



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Information Notice

Updates to Premium Rate Services eLicensing facility

Information Notice

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An Coimisiún um Rialáil Cumarsáide
Commission for Communications Regulation

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Additional Information

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1 Introduction

1. Owing to requests from industry, ComReg has updated its Premium Rate Service (“PRS”) eLicensing facility. The purpose of this Information Notice is to advise PRS providers that there are some changes to the facility which they will encounter upon applying for a PRS licence from ComReg.
2. The updates are designed to make the PRS eLicensing facility more efficient and user-friendly with less need for amendments.
3. It is intended that the changes will come into effect on 4 July, 2019.

2 Background

4. The Commission for Communications Regulation (“ComReg”) took over the regulation of PRS in accordance with the Communications Regulation (Premium Rate Services and Electronic Communications Infrastructure) Act 2010, (“the Act”) from 12 July 2010.
5. Section 6 of the Act states that a person intending to provide a “specified PRS” needs a Licence from ComReg to provide that service. Section 7 of the Act, obliges ComReg to make regulations specifying classes of PRS, “specified PRS”, that require licensing and the conditions to be attached to the Licences.
6. In accordance with Sections 6 and 7 of the Act, on 5 April 2012, ComReg published the Communications Regulation (Licensing of Premium Rate Services) Regulations 2012, (“the Regulations”)¹ that set out the class, or type, of PRS that were required to be licensed and the conditions that attached to such licences.
7. The Regulations replaced and revoked those that were published in July 2010 and were accompanied by a new “eLicensing” facility allowing PRS providers to apply for their PRS licence(s) to ComReg online. ComReg engaged directly with PRS providers to provide information and instruction on how to navigate the eLicensing facility.

¹ <https://www.comreg.ie/publication/information-notice-new-code-of-practice-and-new-regulations-for-premium-rate-services/>

3 Updates to Premium Rate Services eLicensing facility

8. It is important to note from the outset that the changes to the PRS eLicensing facility will not involve any alteration to the following:
- the means by which a licence is applied for;
 - the information requirements imposed on any applicant (whether established in the state or otherwise);
 - the conditions applicable to any Class of PRS licence;
 - the issuing of a licence to an Original Applicant (“OA”) without any form of prior approval or assessment of either the PRS provider or the intended PRS;
 - The ability of an applicant to commence the provision of a licensed PRS within a very short period of time following application.
9. The changes involve a time period for ComReg to satisfy itself that all of the relevant information has been submitted in the licence application prior to it being issued to the Original Applicant and notified to other parties for them to accept or reject their role. In addition, there is a new facility to allow licensed providers to withdraw from a PRS licence if they no longer wish to provide the PRS.
10. Full details of the step-by-step processes are outlined in ComReg’s updated PRS Registration Guide (available to view in Annex 1 of this document) and the relevant changes are detailed in Sections 3, 4, 5 and 7 of the Guide.
11. Please note that the updated PRS Registration Guide will be published in the Publications Section of the ComReg website² when the changes come into effect on 4 July 2019.
12. Should any PRS provider have any questions regarding the updates to the eLicensing facility, please submit queries in writing to prs@comreg.ie.

² <https://www.comreg.ie/publications/>

Annex 1: PRS Registration Guide, July 2019



Commission for
Communications Regulation

PRS Registration Guide

General Document

Reference:

Date:

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1 PRS Providers

1.1 What is a PRS?

Premium Rate Services (“PRS”) are goods and services that you can buy by charging the cost to your phone bill. You can charge these costs whether you have a landline or a mobile phone - whether you pre-pay your phone bill by buying credit or pay a regular, monthly bill.

PRS typically offer information, entertainment and charity donation services, which can be accessed through landline phones, mobile phones, fax, interactive digital TV, the Internet or an auto-dialler on a computer. PRS are promoted in newspapers and magazines and on television, radio and the Internet. They can also be promoted directly to mobile handsets.

1.2 Why do I need to be licensed by ComReg?

In July 2010, the Communications Regulation (Premium Rate Services and Electronic Communications Infrastructure) Act 2010 (“the Act”) was enacted. This legislation requires that all parties who are involved in the provision of a PRS, and who receive a revenue share from each premium rate interaction, must be licensed for every service that they are operating. This involves all Network Operators, Aggregator Providers and Content Providers.

2 Registration Process

In order to apply for a premium rate licence, all Providers must first register with ComReg to set up an online account. This is a separate process to obtaining a licence.

The registration process is a once-off process and there is no cost involved with registering as a PRS Provider.

