fair telecoms campaign **news release**

Victory for the fair telecoms campaign -
Ofcom and PSA bear down on scam call connection services

Victory for the fair telecoms campaign, organisations and ripped-off consumers - Ofcom & PSA bear down on scam call connection services

We are delighted to announce that today **Ofcom** has confirmed that it will proceed with extending the definition of "***Controlled PRS***" to "***include all Information, Connection and Signposting Services (ICSS), irrespective of number or price point***" – see Statement: Review of the Premium Rate Services Condition 19 December 2018.

This announcement is supported by a statement from the **Phone-paid Services Authority (PSA) –** All ICSS to be subject to PSA regulation from 16 January 2019.

The effect of this announcement is for all services which offer expensive alternative numbers for public services and businesses to fall within the tight regulatory regime enforced by the **Phone-paid Services Authority (PSA)** .

This regime, which is expected to be further tightened as its scope is expanded, effectively prohibits most of the scams which have been found to cause significant harm to victims.

These scams operate mostly through internet search engine results given to those looking for telephone numbers.

We outlined this is some detail, with examples, when raising the issue and **calling for exactly the change that has now been made**, back in May 2016 – The ICSS 'rip-off' continues, due to a loophole in regulations.

More information (including an excellent TV clip) is found on our website page – Information, Connection and/or Signposting Services (ICSS).

Please get in touch for more information and comment. The **Ofcom** and **PSA** media offices also stand ready to provide comment.

If this story may run better next week, we will be delighted to assist with comprehensive coverage.

David Hickson

Wednesday, 19 December 2018