

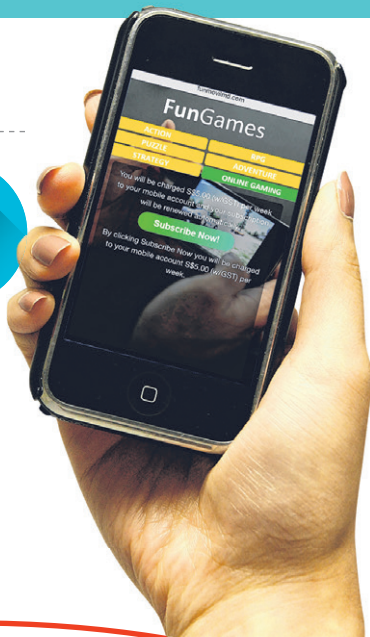
# What is a premium-rate service or PRS?



- Chargeable mobile content, such as **games, quizzes and contests.**

The service is often provided through SMS messages or websites, with weekly or monthly subscriptions.

- Subscriptions are solicited mainly through banner advertisements on websites and social media platforms or SMSes.



## Content & Services (Bill on Behalf Goods/Services) 24.00

Date Time Description

Buongiorno (For quick self help call 8008523842)

G 18 Oct 3:03pm Buongiorno-Gamifive 24.00

- Some telcos **bill their customers on behalf of their partner PRS providers.** They have said that all customers must complete a multi-step process and receive an SMS confirmation before the services can be subscribed.

## HOW DO I AVOID GETTING CHARGED?

- Check your phone bills for **add-on charges.** Mobile operators are required to assist customers in resolving any disputes involving PRS charges, and **must not collect payment** for any charge reasonably believed to be incorrect pending dispute resolution.

- Subscribe to your telco's PRS barring service. All mobile operators are required to offer a free service that allows customers to block their mobile numbers from subscribing to any PRS.
- Avoid clicking on advertisements from untrusted sources as they may contain malware that can prompt a subscription process and sign a user up without his consent.