 	<ul style="list-style-type: none"> • No specific pricing regulation (see table 12) so user cannot be expected to know price on basis of the numbering range. • In case of Magyar Telekom (Matáv) the Code of Practice contains detailed price information on all the different service categories. All parties signing a contract with Magyar Telekom on PRS have to accept the Code of Ethics which obliges the content provider to show the prices for PRS in all advertisements and in a well visible way. • The price of the service must be indicated when publishing the PRS number. The VAT should be separately indicated in the price.

Country	How is service category information provided	How is price information provided
		<ul style="list-style-type: none"> No obligation for an announcement to be provided at the beginning of the call.
Ireland	<p>In Document 03/54r of May 27, 2003, ComReg states that: “<i>the ‘recognition factor’ for 155X numbers certainly exists for many consumers, though the degree by which individual numbers within that range (i.e. individual ‘X’s) is admittedly less.</i>”</p> <p>The user is not expected to know the service category on the basis of the numbering range, expect may be, that:</p> <ul style="list-style-type: none"> there are per minute (1520 to 1590) and per call services (1512 to 1519); there is only one 1559 number associated with adult-type service; prices for value added messages (VAM) are associated directly with the short code number (50xxx to 59xxx). 	<p>All promotions must include price information (including prices for VAM).</p> <p>Section 7.1.1 of Regtels Code of Practice requires all Service Providers advertising Premium Rate Services to state that “call from mobiles phones normally cost more”.</p>
		<p>In case where it is unlikely that the consumer will have seen or heard any promotion containing pricing information, the service provider must place a short distinct message at the beginning of the service.</p> <p>There is also a specific requirement for price warnings for certain type of services, i.e. virtual chat services, contact dating services and live services.</p> <p>ComReg announces further consultation with RegTel on whether to impose a requirement to advertise that ‘<i>calls from mobiles may cost more</i>’.</p>
Italy	<p>The user is expected to know the service category on the basis of the numbering range.</p> <p>An announcement is provided at the beginning of the service for price information.</p>	<p>AGCOM Decision 9/03/CIR on telecommunications numbering plan (article 5 – comma 2 and 3):</p> <ul style="list-style-type: none"> Calls to PRS to include an announcement of the tariff applicable at beginning of the call. The access operator, and where applicable the operator with right to use the PRS number(s), must ensure that information and marketing about services offered using the number(s) gives the correct indication of the cost of the call, including call set-up charges and including VAT.
		<p>Ministerial decree July 13, 1995, n. 385 on rules for the carrying out of audiotex and videotex services (articles 8 and 17).</p> <p>Services to be preceded by a “message of presentation” lasting up to 20 seconds giving information on the type and content of the services provided, the provider, the price (incl. VAT) and maximum duration. The message of</p>

Country	How is service category information provided	How is price information provided
		<p>presentation does not apply to audiotex services of duration below 3 minutes.</p> <p>Similar information to be included in all forms of advertising of audiotex and videotex services.</p>
Latvia	<p>No specific regulatory obligations.</p> <p>User is expected to know the service category based on the numbering range used .</p> <p>Some operators group PRS numbers/ranges according to the content (the service category can be seen from the first 3 digits of the service number, for example – 900XXXX is information service’s numbers, 909XXXX – adult services).</p>	<p>Under provisions of the Council of Ministers regulation No. 178 of May 18, 1999 on providing price information for goods and services (adopted in accordance with Section 17 (3) of the Consumer Protection Law), service providers are required to provide service price information when offering a service.</p> <p>The user is expected to know the price range on the basis of the numbering range.</p> <p>Call charge details must be stated on all advertisements for PRS calls. Charges must be specified directly for the PRS number.</p> <p>Where promotions are transmitted on TV, the pricing information must be visually displayed.</p>
Lithuania	<p>Order No. 196 of December 20, 2002 of the Director of the Communications Regulatory Authority on the approval of the national telephone numbering plan allocates 909 XXXXX numbering range to adult content services.</p>	<p>No specific regulatory obligations as regards PRS.</p> <p>General price information requirements laid down in the Law No. I-667 of Nov. 10, 1994 on consumer protection apply.</p>
Luxembourg	<p>ILR recommends operators to assign numbers in the 900, 901 and 905 ranges according to the type of services they provide. Further, operators must inform their clients of which types of number have been allocated to which types of services.</p> <p>It also recommends to differentiate between information services, gaming and adult services.</p>	
	<p>The draft decision of Sept. 2004 would confirm the ILR’s recommendations (see above) that added value services must correspond to the following categories:</p> <ul style="list-style-type: none"> • 0900: Information, business and marketing <ul style="list-style-type: none"> Ex: helpdesk, stock exchange and weather information, reservation and sale of goods and services. 	<p>According to the draft bill of Sept. 2004:</p> <ul style="list-style-type: none"> • the caller would have to be informed of the total per call/minute tariff (i.e. including conveyance price (fixed or mobile) and VAT), whatever the network on which the call is generated; • if the caller does not hang up the phone three seconds after having received the information message, he would be presumed as agreeing to the service proposed and would billing start; • for services where there tariffs change during the call (mid-call tariff diversion), the new tariff would have to be communicated. <p>Any oral, printed or electronic (SMS or email)</p>

Country	How is service category information provided	How is price information provided
	<ul style="list-style-type: none"> • 0901: Leisure and amusement Ex: games, contests, lotteries, chat, poll... • 0905: Adult services Ex: erotic services. <p>The draft also provides that:</p> <ul style="list-style-type: none"> • any communication or publication of adult services (in particular erotic content), would be forbidden in the 900 and 901 number ranges; • the format of a shared revenues number would have to ensure that the user can easily identify the number as a shared revenues number (i.e. with three first digits which would have to be grouped); • any oral, printed or electronic publication of a shared revenues number would have to comply with the 90x yy yyy (where x = 0, 1, or 5) format. <p>See also Table 19 on regulation of PC diallers.</p>	<p>advertisement for a shared revenues number would have to indicate prices (per min/call) in a clear, audible and unambiguous way.</p>
Malta	No service categories defined	<ul style="list-style-type: none"> • All forms of marketing must include price information (customer price) (National Numbering Conventions, Decision Notice DN02/2001) • Price announcements in front of the service are not required
Netherlands	<ul style="list-style-type: none"> • Users are expected to know what category of service they call, prefix of numbers gives already some information, since number ranges are grouped by content • General tariff information (advertisement): category is shown by a separation the first four-digits (090x) from the following number 	<ul style="list-style-type: none"> • Obligation for all 090x-PRS numbers to provide preceding price information at no charge • Prices are announced with the prices of KPN as standard price, mobile operators mention that there is an additional fee • Alternatively only the price of the content provision can be announced, added by the information about additional telecommunication/ transfer costs (without concrete price details) • Published tariffs may exclude taxes • Further regulation on price information is under investigation • Currently in planning (by Ministry of Economic Affairs): <ul style="list-style-type: none"> • Better tariff transparency: Originating operators and number users (the exploiters of PRS numbers or the content providers) will be <i>both responsible</i>

