

CHARGE TO BILL
& PRS

CONSUMER CODE OF
PRACTICE



This code will provide you with some information and advice regarding Charge to Bill and PRS Services and associated charges that will appear on your bill, if you use these Services.

This guide will cover what Charge to Bill and PRS are, how it works, how these Services are charged, and how you can stop any Service that you no longer require.

Introduction

EE, part of the BT Group, runs the UK's biggest and fastest mobile network, offering 4G and 5G in more places than any other UK network. EE was first to launch 4G in the UK in October 2012, and first to launch 5G in May 2019. EE also provides home and business broadband using both 4G/5G and fixed line connections. EE's retail presence exceeds more than 600 shops across the UK.

Ensuring that customers understand charges that appear on their bill is important to EE. This Code of Practice will provide the information you need to understand Charge to Bill and Premium Rate Services charges on your bill, and will set out what you should do if you have a query or complaint regarding these charges, or the goods or Services provided.

What are Charge to Bill and Premium Rate Services?

Charge to Bill and Premium Rate services are generic names for Services or goods that are purchased via your mobile phone (or other connected devices) and are charged to your monthly mobile phone bill or taken from your pay as you go credit amount.

Some examples of these services are:

- TV and Radio competitions entered via text message
- Charity Donations made via text message
- Digital content purchased via App Stores or Online Stores like Apple, Google, Sony and Microsoft
- TV and Radio engagement and voting, for example, reality shows such as X-Factor and Britain's got Talent
- Directory Enquiries
- Adult, Chat and Psychic Services
- Gaming
- Gambling

Charge to Bill and Premium Rate Services are the contractual responsibility (and subject to the terms and conditions) of the company providing the relevant Service (the "**Service Provider**"). EE is not responsible for the content or provision of any of those Services.

Charge to Bill Services and Premium Rate Services could appear on your bill in several ways:

- Voice calls to fixed line premium rate numbers starting 118, 0870, 0871, 0872, 0873, 070 and 09. These charges are made up of an EE Access Charge, charged per minute¹ **plus** a Service Charge which is set by the company you are calling. That company should advise you of the Service Charge element of the call cost.
- Voice or video calls to short code numbers (usually five or seven digits long and usually beginning with 6 or 8).
- Text or MMS messages to short code numbers that are charged at 15p for SMS and 65p for MMS messages. Short code numbers usually begin with 6, 7 or 8, and are used for such things as making charity donations, entering TV or Radio advertised competitions, or paying for games and other digital content that is downloaded to your handset or device.
- Text messages received from short code numbers that are charged at between 15p and £10 per message. Received messages either appear on the bill as a 5-digit number beginning 6, 7 or 8 or a 9-digit 'service id' beginning with 70*. This also includes subscription Services, where you will be charged via text message on a regular basis for your membership to, and for access to, the Service.
- Carrier Billing or Direct Billing enables you to pay for digital goods or Services online from App Stores, or from third-party publishers/merchants, (for example paying for car parking, or adding gambling/gaming credit to an account you hold with the Service provider via your mobile phone bill). It also enables you to set up Charge to Bill or Mobile Billing as your preferred App Store payment method. This also includes subscription Services where you will be charged on a regular basis for your membership to and for access to the Service via your EE mobile phone bill.

Who is responsible for what?

EE, as your network provider, is responsible for two things: explaining what the charges on your bill are for and providing you with the contact information of the

¹ For more details on EE Access Charges go to <http://ee.co.uk/help/add-ons-benefits-and-plans/price-plans-and-costs/ee-price-plans/changes-to-numbers-starting-08-09-and-118>

Service Provider. EE is simply acting as the collection agent (and sometimes Service carrier) for the Service Provider and is not responsible for the content or Services that the Service Provider has provided you.

The Service Provider is responsible for explaining the Service you have used, the associated charges and providing proof that you purchased the Service.

Who regulates Charge to Bill and Premium Rate Services?

Charge to Bill and Premium Rate Services in the UK are regulated by the Phone-paid Services Authority ("PSA"). The PSA oversees the market for premium rate services in the UK and protects customers from harm by using their code of practice; a set of rules about the content of the Services, and how they operate.

