



Shell
ENERGY

Premium Rate Calls Services Guide

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This guide contains information relating to calls that are charged at premium rate for Shell Energy's telephony customers. Ofcom's [call costs guide](#) is also a helpful source of information.

1. What are Controlled Premium Rate Services (CPRS)?

All calls that start with '09' and '118' (Directory Enquiry Services) are Controlled Premium Rate Services, also known as Phone-paid Services. Some calls to numbers that start with '087' are also CPRS. These numbers are for goods and services that you can purchase by charging the cost to your phone bill, and therefore are charged at a higher rate than normal calls. Premium rate services can be accessed through a landline, a mobile, a fax or by a personal computer. The types of services typically offered through CPRS lines are: directory enquiries (118), TV voting lines, phone chat, information services, mature content, technical help lines and competition lines.

CPRS includes SMS shortcodes which are five or six digits long and usually begin with 6, 7 or 8. These numbers are often used to pay for new features in apps, to donate to charity, to enter competitions and to download games and ringtones. CPRS also includes "charge to mobile" services, also known as operator billing or Direct-to-Bill - these enable consumers to pay for goods and services from app stores, third party publishers and merchants via their phone bill.

2. What are non-geographic numbers?

Non-geographic numbers usually start '03', '084', '087' or '09' and aren't linked to a specific location, unlike 'geographic' numbers which start with '01' or '02' and reveal the destination of the call. Some of these number ranges are called 'Service' numbers and they may be charged at a premium rate.

Many organisations use '03' numbers as an alternative to more expensive '08' numbers and, although they're non-geographic, '03' calls will always be charged in the same way and at the same price as geographic numbers.

'080' numbers are also non-geographic numbers, but are free of charge from all residential landlines and mobiles and won't be shown on your bill. For more information on the specific charges for non-geographic charges, please visit our [Price List](#).

3. What are personal numbers?

Personal numbers are designed to be used for personal or "follow me" services, where calls are diverted from another number. Small businesses and sole traders use '070' numbers to make it easy to manage calls - they're different from mobile numbers. Personal numbers are also sold on a one-off basis, for example when someone is buying or selling a used car and doesn't want to advertise their private mobile or fixed line number on a website or magazine. For more information on the specific charges for personal numbers, please visit our [Price List](#).

4. The price of Controlled Premium Rate Services

CPRS are supplied by service providers, who offer content, products and other related services. They may also act as resellers or aggregators on behalf of other such organisations. When you

make a call to a premium rate service number, Shell Energy ensures that your call is passed to the telephony company which receives the call on behalf of the premium rate service provider. Some service numbers use an 'unbundled tariff' charging system, which is made up of two parts that shows how much you'll pay for each element of the call and where the revenue is split:

- The access charge is set and paid to Shell Energy and is charged in pence per minute. You can find the cost of the access charge in our [Price List](#).
- The service charge is set and paid to the service provider you're calling. This must be made clear wherever its service is advertised.

Sometimes shortcodes are charged at your normal network rate, but more often they are premium rate services, which means you pay an additional fee. The exact amount should be clearly displayed wherever you see the shortcode promoted.

You can perform a number check via the number-checker facilities provided by the PSA at www.psauthority.org.uk/about-us/number-checker.

5. [How to bar access to premium rate calls](#)

We offer the facility to bar access to some or all premium rate calls. If you wish to have this type of barring applied to your line, please contact us on 0330 094 5801 between 8am and 8pm Monday to Saturday, and between 9am and 6pm on Sunday.

6. [Disputing a call to a premium rate service on your bill](#)

If you have an unexpected premium rate call on your phone bill, the first step is to get in touch with the company running the premium rate service, this is the phone-paid service provider. The phone-paid service provider should be able to explain the charges and tell you what to do to stop them from recurring. Please see 7a for help on how to do this.

If you feel that the premium rate call was not made from your telephone line then you can contact us to ask us to investigate further. However, while you may not have been aware of someone in the household making the premium rate call, it's most likely that someone has. The registered Shell Energy customer is responsible for all calls that are made from their fixed line phone and if you suspect there's a danger of unauthorised calls being made from your line, we recommend you use the call barring services. Details of call barring services can be obtained by calling us on 0330 094 5801 between 8am and 8pm Monday to Saturday and between 9am and 6pm on Sunday.

We're responsible for explaining what the charge on the bill is for and providing the contact information of the service provider. The phone-paid service provider is responsible for explaining the service you have used, the charge and provide proof of the purchase. Depending on circumstances, the phone-paid service provider may or may not provide a refund for the service you used.

7. [The Role of the Phone-paid Services Authority \(PSA\)](#)

The PSA is the regulatory body for all premium rate phone-paid services in the UK, approved by Ofcom. The PSA regulates phone-paid services in their entirety including their content, promotion

and overall operation, through a Code of Practice which is available at www.psauthority.org.uk. One of the roles of PSA is to protect consumer interests in the event of cases of abuse or scams involving CPRS calls.

Ofcom's role in the premium rate call regime (referred to as Controlled Premium Rate Services or CPRS) is to provide statutory support to the work of PSA. The PSA sets and maintains standards and, as appropriate, requirements for the content, promotion, marketing and provision of premium rate services. They also investigate and adjudicate upon complaints of premium rate services and can issue directions to ensure phone-paid services operate within the Code of Practice. PSA investigate complaints, and have the power to fine companies and bar access to services if the Code of Practice is breached. It can also bar the individual(s) behind a company from running any other premium rate services under any company name on any telephone network for a defined period. Additionally, PSA may also order a company to pay you a refund once they have completed an investigation into a case of abuse or scam involving PRS calls. The service PSA provides is free of charge to consumers and fully independent.

a. Finding out which service provider is responsible for a premium rate number from the PSA

Customers can use the PSAs website, www.psauthority.org.uk, to find out certain details about a particular premium rate number, such as the content, the price, and which provider provides the service and their contact details. If the service provider is currently under investigation, the facility on the website will also tell you this. Alternatively, our customer service agents can access this service on your behalf and provide the available details. For this assistance, please contact us on 0330 094 5801 between 8am and 8pm Monday to Saturday and between 9am and 6pm on Sunday.

b. Making a complaint to PSA

If you wish to make a formal complaint about abuses of service content, non-compliance with the PSA code of practice or other alleged unlawful operations of services and numbers, you can contact the PSA. You can do this by using their online complaint form at www.psauthority.org.uk, or by calling their free helpline on 0300 303 0020 between the hours of 10am and 4pm Monday to Friday (excluding Bank Holidays). If you wish to contact them in writing, their address is Phone-paid Services Authority, 25th Floor, 40 Bank Street, London, E14 5NR.

As well as the services offered by PSA, if you have a dispute about your charges for premium rates that cannot be resolved with Shell Energy, you can contact the Ombudsman Services who can investigate the matter further for you. Further information about how to contact the Ombudsman Services can be found in our Customer Complaints Code.

Which? and Citizens Advice provide advice on seeking refunds in cases of abuse or scams involving premium rate numbers.