Country	How is service category information provided	How is price information provided
		for the reporting of tariffs of PRS numbers, directly preceding the access of a service. This also applies to the notification of the number of the PRS service (very important when using diallers).
Norway	Must be provided in all types of marketing communications	<ul style="list-style-type: none"> • Must be provided in all types of marketing communications • Price information shall normally be included at the beginning of the service for all PRS services. Certain services have dispensation from the general rule.
Poland	<p>In practice, end-users are informed about service category as part of marketing campaign.</p> <p>No specific regulatory obligations apart from the requirement under article 65 of the Telecommunications Law for PRS providers to submit to URTiP information with regard to the provider's name, address, seat, type and the scope of the premium rate service provided, and the numbers used to provide this service, at least 7 days before the commencement of the service provision. URTiP publishes on its website a public register of numbers used by the providers of premium rate services.</p>	<p>Under article 64 (2) of the Telecommunications Law, PRS providers should ensure that the end user in a fixed public telephone network is informed each time, prior to the charging of payments, of the price of a clearing connection unit and the number of this service.</p> <p>Currently, the price information is provided in all types of marketing communications. Provision of price information at the beginning of each call still has to be implemented.</p>
Portugal	<p>ANACOM defined 5 access codes identifying certain types of activities.</p> <ul style="list-style-type: none"> • 601: general audio-text services not included in the other categories; • 607: tele-voting; • 608: marketing (sales, marketing, funds raising); • 646: competitions and leisure; • 648: erotic and sexual services. 	<p>Price information must contain:</p> <ul style="list-style-type: none"> • the price per minute; • the price per each fifteen second period for services with a maximum duration of one minute; • the price per call, for all services with fixed costs, irrespective of its duration. <p>The price information must be given to consumer in similar characters (in type and dimension) to those used to inform about the audio-text number. In case of advertising on the TV, the price indication must be provided throughout all duration of the advertisement.</p> <p>When accessing the service, the end-user must be given information, through a voice message about the price of the service.</p> <p>No rule defined for inclusion/exclusion of VAT in the price.</p> <p>Premium rate services shall emit an audible signal at the end of each minute that has elapsed since the start of the call (article 9 of Decree-Law n° 177/99).</p>

Country	How is service category information provided	How is price information provided
Slovakia	<p>Public tariffs contain description of PRS category.</p> <p>Users are expected to know the service category on the basis of the numbering range.</p>	<p>Public tariffs contain description of price conditions.</p> <p>Service provider is obliged to inform end-users about prices. All form of marketing must include price information (obligation in the contract with the network operator).</p>
Slovenia	<p>The user is expected to know the service category on the basis of the numbering range used</p>	<p>The user is expected to know the price range on the basis of the numbering range used</p>
Spain	<p>The user knows the service category on the basis of the access codes: 803A (adult services), 806A (leisure and entertainment) and 807A (professional services).</p> <p>For PRS provided over data transmission systems (907A code) it is the fourth digit that identifies the content of the service: 907 (0/1/2/3/4): leisure, entertainment and professional services; 907 (5/6/7/8/9): adult services.</p>	<p>The user is expected to know the price category on the basis of the 4 digit that follows the access codes: 803 (adult services), 806 (entertainment) and 807 (professional services).</p> <p>e.g. 803 1 XX XXX; 803 2 XX XXX; 803 3 XX XXX. The fourth digit identifies a charge band.</p> <p>For PRS provided over data transmission systems (907A code) the fourth digit identifies not only the service category but also the price range.</p>
		<p>In all advertising, the PRS provider must indicate the max. price/per minute of the call (tax included).</p> <p>The PRS operator must ensure that the calling party, prior to accessing the content, is informed by a recorded voice message on the maximum per minute price of each call (originating on fixed and mobile networks), the type of the PRS service that is going to be accessed as well on the identity of the owner of the called number.</p> <p>Special information requirements exist for PRS provided over data transmission systems (907 code).</p>
Sweden	<p>The user is expected to know the service category on the basis of the numbering range</p>	<p>Call charge details must be stated on all advertisements for premium rate calls. Charges must be specified directly adjacent to the telephone number.</p> <p>Every PRS call that could exceed 2 minutes or SKr 10 (€1) must start by informing the customer of the call charge (price/minute) within the first 10 seconds, via recorded voice, operator or otherwise.</p> <p>When a fixed price per call is applied, the total cost of the call must be stated instead.</p> <p>For mobile PRS, the principles used to calculate the total cost of using such a service must be specified regardless of the number of messages sent or received.</p> <p>PRS calls may not be marketed if the marketing material is essentially intended for children under the age of 14 and if the cost of using the service could exceed SKr 10 (€1).</p>

Country	How is service category information provided	How is price information provided
UK	<p>ICSTIS provides guidance on the different dialling codes and associated charges on its website and recommends that customers check the cost of dialling PRS with their own telephone company.</p> <p>All promotions / advertisements for premium rate services in the UK must make the cost of the service clear in that promotion / advertisement. Failure to comply with this rule breaches the ICSTIS Code.</p>	<ul style="list-style-type: none"> The ICSTIS code of practice requires the service provider to state in all promotional material the likely charge for calls to each service. Prices must be noted in the form of a price per minute, or the total maximum cost to the consumer of the complete message, both of which must be inclusive of VAT. Where promotions are transmitted in television programme time, the pricing information must be spoken as well as being visually displayed if the maximum call cost can exceed £2.00. Where it is unlikely that a consumer will have seen or heard any promotion containing pricing information, the service provider must place a short, pricing message at the beginning of the service.

XIX. TABLE 19 - REGULATION OF PC DIALLERS

One measure to combat fraud are restrictions on the downloading of automatic PC diallers that will automatically dial numbers to PRS services. The following table provides an overview over regulatory initiatives to combat fraud in the provision of PRS services.

