



## NOTICE

### Live services – list of current exemptions from prior permission Version 1: November 2006

#### Introduction

Paragraph 6.1.1 of the 11<sup>th</sup> Edition of the ICSTIS Code of Practice states that:

*“No live services may be provided without prior permission from ICSTIS save that ICSTIS may identify categories of live services which are exempt from the prior permission requirement. Such exemptions may be withdrawn or modified by ICSTIS at any time on reasonable notice and a list of exempt categories will be published by ICSTIS from time to time.”*

Service providers are hereby given Notice that the live services listed below are exempt from the requirement for prior permission:

- Live customer support services.
- Live DQ services.
- Live data capture services (these are services which take callers' details so that a service or product can be provided following the premium rate call).
- Connection services for Live Conversation for UK end destinations only - these services include services enabling 'cheap' (typically 10ppm up to 60ppm) calls to hospitalised relatives and friends.
- Live classified advertisement services (these services usually take the form of data-capture services).
- Live alarm services (these services usually involve calls being made to the police at premium rate by alarm monitoring centres following receipt of notification that alarms have been activated).
- Live racing tipster services.
- Live advice services that do not relate to 'professional' services such as legal or medical advice or provide any type of counselling service.

Providers of live services that fall into the categories set out above must still inform ICSTIS in advance of the services they intend to operate, the fact that they are considered exempt and the number ranges on which they operate. This can be done through the online registration forms available on the ICSTIS website.

If you are unsure as to whether your service requires permission or not you are strongly urged to contact the ICSTIS Executive.

#### Further information

Contacting the Executive:

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