The PSA also deals with complaints about:

- The way Service Providers promote Charge to Bill and Premium Rate Services. For example, if the charges are not clear, missing or if you feel you have been misled about the costs.
- The content of Charge to Bill and Premium Rate Services.

Further information can be found on the PSA website: <http://psauthority.org.uk/>

Please note that the PSA will need Service Provider information to deal with your enquiry. **The PSA and EE are unable to provide any refunds for any Charge to Bill or Premium Rate Services Charges.** Refunds can only be issued by the Service Provider responsible for the Service.

How do the charges appear on your bill?

Charge to Bill and Premium Rate Services will appear on your bill and they are not included in call allowances. Except for messages sent to short code numbers, which are considered an 'Access Charge', Charge to Bill and Premium Rate Services also do not count towards any Spend Cap that you might have on your account.

The cost of sending text messages to short code numbers is typically 15p and messages sent to short code numbers are not included in your call allowances.

The cost of sending MMS messages to short code numbers is typically 65p and MMS message sent to short code numbers are not included in your call allowances,

Premium rate calls to numbers beginning with 118, 0870, 0871, 0872, 0873, 070 and 09 will appear on your bill as a call and will not be included in your call allowances.

Short code charges and Direct Billing charges will appear within the "Services from other companies" section of you bill.

Your bill will contain the date, day and time that the charge was incurred, plus either a short code number/service id or a bill descriptor which will be the name of the Service used / merchant purchased from / name of App Store plus the cost incurred.

Depending on the Service used, some charges will be excluding VAT (VAT is added to your final bill amount) and others may include VAT.

Contact information for the company that runs the Service you have used or subscribed to, can be found by using EE's Charge to Bill checker tool, further details below.

Charge to Bill Service checker tool.

A Charge to Bill Service checker tool can be found on the ee.co.uk website by searching Charge to Bill or by following the link below.

<http://ee.co.uk/help/accounts-billing-and-topping-up/billing-and-payment/your-bill-explained/third-party-services>

Either the; short code number/service id from your bill (5, 7 or 9 digits in length), or the full alpha-numeric bill descriptor (found listed in the column between the 'reference' field and the '£' field), should be input into the search field. Once submitted correctly, contact details for the company will be displayed.

How can I find out how much Charge to Bill and Premium Rate Services cost?

Service Providers must confirm how much the Service costs in all their advertisements or promotional information. This must include:

- The cost of calls or messages, including any Service Charge element of calls to a 09 number that will be charged **in addition** to EE's access charge², charged per minute.
- The minimum cost of the Service.
- If you are subscribing to a Service, you must be advised that you will have to pay repeat charges.

When you subscribe to a subscription Service, you will receive a 'Welcome Message' which acts as a confirmation of the charges and will usually be sent via text message from the provider (some providers such as App Stores may send an email as confirmation however this will be explained at the point of activation). This will confirm the name of the Service you are subscribing to, the cost of the subscription and frequency of charges, a brief description of the product / Service and details on how you can unsubscribe from the Service. Customers who subscribe to subscription Services will also receive either a monthly reminder message or a text/email Receipt every time they are charged if the subscription started after 1st November 2019.

Depending on the Service used, you should also receive a text or email 'Receipt' from the Service Provider for all purchases made. These will contain details such as the name of the Service, the cost of the Service and who to contact in case of any questions about your purchase.

² For more details on EE Access Charges go to <http://ee.co.uk/help/add-ons-benefits-and-plans/price-plans-and-costs/ee-price-plans/changes-to-numbers-starting-08-09-and-118>

Important information

It is extremely important that you always read any advertisement or promotion for a Charge to Bill or Premium Rate Service carefully before you make a purchase or sign up to a subscription Service, as the advertisement or promotional material **must** confirm the pricing and terms of use information.

If you are not aware of the costs or terms of the Service, we recommend that you confirm this information with the Service Provider before you make a purchase or sign up to a subscription.

You should also be aware that when allowing access to your phone by other family members, or adding additional lines to your account for others, if you are the account holder, you are responsible for any charges incurred for Charge to Bill Services or Premium Rate Services.