Country	PC dialler regulations	Main provisions
Austria	Yes	<ul style="list-style-type: none"> Opt-in principle for the respective numbering range Information about price, provider and used PRS number before setup of an Internet connection by a dialler Setup of an Internet connection by a dialler only if the user has explicitly agreed to Permanent display of usage duration and total price for usage during the Internet connection Easy de-installation of a dialler after its usage without manipulating the settings of the PC
Belgium	Code of Conduct regarding the offering of specific services via telecommunication	<p>All advertisements or public reference of a PRS must mention</p> <ul style="list-style-type: none"> the price applicable to a call to this service, unambiguously mention the prefix and the number of the lines that provide access to the aforementioned services, <p>irrespective of whether the number of the line that provides access to the service is dialled manually by the user or automatically by his modem or by any other technical means.</p> <p>Every PRS that is offered via Telecommunication must be automatically ended after thirty minutes.</p> <p>The call is to be technically, automatically and immediately ended by the Service Provider as soon as the user hangs up, ends the connection or leaves the site (or part of it) which gave rise to the billing of an amount higher than that for a normal internet connection.</p>

Country	PC dialler regulations	Main provisions
	Law of Jul. 14, 1991 on trade practices and consumers protection.	Service addressee cannot be forced to pay for a service not requested beforehand.
	Law of Mar. 11, 2003, implementing Directive 2000/31/EC	Measures which restrict the supply of an information society service coming from another Member State
Cyprus	No specific regulation	Incumbent provides call barring option for pc-diallers. Customers enter internet only via the access of incumbent, which prevents customer from making international calls via downloading (opening internet pages).
Czech Republic	Yes	As part of the conditions included in any CTO decision assigning PRS 976 numbers, number owners have to ensure that no connection is established to 976 numbers without the user consent (condition II 4). In case the dialer is programmed to call say a 909 number then it's a clear breach of the numbering plan. NB this shows the value of a separate prefix for PRS data.
Denmark	No	To combat fraud in connection with PRS services, an agreement was reached in August 2002 between Forbrugerrådet (Consumer Council), Foreningen Dansk Internet Handel, Dansk IT and major telecommunications operators. The agreement called VoksenSpærring Udland involves barring of calls to a number of countries typically associated with PC-diallers fraud (Sierra Leone, São Tomé and Príncipe, Guinea Bissau, Diego Garcia, St. Helena, British Guyana, Nauru and Kiribati). The barring also covers calls to satellite services. Subject to a written agreement with the telecom operator, an end-user may cancel call barring free of charge (opt-in). Otherwise, the calls to these countries are possible via operator's assistance. In February 2003, TDC on its own initiative extended its barring list to cover 46 countries and introduced a special procedure for calling these countries, where the end-user has to confirm the called number by entering a 4-digit code provided by the operator.
Estonia	No	None Some discussions on PC diallers have been undertaken between the ENCB, the Consumer Protection Board and the operators, and it was decided that the provision of information to end-users by PRS providers and network operators is satisfactory means of action. Relevant information on potential risks is published on websites. Provision of information is on voluntary basis, however, in case of a complaint the case will be investigated by the Consumer Protection Board together with the ENCB.

Country	PC dialler regulations	Main provisions
Finland	Yes (self-regulatory)	<p>§ 29 of the MAPEL basic set of norms of July 25, 2003 for providing premium rate services (in Finnish):</p> <p><i>“The service provider should ensure that the consumer is informed about all matters related to contact before he/she makes the decision whether to use the service.</i></p> <p><i>Before every contact, the program must display the price information of the chosen phone number long enough for the user to study it. The information must be the first thing displayed on the consumer’s screen so that it can be easily read.</i></p> <p><i>The dial-up program cannot be connected to the net without action by the user. The program must not form a default Internet connection by itself.</i></p> <p><i>Before every connection, the consumer must be queried on his/her age and willingness to contact the service provided by the service provider.</i></p> <p><i>The price information should not only be included in the general conditions of usage but must be presented separately and clearly specified.</i></p> <p><i>If the consumer uses several phone lines, the service provider gives an all-round price of the connection.</i></p> <p><i>The service provider must prevent the user from browsing Internet contents other than the actual Internet services offered by the service provider while the surcharged Internet connection is open.</i></p> <p><i>The service provider must inform the operator before connecting the service of all those Internet addresses where the chargeable service number in question is used for creating the connection.”</i></p>
France	No	
Germany	Yes	<ul style="list-style-type: none"> • Specific number range (0900-9) • Each 0900-9 number may be used only for exactly one dialler. • Dialler must be filed at the NRA • Dialler must meet specific requirements which are set by the NRA, e.g. <ul style="list-style-type: none"> • Explicit agreements of the end-user for download, installation and activation of a dialler • Information about PRS number, serial number of the software and end-user price per minute or per call • Easy de-installation of a dialler after its usage without manipulating the settings of the PC
Greece	No, there is no specific regulation of pc diallers.	Responsibilities are not clearly stated. At present they do not lay at EETT, but it is considered to give EETT the responsibility for regulation of pc-diallers in the future.

Country	PC dialler regulations	Main provisions
Hungary	No	<p>No regulatory action, but the Representative of the Rights of Communication Users (HFJKH) informed consumers about this problem and about the possibilities of protection against fraudulent use of PC diallers in Nov. 2004.</p> <p>HFJKH also publishes a list of suspicious numbers.</p> <p>HFJKH also signed an agreement with 18 ISPs in which the ISPs agreed to:</p> <ul style="list-style-type: none"> • inform HFJKH about suspicious numbers; • make protection software available on their website; • publish the announcements of HFJKH for customers on their website; • cut-off automatic connection in case of dangerous numbers; • inform their subscribers about the possibility of forbidding international calls.
Ireland	Yes	<p><u>Service providers:</u></p> <p>On connection to an online service accessed by auto-dialler, the consumer must be made aware of the charges for access by visual on-screen display. Charging must not commence until the consumer has actively consented to the charge (see section 10.6 of Regtel's code of practice)</p> <p>Call must not cost more than €25 (inc vat) and must terminate by forced release once the cost have been incurred (Section 10.3 (i) of the Code.</p>
	No (since Nov. 30, 2004)	<p><u>Internet service providers (ISPs) and telecommunications operators</u></p> <p>On Nov. 30, 2004 ComReg lifted the obligations it had placed on Internet service providers (ISPs) and telecommunications operators in Sept. 2004.</p> <p>According to ComReg, stakeholders, through clarifications and enhancement of their existing practices and procedures, are now able to provide their customers with the protection they need and expect. In particular:</p> <ul style="list-style-type: none"> • ISPs have voluntary codes of practice associated with handling consumer protection issues (such as refunding the customer where he is victim of a fraud); • ISPs share information on numbers which are thought to be associated with the fraud; • operators have made effort to increase their customers' awareness.
Italy	No	<p>For PC diallers, the Telecom Italia reference offer 2005 for third party billing (section 4.6) requires the operator assigned the right to use the PRS number(s) to show on the web page in a way that is clear, easily to see, unequivocal, at the top of the page and horizontal, at least the following information:</p> <ul style="list-style-type: none"> • the price of the service per minute or per call (incl. VAT); • the type of service, the maximum duration and any prohibition for children; • the provider of the service and address in Italy.