2.1 How to set up an online account with ComReg

The registration process takes place online via the following link:
<https://www.elicensing.comreg.ie/login.aspx>

Click on the  button:

Select Premium Rate Service Licence

Fill in all of the required fields, including the details of at least two company directors, if your organisation is registered in Ireland, with the exception of Sole Traders.

If you are charity or a not-for-profit organisation and you do not have directors, enter the details of the two main decision makers in your organisation or two board members.

Ensure that you supply the date of birth for all directors/main decision makers listed on your account. This is for identification purposes.

The first contact that you enter on the form will be nominated as the regulatory contact. This is someone in your organisation who ComReg will liaise with regarding your PRS account and licence(s). This can be anyone in your organisation including a company director.

ComReg requires a direct and separate email address and phone number for each contact listed on an account. Please be advised that the information listed on this application form is not passed onto any third parties and is only accessible to certain ComReg employees.

All information supplied on the registration form must be correct and valid at the time of application, in accordance with the Act.

This information must be kept up-to-date at all times. Please be advised that it is the responsibility of the Provider to ensure that their company/organisation details are valid on the account. All changes should be made online. Please see Sections 2.2 and 2.3 of this document on how to update your account details.

Once you have completed the registration process, the application form will be sent to a member of the premium rate licensing team. It usually takes at least 24-48 hours to process an application. However, depending on the volume of applications received it could take longer.

If a member of the licensing team has any questions about your account application, they will contact the regulatory contact listed on the application form via email. Only when a response is received to this query will the registration process continue.

Once your Access Code has been generated, ComReg will send this via email to the named regulatory contact on the account.


You will then need to re-set your password using the link provided in the email.

Once you have done this you will be able to access your online account and apply for a PRS licence for each service that you are operating.

2.2 How to update your account details once an account has been set up


Under the Act, all details on a PRS account must be kept up-to-date at all times. It is the responsibility of each PRS Provider to ensure that the details on their account are accurate and valid. This includes the company and contact details.

To update your account details, log onto the e-licensing account using your Access Code and PIN through the following link: <https://www.elicensing.comreg.ie/login.aspx>

Click on the  tab from the ribbon on the top of the screen.

Click the  tab from the drop down menu.

All details on this section of your account can be edited and changed with the exception of the account name. If you require your account name to be changed you will need to contact prs@comreg.ie directly.


When you have made the changes to your account, click on the  button on the end of the page. Your requested change(s) will then be sent to a member of the licensing team who will make the necessary amendments to your account. Please be advised that this may take a few days and won't immediately appear on your account.

2.3 How to update your contact details once an account has been set up


Under the Act, all details on a PRS account must be kept up-to-date on an ongoing basis. It is important that all accounts list a valid regulatory contact at all times. This is someone in your organisation who ComReg will liaise with if we have any questions or queries about your account or licence(s).


If a contact on your account leaves the organisation, it is the responsibility of the PRS Provider to ensure that these details are updated with a new relevant contact. Any changes to an account must be made through your online account.


To update your account details log onto the e-licensing account using your Access Code and PIN through the following link: <https://www.elicensing.comreg.ie/login.aspx>

Click on the  tab from the ribbon on the top of the screen.

Click the  tab from the drop down menu.

To change or update an existing contact click on the  tab beside that contact. When the changes have been made, click on the 'Request Change' button.

To remove an existing contact, click on the  tab beside that contact. Enter a reason as to why you want to remove the contact from your account and click on the 'Request Remove Contact' button.

To add a new contact to an account, click on the  tab at the end of the page.

Your contact change(s), removals and additions will then be sent to a member of the licensing Team who will make the necessary amendments to your account. Please be advised that this may take a few days and won't immediately appear on your account.

3 Licensing Process

3.1 General

All Users require an online account as set out in Section 2.1 of this document.

You cannot operate a PRS unless you have first applied for and obtained a PRS licence as it is an offence under the Act to operate a PRS without the required licence.

All premium rate licences are issued against a service rather than a Provider and must be service specific. ComReg does not issue general premium rate licences.

In accordance with Section 6(2) of the Act upon receipt of a licence application, ComReg will ensure that all required information in the application is present and accurate. This process can take up to a maximum of 7 days but may, in practice, take significantly less than this.. Please note that ComReg does not undertake prior-approval of services.

All parties involved in the running of the service must be licensed to operate that service. However, only one party in the value chain needs to apply for the licence. This can be any member of the chain.

The person/company who applies for the licence is called the 'Original Applicant' and they are the only ones who can amend, cancel or re-apply for that licence. They will name all the other Providers in the chain on the licence under the Sections 'Network Operators' and 'Other Providers'.

These named Providers will be sent a notification email asking them to log onto their account and either accept or reject their role in the service. There is a maximum seven day period for the Providers to accept their role.