For some text-based short code Services you may be charged for both the sending of the original text and again for you receiving texts as part of the Service. Details of all these charges must be clear in advertising or promotional material. You should make sure you understand what the total cost of the Service is before you use it.

What to do if you feel you have been overcharged or misled.

If you are unsure about a charge on your bill you can call EE Customer Services by dialing 150 from your EE handset, who will explain the charges to you.

If you think the costs on your bill are different to what you agreed to when you made the purchase or signed up to a subscription, or that you have been misled in any way, you should contact the Service Provider.

The Service Provider will be able to provide more information on the Service that you have been charged for, respond to your query or complaint and, if appropriate, they may issue you with a refund and stop future charges.

To find out who the Service Provider is, you can either use the Charge To Bill Service checker tool as detailed above, refer to the description on your bill, look for text message or email 'Receipts' or in the case of ongoing subscription charges, the 'welcome message' or regular Receipt messages. You can also use the checker on the Phone-paid Services Authority (PSA) website.

<http://psauthority.org.uk/about-us/number-checker>

If you feel that your query or complaint has not been resolved, you can make a complaint directly to the Phone-paid Services Authority.

Information regarding the PSA including their complaints' process and their checker can be found on the PSA website, <https://psauthority.org.uk/>

Please be advised that you will need to provide the PSA with the details of the short code or the name of the Service or company the complaint relates to. The PSA can

investigate your query or complaint; however, they are unable to issue refunds. Any refunds must be agreed with and issued by the Service Provider.

How to cancel a subscription.

There are two ways to cancel your subscription:

- Contact the Service Provider directly and confirm that you want to cancel the Service.
- Follow the stop instructions within the welcome or receipt messages that the Service Provider sends to you. This usually involves replying 'STOP' or 'STOP ALL' to a short code number.

You may incur a charge of 15p to send the STOP SMS to a short code number.

How to block Charge to Bill and Premium Rate Services.

If you want to prevent anyone making voice calls to 09 and international numbers, get in touch with us and we will ensure that access to Premium Rate Numbers is barred from your phone. We are also able to provide a bar which prevents you from making online purchases or adding Mobile Billing as your App Store payment method. For text short code services, we can also prevent you receiving the text message charge associated with the service. Just call us and ask.

EE offers customers the ability to block online access to 18-rated content. EE customers can restrict access using Content Lock:

<https://ee.co.uk/help/help-new/safety-and-security/content-lock/switching-content-lock-on-or-off>

Other bars are available, please get in touch with us to discuss which might be most appropriate for you. If you are setting up a new mobile phone for a minor, then you may wish to look at our Set up Safe guide: <https://ee.co.uk/help/help-new/safety-and-security/content-lock/set-up-safe-manage-childs-phone>

Additional Information.

Information on EE's Access Charge can be found at: <https://ee.co.uk/help/help-new/billing-usage-and-top-up/call-text-and-data-charges/charges-for-calling-non-geographic-numbers>

Stopping nuisance or malicious calls and texts information can be found at: <https://ee.co.uk/help/help-new/safety-and-security>

Charge to Bill information including the EE Charge to Bill checker can be found at:

<https://ee.co.uk/help/help-new/billing-usage-and-top-up/understanding-my-bill/third-party-services>

Information about your bill and payments including how to view your bill can be found at: <https://ee.co.uk/help/help-new/billing-usage-and-top-up>

Information on how to set Charge to Bill up as your App Store payment method can be found at:

Google Play.

<https://ee.co.uk/help/help-new/billing-usage-and-top-up/paying-my-bill/how-do-i-set-up-charge-to-bill-through-the-google-play-store>

Apple App Store.

<https://ee.co.uk/help/help-new/billing-usage-and-top-up/paying-my-bill/how-do-i-set-up-charge-to-bill-on-my-apple-device>

Microsoft Store.

<https://ee.co.uk/help/help-new/billing-usage-and-top-up/paying-my-bill/how-do-i-set-up-charge-to-bill-through-the-microsoft-store>