Country	PC dialler regulations	Main provisions
		Only following an explicit and unequivocal assent of the user can the new connection be set up and the new tariff regime applied.
Latvia	No	
Lithuania	No	
Luxembourg	Not yet	<p>An ILR draft decision of September 2004 on the conditions of use of shared revenue numbers 900, 901 and 905 specifies that:</p> <ul style="list-style-type: none"> • from Dec. 31, 2004, the use of shared revenues numbers (900, 901 and 905) for switched access to added value services via diallers is forbidden, both on fixed and mobile networks; • numbers currently used for Internet access via the 900 number range may stay in service until July 31, 2005. From August 1, 2005, the '12 xxx' number range will have to be used by operators for Internet access via diallers. <p>According to ILR, this should limit the fraudulent use of diallers by ensuring a better identification of number categories by consumers and a strict supervision of the '12' number range by ILR.</p>
Malta	No. Fraud with PC diallers does not seem to be a general problem in Malta. There appeared problems with foreign diallers (customers' dialled foreign numbers).	No specific provision for pc-diallers
Netherlands	No specific PC dialler regulation (no specific requirements with regard to numbers in case of auto diallers, e.g. no specific number ranges for pc diallers)	<p>In Article 4.1 of the BUDE Regulation, is an Article of the EU Telecom Privacy Directive implemented concerning cookies and spy ware etc. Dialler software falls under the same regime: there must be explicit consent of the consumer for downloading this software</p> <p>Concrete further initiatives have not been taken yet, but are under investigation, discussions are still premature</p> <p>The Ministry of Economic Affairs is currently considering action to improve tariff transparency. Originating operators and number users (the exploiters of PRS numbers or the content providers) will be <i>both responsible</i> for the reporting of tariffs of PRS numbers, directly preceding the access of a service. This also applies to the notification of the number pf the PRS service (very important when using diallers).</p> <p>Most of all consumer complaints concern pc-diallers (especially within the 0906-number range)</p>
Norway	No	NPT (Norwegian NRA) has encouraged industry to take steps to eliminate illegal use of PC diallers through various mechanisms. It will monitor developments and take additional steps if necessary.

Country	PC dialler regulations	Main provisions
Poland	<p>No specific PC dialler regulation</p> <p>Draft Ethical Code for Premium Rate Services prepared by the Polish Chamber of Information Technology and Telecommunications (PIIT) – not yet adopted – contains provisions on PC diallers.</p>	<p>Draft Ethical Code for Premium Rate Services contains the following provisions on diallers:</p> <ul style="list-style-type: none"> • PRS provider must provide explicit information on its website regarding the characteristics of the service that is going to be provided; • the functions to be performed by the dialler program, including the telephone number that will be dialled; • per minute prices; • the procedure for connecting and disconnecting the dialler program; • the download of dialler programs may not take place without the express prior consent of the caller.
Portugal	No	<p>Despite the inexistence of specific regulation on PC diallers, ANACOM has intervened by revocating and/or suspending the registration of audio-text service providers on the basis of the general rules on audio text services.</p>
Slovakia	No	<p>An information page for Internet users is available on TUSR website (in Slovak).</p>
Slovenia	No	
Spain	Yes	<p>Network operators (by contractual arrangements with PRS providers) are obliged to ensure that:</p> <ul style="list-style-type: none"> • the download of dialler programs does not take place without the express prior consent of the caller, the diallers can be easily disconnected by the caller after the use of the PRS and the caller is given back the configuration of the standard dial-up connection; • the caller is given sufficient information, prior to accessing the content, on the procedure to re-establish the standard dial-up connection; • a software program warning about the existence of dialler programs and, if the caller wishes, preventing the download of such programs, is made available, free of charge to the caller. <p>Law 59/2003 on electronic signatures of Dec. 19, 2003 amended Law 34/2002 of July 11, 2002 on information society services and electronic commerce by stating that the download of dialler programs must take place with the prior, informed and express consent of the user. The PRS provider must at least, inform on:</p> <ul style="list-style-type: none"> • the characteristics of the service that is going to be provided; • the functions to be performed by the dialler program, including the telephone number that will be dialled; • the procedure to stop the rate service connection, including an explanation of the concrete moment in which the disconnections will take place. • the procedure to re-establish the standard dial-up connection. <p>This information must be clearly available, visible and identifiable.</p>

Country	PC dialler regulations	Main provisions
Sweden	No (draft legislative proposal published March 2005)	<p>On March 9, 2005 the Ministry of Justice published a draft legislative proposal on consumer protection and PC-diallers. If adopted, the new law is expected to enter into force on April 1, 2006. The main provisions include the following:</p> <p>Limited possibilities to use automatic PC-diallers. It should only be allowed to use PC-diallers that dial PRS numbers from the number range specially allocated for this purpose by PTS. Calls to this numbering range should be barred (opt-in principle).</p> <ul style="list-style-type: none"> • End-user should not be liable to pay charges associated with automatic dialling to numbers outside this new numbering range. End-user is, however, always liable to pay charges associated with automatic dialling, where he or she has explicitly expressed a prior consent. • A subscriber should have a right of barring outgoing calls to certain numbers (e.g. PRS or foreign numbers). This requirement should apply to all providers of publicly available telephony services (currently a corresponding obligation only applies to the USO provider). • It should also be possible for a subscriber to automatically close the subscription as soon as the claim against the subscriber exceeds an amount that is stated by the subscriber in advance. This requirement should apply to all providers of publicly available telephony services (currently a corresponding obligation only applies to the USO provider).
UK	Yes	<p>In response to the Internet dialler problem, ICSTIS instituted a ‘prior permission’ regime for dialler software on 6 August 2004. This, means that no network should provide numbers for dialler services unless the SP has a permission certificate from ICSTIS. The conditions which are attached to the certificate are in addition to the requirements of the Code of practice and include:</p> <ul style="list-style-type: none"> • the guaranteed withholding by the TCP of 50% of the revenue on a service (up to a maximum amount) as a form of security against misconduct or a full guarantee from the network involved that it will underwrite any fines and redress payments if its SP partner is found guilty of misconduct; • a maximum spend of £20 for any single use of a premium rate internet service; • arrangements to ensure that any dialler approved by ICSTIS is tamperproof – that the software cannot subsequently be changed to allow it to misbehave; and • the requirement that any downloaded dialler and its icon can be deleted from a PC without difficulty. <p>ICSTIS has also written to Communications Providers generally asking that they cut access immediately to any international numbers found to be attached to a dialler. ICSTIS has not granted permission for any dialler service involving the use of international or satellite numbers.</p>

XX. TABLE 20 - NATIONAL CONSUMER COMPLAINT MECHANISMS

The table below is intended to provide an overview of national consumer complaint procedures for PRS.