If they accept their role, the licence is automatically added to the Provider's account and they are deemed to be licensed for that service. Please see Section 5 of this document for details on how to accept your role in a service.

If the Provider rejects their role, or does not respond within the maximum seven day period to the notification asking them to log onto their account and either accept or reject their role in the service, the Original Applicant will be informed of the rejection and the reason for the rejection and may amend the licence accordingly. The licence in this case will be removed from the rejecting party's account. They will be not licensed to provide the service unless the licence is amended to include them back onto it.

All licences are valid for two years from the date of application. When the two year timeframe has expired, and if the service is still operational, a reapplication for the licence will be required. ComReg will contact all Providers via email 3 weeks prior to a licence expiring and, in the event of inaction on the part of a Provider, a further reminder will be issued 72 hours prior to the

licence expiration. Only the Original Applicant for that licence can re-apply for the licence. Please see Section 7 of this document on how to reapply for a licence.

There is no cost involved with applying for a premium rate licence.

3.2 Check-list before applying

You must have your Access Code and PIN ready in order to log onto your e-licensing account.


You will need to have the below information to hand before applying for your licence. Please note that you cannot apply for a premium rate licence without all of these details. You may need to talk to your Provider to obtain the required information:


- Name and type of service; and
- Customer service details, including helpline and email address; and
- Network(s) the service will be operating on; and
- Other Providers involved in the service; and
- Price points that the service will be operating on; and
- How the service will be billed to consumers e.g. direct-to-bill, short code, WAP or premium rate number; and
- Short codes and premium rate numbers that the service will be operating on (not applicable for Direct-to-Bill) ; and
- Keywords that may trigger the service; and
- Promotional material for the service. This is only compulsory for Class B licences which include text-to-donate Services, Subscription Services, Children's Services and Sexual Entertainment Services; and
- Please make sure that all promotional material meets with the relevant requirements of the Code of Practice, a link to which can be found here:
<http://www.comreg.ie/fileupload/publications/ComReg1445.pdf>

3.3 Starting the application process

Log onto the e-licensing account using your Access Code and PIN through the following link:

<https://www.elicensing.comreg.ie/login.aspx>

Click on the  tab from the ribbon on the top of the screen.

Click  from the drop down menu.

On the 'Apply' page, select  [Premium Rate Service Licence](#)

3.4 Commencement date

Input the date that your service will start from.

If it is within two weeks of today's date, or is back-dated, you will need to enter a reason as to why you are applying for a premium rate licence at short notice.

3.5 Name and description of service

Input the name of your service as it will be advertised on all promotional material. If you are operating a text-to-donate service then the service name should be the campaign name rather than the charity name, unless the campaign has been named after the charity.

Enter a description of the type of PRS that you will be providing. This should not be a description of your company or organisation but rather of the service that you are offering the consumer. It should be short but detailed enough to inform a consumer about what they will receive when interacting with your service.

Please note that this information will be viewable to the general public through the Service Checker facility, <https://servicechecker.comreg.ie/>.

3.6 Service provision

Tick the box that applies to how your service will be billed and delivered to consumers:

If your service is being delivered via a five digit short code beginning with the number 5 (e.g. 5xxxx) tick the box SMS .

If it is being offered through a fixed line number, beginning with the prefix 15 (e.g. 15xx xxx xxx) tick the box Premium Rate Number .

If your service is being delivered via a WAP push message, which is a specially formatted message through which the content can only be accessed via a web browser on a phone, tick the box WAP .

If your service is delivered straight to a consumer's handset without using any of the above methods, and is billed directly to their phone bill or pre-paid credit, tick the box Direct to Bill .

More than one 'Service Provision' can be ticked if the service is provisioned via multiple methods.

3.7 Class of service

Please choose the Class of service that best describes your service. If your service does not fit into any of the top seven categories under this section, tick the box

NONE OF THE ABOVE

With reference to the category 'Chatline Service', please be advised that this refers to services which consist of, or include, the enabling of more than two persons to simultaneously conduct a telephone conversation with one another without either each of them having agreed with the other to do so, or each of them having agreed in advance the respective identities of the other intended participants, or the telephone numbers on which they may be called.

More than one Class can be chosen if applicable.

Depending on the Service Provision ticked, you may not be able to select certain classes of service. For example if you tick 'Premium Rate Number' as your Service Provision, then 'Subscription Service' cannot be selected as the class because subscription-based services do not run over fixed line premium rate numbers.

3.8 Class sub-category

Please choose the Class sub-category that applies to your service.