Country	Existence of special consumer complaint procedures for PRS	Name, (web) address and type of organisation	Sanctions	Appeals
Austria	No, integrated in general consumer complaint mechanisms for telecommunications services	NRA	<ul style="list-style-type: none"> Multilevel process for revocation of number assignments Initiation of legal procedures 	Appeals can be made to the department arbitration service of the NRA only if no friendly agreement between customer and provider is possible
Belgium	Yes (future)	Ethical Commission on information services via telecommunications (not yet active)	(not yet operational)	(not yet operational)
	<i>In the meantime:</i>			
	No (general consumer complaint mechanism)	Mediation Service on Telecommunications	Recommendations to telecom operators (or arbitration if agreed between the end-user and the telecom operator – never used in practice).	No
No (general consumer complaint mechanism)	Federal Public Service Economy, DG Enforcement & Mediation	Warning, minutes, mediation, fines.	Once an infringement has been proved: <ul style="list-style-type: none"> facts are transmitted to the State Prosecutor who can start lawsuits; or a proposal for a dispute settlement is proposed. 	

Country	Existence of special consumer complaint procedures for PRS	Name, (web) address and type of organisation	Sanctions	Appeals
Cyprus	See summary below	<p>Office of the Commissioner of electronic Communications and Postal Services Regulation</p> <ul style="list-style-type: none"> - 12 Hlioupoleos, 1101 Nicosia-Cyprus - 00357-22-693100 - www.ocecpr.com.cy <p>NRA</p> <p>Department of Competition and Consumers Protection, Ministry of Trade and Industry</p> <ul style="list-style-type: none"> - 6 Makariou & Araouzou, 1421 Nicosia - 00357-22-867122 - www.mcit.gov.cy <p>Cyprus Telecommunications Authority (CYTA)</p> <p>Telecommunications Str., Strovolos T.K.24929, CY-1396, Nicosia, Cyprus</p> <p>www.cytanet.com.cy</p>	<p><i>The following sanctions are imposed by OCECPR:</i></p> <ul style="list-style-type: none"> - Payment of administrative fines - suspension of the authorization - withdrawal of authorization <p>In this case, the said department submits it along with all the data he possesses to the General Attorney of the Republic of Cyprus, who decides based on the evidence presented to him whether to proceed with withdrawal of the false advertisement</p>	<p>According to art. 158 of the Law 1129(I)/2004, any decision of the Commissioner is subject to judicial review upon appeal to the supreme court of Justice pursuant to art. 146 of the Constitution.</p>
<p>No PRS specific complaint procedure</p> <p>PRS specific complaints are handled within more general complaint procedures at OCECPR</p> <p>OCECPR is examining whether complaint is clearly founded and asks providers for clarification – most complaints are solved after OCECPR has examined the complaints</p> <p>If providers are in breach with telecommunication law or provisions for customer protection OCECPR can impose sanctions</p> <p>Department of Competition and Consumers Protection, Ministry of Tourism, Trade and Industry often receive complaints and has the jurisdiction to receive complaints and undertake cases relevant to false advertisements regarding PRS. Meantime the department forwards many complaints to OCECPR.</p> <p>At present CYTA is also dealing with complaints and is forwarding complaints to platform providers.</p> <p>OCECPR does not see a large a large number of fraud in the PRS-field. However and in relation to the small number of complaints which have been submitted (not by the consumers but most of them by providers against other providers), OCECPR is proceeding with a relevant investigation in order to impose administrative fines in cases of violation of the Decree on Consumers' protection.</p> <p>Further more and according to art. 7 of Law 112(I)/2004 (primary legislation), if it is necessary, the Commissioner may proceed with the preparation of relevant Guidelines (i.e size of the numbers used for indicating the price offer) after a consultation with all the interested parties.</p>				

Country	Existence of special consumer complaint procedures for PRS	Name, (web) address and type of organisation	Sanctions	Appeals
Czech Republic	No Users generally go to their access provider (CTC), then to CTO and to the police to file a complaint against the content provider or against X.		Lack of sanctions (operators not seeking to fight fraud do not face any sanctions) Cesky complaints that it does not have the right to bar calls to fraudulent numbers on its own initiative and has to continue to pay settlements to OLOs in spite of the fact that these calls are fraudulent.	
Denmark	Yes	Code 900 Board (body within NITA responsible for PRS) Teleankenaevnet (other consumer complaints concerning telecommunications services)	<ul style="list-style-type: none"> • To request the telecommunications services provider that has reassigned the PRS number to the provider of PRS services to withdraw the assigned number; • To withdraw a telecommunications provider's right of reassigning numbers to providers of information or content services as well as invoicing and billing of this to the end-user. 	Decisions of Code 900 Board cannot be appealed to any other administrative authority.
Estonia	No (All complaints are handled by the Consumer Protection Board).	-	-	-

Country	Existence of special consumer complaint procedures for PRS	Name, (web) address and type of organisation	Sanctions	Appeals
Finland	Yes	<p>The ombudsman for premium rate services</p> <p>The Finnish self-regulatory committee for premium rate services ('Maksullisten puhelinpalveluiden eettinen lautakunta – MAPEL')</p> <p>Mannerheimintie 5 B, 00100 Helsinki, Finland</p> <p>Tel: +358 9 666 330</p> <p>www.mapel.fi</p> <p>(In case of misuse of numbers, FICORA deals with the complaints – see table 4).</p>	<p>§ 6 of the MAPEL basic set of norms of July 25, 2003:</p> <p><i>“On the basis of a decision made by the committee, a network operator can remove a service which goes against these norms or relocate it to another service group if the service provider does not correct the faults concerned within a certain time. In cases where the service breaks the law or displays illegal characteristics, it can be removed without delay.”</i></p>	No
France	Yes (for the ethical part only – not complaints about PRS bills)	CTA	Service providers found by CTA in breach of CST recommendations see their PRS contract with an operator cancelled.	<p>CTA only issues <i>opinions</i> so no appeal procedure against CTA.</p> <p>A decision by an operator to cancel a contract with a service provider may be appealed before a commercial court.</p>
Germany	No, integrated in general consumer complaint mechanisms for telecommunications services	NRA	Cf. table 4 (regulatory power – sanctions)	<p>Appeals can be made to the department customer service of the NRA.</p> <p>NRA randomly inspects the compliance with regulatory conditions, particularly in the case of diallers.</p>

Country	Existence of special consumer complaint procedures for PRS	Name, (web) address and type of organisation	Sanctions	Appeals
		FST e.V.	Violation of the binding rules (not the recommendations) in the FST code of conduct are avenged in a 2-step way: <ul style="list-style-type: none"> • Request for elimination of the misbehaviour • Information of the NRA or another appropriate institution 	Appeals are made by FST itself, as the focus of its work is on preventive measures. Consumer complaints are not handled by FST.
Greece	See summary below	<ul style="list-style-type: none"> • EETT – in charge for complaints which are based on breach of telecommunication regulations EETT 60 Kifissias Avenue, 151 25 Maroussi, Athens, Greece www.eett.gr • EΣΠ – in charge of content issues (especially in connection with TV- and radio broadcasting) National Board of Television and Radio (EΣΠ) Panepistimiou & Amerikis 5, 10564 Athens • Ministry of Development - Department of Consumer Affairs – can ask EETT to withdraw the license, or to cut-off the number Ministry of Development, General 	Fines (basically imposed by courts, also by EETT, Department of Consumer Affairs, Ministry of Development, EΣΠ), Loss of the license (by EETT), demand notes	Courts

Country	Existence of special consumer complaint procedures for PRS	Name, (web) address and type of organisation	Sanctions	Appeals
		<p>Secretariat of Consumers Kaniggos squarre GR 101 81, Athens http://www.efpolis.gr/</p> <ul style="list-style-type: none"> Ministry of Transport and Communications, Directory of Telecommunications and Postal Services <p>Ministry of Transport and Communication 5 Anastaseos-Papagos - GR-15669 Athens www.yme.gr</p>		
Greece	<p>No, there is no clear definition of responsibilities for solving consumer complaints. Many institutions are receiving complaints.</p> <p>In many cases customers complaint to the incumbent (OTE) or to the NRA (EETT). EETT can ask OTE to justify the customer bill. OTE has also a special procedure for complaints regarding PRS, which is not established by regulation.</p> <p>But general responsibility for consumer complaints lays at the Department of Consumer Affairs of the Ministry of Development (no PRS specific procedures). The Department of Consumer Affairs is sometimes forwarding complaints to the Ministry of Transport and Communications, which is also receiving complaints by customers.</p> <p>Further options for solving complaints are offered by:</p> <ul style="list-style-type: none"> Consumer defender - will be formed soon (law 3297/2004 - ΦΕΚ Α' 259/23.12.04) or by Committees of friendly dispute resolution (article 11 of the above mentioned law 2251/1994) <p>But both procedures / institutions don't exhibit PRS specific complaint guidelines.</p> <p>Comment: In general it seems that complaints regarding PRS are not a matter of high priority because the number of complaints is not considered as high.</p>			
Hungary	No The general consumer complaint procedure applies	National Communications Authority (NHH) General Inspectorate for Consumer Protection (FVF)	See Table 4.	NHH: appeals are dealt with within the NHH. The review of such decisions of second instance may be requested before court. FVF: appeal against decisions passed by the regional offices are dealt with by the head office. The review of

Country	Existence of special consumer complaint procedures for PRS	Name, (web) address and type of organisation	Sanctions	Appeals
				the decision passed by the head office may be requested before court.
Ireland	Yes	Regulator of Premium Rate Telecommunications Services Ltd (RegTel) www.regtel.ie Regulatory authority	See summary below.	Regtel has discretion to review adjudications in the light of new information.
<p>Summary of sanctions:</p> <p>According to Regtel's code of practice, Regtel may impose all, or any of the following sanctions:</p> <ul style="list-style-type: none"> • require the service provider (SP) to remedy the breach by taking such steps as Regtel deems appropriate; • require assurances from the SP, or any associated individual, relating to future behaviour, in terms determined by Regtel; • require the SP to submit certain or all categories of service and/or promotional material to Regtel for prior approval for a defined period; • require the SP to refund the consumer for reasonable and valid claims, in an amount to be determined by Regtel; • direct the relevant network operator (NO) that access to some or all of the numbers allocated to the SP should be barred for a defined period; • recommend to the relevant NO that the SP should be prohibited from providing a particular type or category of service for a defined period; • recommend to the relevant NO that the SP should no longer be permitted to provide PRS. <p>In addition, SPs found to be in breach of the code of practice may be invoiced for the administrative and legal costs of the work undertaken by Regtel.</p>				
Italy	<p>No</p> <p>Complaint should first be directed to telecommunications access operator.</p> <p>After that, general telecommunications consumer complaint procedure applies.</p>	<p>AGCOM / Co.Re.Com / Chambers of Commerce / other forms of extra-judicial resolution of disputes (e.g. Protocols with consumer associations).</p> <p>Disputes between users and telecommunications operators notified to AGCOM must first undergo a compulsory attempt at conciliation. Conciliation performed by Regional Communications Committee (Co.Re.Com) and must not last longer than 30 days. If conciliation fails, the case can be referred by both parties, or by the user only, to AGCOM for a binding decision. AGCOM must</p>	<p>AGCOM has power to sanction behaviour in violation of its regulations including applying fines under Law Nov. 14, 1995, n. 481 establishing the independent authorities for public utility services (article 20, comma 20, lettera c)), Law July 31, 1997, n. 249 establishing AGCOM (article 1, comma 29-32),</p>	<p>AGCOM decision on the dispute is binding, with the exception of appeal to judicial authorities for the recognition of damages or appeal to the Regional Administrative Tribunal of Lazio against the AGCOM decision on the dispute.</p>

Country	Existence of special consumer complaint procedures for PRS	Name, (web) address and type of organisation	Sanctions	Appeals
		decide on the dispute within 90 days of the referral. AGCOM Decision 182/02/CONS on resolution of disputes between users and telecommunications operators (modified by Decision 307/03/CONS). Law July 31, 1997, n. 249 establishing AGCOM and rules for telecommunications and broadcasting systems (article 1 (11-13)). Electronic Communications Code (article 84).	Electronic Communications Code (article 98), and AGCOM Decision 425/01/CONS on procedures for sanctions (modified by Decision 336/03/CONS).	
Latvia	No The general consumer complaint procedure applies	PUC (the NRA) Consumer Rights Protection Centre (Consumer protection authority)	Cutting-off illegal PRS service and to request the electronic communications services provider that has reassigned the PRS number to the provider of PRS services to withdraw the assigned number. (see also Table 4)	Administrative Court
Lithuania	No RRT handles consumer complaints related to “electronic communications services.			
Luxembourg				
Malta	See summary below	Address: Director of Consumer Affairs C/o Consumer and Competition Division, Office of Fair Trading, Cannon Road Sta Venera CMR 02 Malta Tel: +356 21 446 258 Fax: +356 21 446 257 www.mcmp.gov.mt/consumer.asp	Director of Consumer Affairs: if act constitutes a breach of the laws he administers this then may constitute an offence and a penalty may be imposed if trader is found guilty MCA can on the complaint of a consumer require	Director of Consumer Affairs is required to take action before the Court of Magistrates if he considers that an offence under the Consumer Affairs Act has been committed. Decisions of the

Country	Existence of special consumer complaint procedures for PRS	Name, (web) address and type of organisation	Sanctions	Appeals
		<p>(Consumer Protection Authority)</p> <p>Address: Malta Communications Authority “Il Piazzetta”, Suite 43 / 44, Tower Road, Sliema SLM 16, Malta</p> <p>Tel: +356 21 336 840</p> <p>Fax +356 21 336 840</p> <p>www.mca.org.mt</p> <p>(NRA)</p> <p>Address: The Secretary, Consumer Claims Tribunal, 4 Old Mint Street, Valletta CMR 02 Malta</p> <p>(The Consumer Claims Tribunal is a quasi-judicial tribunal which acts independently of the Director of Consumer Affairs.)</p>	<p>trader to rectify matters, failing which it can also imposed a proportionate administrative fine</p>	<p>MCA can be contested before the Communications Appeals Board and on a point of law the decision of the Board can then be appealed from before the Court of Appeal</p>
	<p>None.</p> <p>The following can all hear consumer complaints as part of their broader remit:</p> <ul style="list-style-type: none"> • Director of Consumer Affairs <p>The Director of Consumer Affairs may be involved in a preliminary stage in trying to assist the consumer and the trader to settle the dispute amicably. There is a time frame of 15 workings days after which if no settlement is achieved the consumer can then file an application before The Consumer Claims Tribunal requesting redress against the trader.</p> <ul style="list-style-type: none"> • Malta Communications Authority (MCA) <p>Complaints in connection with breach of regulation of electronic communication networks and services</p> <ul style="list-style-type: none"> • Consumer Claims Tribunal <p>Consumers can file a claim for monetary compensation (up to 1,500 Lm, approx. €3,500).</p> <ul style="list-style-type: none"> • The Tribunal's remit is primarily to hear and determine civil disputes between consumers and traders. <p>Decisions of the Tribunal can be contested before the Court of Appeal (Inferior Jurisdiction) only if the principles of natural justice have been contravened</p>			
Netherlands	See summary below	<p>OCI (Industry association, authorised by law, code of conduct for PRS)</p> <p>OPTA (NRA)</p> <p>SGC (Industry association, authorised by law, responsible for billing problems)</p> <p>See table 1 for contact information</p>	<p>OCI can impose financial penalties and ask OPTA to withdraw the number,</p> <p>OCI can impose platform providers to carry specific costs of complaint handling for the</p>	<p>Appeals can be made to OCI and OPTA.</p> <p>Consumer appeals mainly go to OCI.</p> <p>OCI and OPTA also start appeals by themselves.</p> <p>OCI and OPTA</p>

Country	Existence of special consumer complaint procedures for PRS	Name, (web) address and type of organisation	Sanctions	Appeals
			<p>complaints that regard traffic over their platforms; platform providers may be requested by OCI to stop the access to certain PRS numbers OCI may not enforce access operators to return the billing charges to end customers (SGC may force the return of customer charges, but SGC does not handle PRS specific cases)</p> <p>OPTA: see table 4 (regulatory powers)</p>	<p>both monitor the compliance with regulatory conditions. Almost all complaints concern the transparency of PRS services.</p>
	<p>OCI is responsible basically for consumer complaints caused by PRS numbers including diallers (OCI is acknowledged by the Ministry of Economic Affairs for handling complaints about PRS numbers.)</p> <p>OPTA is responsible for the correct use of number categories and certain consumer complaints, usually OPTA forwards most complaints to OCI, since the specific supervisory system for PRS services</p> <p>SGC is responsible for consumer complaints regarding the bill (not PRS specific)</p> <p>Currently planned by Ministry of Economic Affairs:</p> <ul style="list-style-type: none"> Both originating operators and number users may be legally obliged to join a (legally recognized) Alternative Dispute Resolution (ADR) organisation for disputes about PRS services. <p>Originating operators will be obliged to continue normal telephone service, also in cases where there are perpetual conflicts about the payment of the part of the telephone bill that concerns PRS services.</p>			
Norway	Yes	Teletorgrådet (Norwegian PRS Council)	<ul style="list-style-type: none"> permanent or temporary interruption of service penalty (max. total revenue of service in question) 	Appeal to administrative court

Country	Existence of special consumer complaint procedures for PRS	Name, (web) address and type of organisation	Sanctions	Appeals
Poland	No All consumer complaints are handled by the Competition and Consumer Protection Office (UOKiK)	Competition and Consumer Protection Office (UOKiK)	<ul style="list-style-type: none"> • A formal decision prohibiting abusive practices • Financial penalty (fine) 	The District Court in Warsaw (Antimonopoly Court)
Portugal	There is no special procedure. Consumers have the possibility to refuse to pay the PRS part of the bill as long as they the amount of the telecommunciations service to their access operator.	Consumers can complain against the PRS provider to: <ul style="list-style-type: none"> • ANACOM; • National Consumer Institute; • Public prosecutor; • police forces. Consumers can also complain to their access operator in relation to his telephone bill. Consumers can appeal to ANACOM in case the access operator does not fully accept the consumers' complaint.	Criminal sanctions: fines, imprisonment (criminal code-jugglery: articles 217 and 218). Administrative sanctions – suspension of the possibility to use assigned access codes and also of the registration as a premium rate services provider.	<ul style="list-style-type: none"> • Appeal to the criminal courts in relation to fines concerning premium rate services; • Appeal to the Commercial cout in relation to fines concerning electronic communications; • Appeal to the administrative courts, in the case of administrative measures.
Slovakia	No			
Slovenia	No, but a user may use the complaint mechanism of APEK, the NRA for electronic communications NB This is theoretical because there have not been any complaints	APEK Agencija za pošto in elektronske komunikacije RS Stegne 7 SI-1000 Ljubljana, Slovenija tel.: +386 (0) 1 583 63 00		

Country	Existence of special consumer complaint procedures for PRS	Name, (web) address and type of organisation	Sanctions	Appeals
Spain	Yes.	See summary below.	<p>Complaints addressed to the Secretaría de al Comisión de Supervisión de los Servicios de Tarificación Adicional can lead to the withdrawal of the PRS number. The Secretariat will not address the issue of whether the subscriber should/should not pay the telephone bill.</p> <p>The Autonomous Communities can also impose fines on PRS providers.</p>	
<p>Summary:</p> <p>There are two different types of mechanisms: complaints and denounces.</p> <ul style="list-style-type: none"> Complains against the <u>telephone network operator</u> can be addressed to the ‘<i>Juntas Arbitrales de Consumo</i>’ (arbitration mechanism under the Ministry of Health and Consumer Affairs). A list of the arbitral bodies is available on the website of this Ministry. In case the operator has not adhered to the arbitration mechanism, the consumer can address his complaint to the Ministry of Industry, Tourism and Trade - Secretary of State of Telecommunications and for the Information Society (SETSI). <p>NB In any case, it is necessary that the subscriber has previously tried to obtain redress with the telephone operator and has not received a ‘satisfactory reply’ within one month.</p> <ul style="list-style-type: none"> Complains against the <u>PRS provider</u> relating to the provision of the PRS service or to its economic conditions can be addressed to the ‘<i>Juntas Arbitrales de Consumo</i>’ (see above) or to courts (civil and/or criminal jurisdiction). <p>Complaints against the <u>PRS provider</u> for non-compliance with the Code of Conduct on PRS can be addressed to the Secretaría de al Comisión de Supervisión de los Servicios de Tarificación Adicional (the supervisory body of the Code of Conduct on PRS services).</p>				
Sweden	Yes	<p>Ethical Council for Premium Rate Call Services (ERB)</p> <p>The National Board for Consumer Complaints (Allmänna Reklamationsnämnden) for other consumer complaints concerning telecommunications services</p>	<p>Cutting-off illegal PRS service</p> <p>Formal reprimands</p>	<p>ERB decisions cannot be appealed to any other administrative authority</p>

Country	Existence of special consumer complaint procedures for PRS	Name, (web) address and type of organisation	Sanctions	Appeals
UK	Yes	ICSTIS http://www.icstis.org.uk/	ICSTIS has a range of sanctions which it may apply. See summary below	Applicants may, after an oral hearing, appeal against ICSTIS' decisions to the Independent Appeals Body ('IAB') on the following grounds: <ul style="list-style-type: none"> • the disputed decision was based on error of fact, • the disputed decision was wrong in law, or • ICSTIS exercised its discretion incorrectly in reaching its decision.
<p>Summary of sanctions, ICSTIS may:</p> <ul style="list-style-type: none"> • require the service provider to remedy the breach, and/or • issue a formal reprimand, and/or • require the service provider to submit categories of service to ICSTIS for prior permission for a defined period, and/or • impose an appropriate fine on the service provider to be collected by ICSTIS • direct the relevant network operator(s) to bar access to the numbers allocated to the service provider for a defined period, and/or • inform any relevant network operator that the service provider is prohibited from providing, or contracting for the provision of, any premium rate services, or a particular type or category of service, for a defined period, and/or • require, in appropriate circumstances, that the service provider pays reasonable and valid claims for compensation. 				

XXI. TABLE 21 – METHODS OF FRAUD

Fraud mechanisms
<p>Use of automatic diallers:</p> <ul style="list-style-type: none"> • Fraudulent use of auto diallers, whereby a PC can establish automatic connection to an expensive destination without user awareness. • “Ping calls” with PRS numbers (PRS calls are made without the awareness of the subscriber) • “Ping SMS” with PRS numbers (SMS calls are made without the awareness of the subscriber) • “Ping facsimiles” with PRS numbers (PRS calls are made without the awareness of the subscriber) • “Ping letters” with PRS numbers <p>Fraudulent instructions which result in PRS calls or a different type of call with higher costs:</p> <ul style="list-style-type: none"> • Hidden initiation of a conference call within a PRS call (e.g. by instruction to dial further digits during the PRS call) • Hidden approval of higher prices by the end-user (e.g. by instruction to press certain keys during the PRS call) • Otherwise changing the category of the call without the knowledge or awareness of the user • Hidden conclusion of a deal for taking a subscription <p>Automatic switching of calls to PRS services:</p> <ul style="list-style-type: none"> • Switching to adult content PRS from directory enquiry services • ‘migration’ to PRS services provided over SMS and MMS (non-regulated) <p>Bait activities</p> <ul style="list-style-type: none"> • Sending of unsolicited text messages, fax or making phone calls advising consumers to contact a premium rate number. • Abuse of personal data of customers (e.g. for spam) <p>Wrong, misleading or incomplete marketing information:</p> <ul style="list-style-type: none"> • Wrong price information by the content provider (the actual price is different from the indicated price) • Price information is not given at all • Price information is unclear or unreadable • The nature of the call is not clear, it may be concealed that it is a PRS call. • It is not clear to consumers that they are, in fact, subscribing to services as this information is unclear and, sometimes, misleading in the promotion of premium SMS. • Local TV networks transmit (fake) competition games in which viewers are invited to call a PRS number and are kept the longest time possible on the line. • Content in breach of ethical recommendations • Extremely short flash of price information in TV advertisement • Advertising to attract minors <p>Misuse of call barring</p> <ul style="list-style-type: none"> • The problem of “opting-out” of subscription services has caused major consumer concerns and generated enormous numbers of complaints and queries. Service providers and content providers are not using the agreed un-subscription term – “stop”. <p>Use of stolen prepaid mobile cards</p> <ul style="list-style-type: none"> • Traffic from stolen prepaid mobile cards towards specific PRS numbers <p>Use of international calls with high cost termination</p> <ul style="list-style-type: none"> • PRS services provided through international calls;

Fraud mechanisms
<p>Content deficiencies</p> <ul style="list-style-type: none"> • Missing or insufficient provision of the content service <p>Fraud at wholesale level</p> <ul style="list-style-type: none"> • Refusal of payment within the value chain <p>Technical fraud:</p> <ul style="list-style-type: none"> • Direct dial-in from PSTN to the service-platform under fraudulent evasion of the IN platform of the network provider. • Simulation of calls to the service platform

XXII. TABLE 22 – METHODS OF FRAUD PREVENTIONS

Preventive regulatory action
<p>Monitoring of calls by access operator:</p> <ul style="list-style-type: none"> • Stopping all PRS calls after 30 minutes • Team of people dedicated to PRS fraud detection <p>Blocking or delaying payments</p> <ul style="list-style-type: none"> • the Access Provider stops the payments to Service Platform Provider and store the payment on separated accounts until it is decided whether there exist the case of fraud or does not, the potential cut off of revenue streams generates an incentive against fraud <p>Blocking the number of the Service Platform Provider</p> <ul style="list-style-type: none"> • Withdrawal of PRS number from the PRS provider • Blocking the number of the platform provider by access provider • if the “stop” command is not used by service providers then the services attached to the short code will be suspended for a specified period of time; <p>Requirement for correct price information</p> <ul style="list-style-type: none"> • Correct price announcement at the beginning of a call as a constraint for the payment obligation of the end-user. <p>Control with marketing material</p> <ul style="list-style-type: none"> • Promotional material will have to be submitted in advance for a defined period of time. • Requirement that consumers must be informed when a service is subscription-based. • In Greece: All forms of marketing must include price information: EETT Decision 276/41/2003, “Decision of EETT On New National Numbering Plan” EETT DECISION No: 206/2/29-1-2001. See EETT website. <p>Prior authorisation requirements</p> <ul style="list-style-type: none"> • Service Providers are not allowed to provide online PRS unless these have been submitted to and authorised in advance by the regulator <p>Rules for PC diallers</p> <ul style="list-style-type: none"> • Rules for the use of diallers and an opt-in requirement for PRS provided on the Internet. • Incumbent provides call barring option for pc-diallers. Customers enter Internet only via the access of the incumbent, which prevents customer from making international calls via downloading (opening Internet pages). <p>General Sanctions:</p> <ul style="list-style-type: none"> • Fines • Imprisonment