Your service may not have a sub-category in which case you can skip this step. However, depending on the type of Class of Service that you choose, this section of the application form may be compulsory. For example, if the Class of Service is 'None of the Above' or 'Subscription Service', then a Class sub-category must be selected.

If the service does not fit into any of the top six sub-categories, please tick the box

NONE OF THE ABOVE and enter into the free text box a sub-category of your choosing.

3.9 Customer service details

Enter the customer care email address and helpline into the appropriate field.

Input the helpline number without any spaces.

The customer helpline must be a phone number which is charged at Irish national rate or below. International numbers or mobile phone numbers will not be accepted as these will cost the consumer more than national rate to call. The customer care helpline should be a manned helpline which is open for normal business hours from Monday to Friday.

If you have a website then the address for this should be entered in the field:

Customer Service Contact Website Address: 

This field is not compulsory.

3.10 Network operators

Please select all of the Network Operator(s) that will be provisioning the service over their Network(s).

Depending on the type of Service Provision ticked, only the applicable Network Operator(s) will appear under this section.

If the service is operating via SMS, Direct-to-Bill or WAP then eight Mobile Network Operators will appear on this list. Tick one or all Networks who will carry the service.

There are currently two 'Three Ireland' accounts which appear under this section. Please be advised that these are two separate accounts and should both be ticked if your service is available to all Three customers, including customers who were previously with Telefonica (O2) before it was taken over by the Three Network.

If the Service Provision 'Premium Rate Number' has been ticked, an option of fourteen fixed line Network Operators will be available. Please tick the applicable Network Operator(s) involved in the provision of the service. Most fixed line services operate over one Network though you can choose more than one Network if applicable.

3.11 Other providers

All Providers who are involved in the provision of this service, and who are not Network Operators, must be named on the licence under this section. This includes the Aggregator Provider (i.e. the short code owner and/or Provider who is operating the platform over which the service is operating) and the Content Provider.


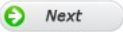
Regarding a text-to-donate service, all parties who benefit from the service must be named on the licence.

Only registered Providers will appear on the drop down list of Providers. If the Provider that you wish to select is not on the list then please click on the tab

 **Add Non-Registered Provider**

and fill out the applicable fields.

The Provider will then be sent an automatic email asking them to register with ComReg. The licence application cannot be processed until such time as the provider registers with ComReg.

If there are no Other Providers involved in the provision of the service click on the  tab and click  **Next**

The Original Applicant of a licence will not appear on the drop-down list as they are already named on the licence as the Original Applicant, and therefore should not be named under this section of the licence.

3.12 Tariffs

Enter the price point of the service. The Service Provision and Class of Service selected will determine what information needs to be entered in this section of the form.

If the service is a once-off service which is delivered via SMS or WAP, you will need to enter the cost per text, the number of texts required to complete a single transaction/donation and the total cost of the service. This information refers only to a single transaction and not to multiple transactions. For example, if your service costs €4 per transaction and a consumer is sent two texts which cost €2 each to complete the transaction, then the 'Cost per Text' section should be filled in as '2', the 'Quantity of Messages' '2' and the 'Overall Cost' should be '4'.

If the service is subscription based and delivered via SMS or WAP, you will need to enter the cost per text, the frequency period that the texts will be sent to the consumer (for example every week, every six days etc.), the number of texts they will be sent in that billing period, the join up fee (if applicable) and the total cost of the service for that billing period. If there is no join up fee, you should enter the number '0' into this field.

If your service is delivered via a Premium Rate Number, you will need to determine whether your service is billed per minute or per call and tick the applicable box. If the cost is per minute you can enter the maximum charge that the service will cost the consumer although this section is not compulsory.

If you clicked on the Service Provision 'Direct to Bill', you will need to enter the price range applicable to your service. For example, if the service costs between €2 and €10, you will input this into the relevant fields entering the lowest range in the first box and the highest range in the last box. If your service only has one price point that number should be entered into both fields - for example if your service costs €4, the range that should be inputted is €4-€4.

If there is more than one price point associated with your service, please click on the tab



and list all price points associated with the service. This does not apply to the Service Provision 'Direct to Bill' as the range captures the multiple price points applicable to your service.

3.13 Numbers and short codes

Enter the short code or number that your service will be operating on. The keyword that will be used to trigger your service, if applicable, should also be entered onto this section of the application form.

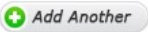
Depending on the Service Provision ticked earlier, this will determine what information you will need to enter in this section of the form.

If SMS or WAP were ticked, the short code (i.e. the 5 digit number beginning with the number 5) that the service will be operating on will need to be entered. You will also need to select the

correct tariff for this short code from the list of price points that were entered onto the licence in the earlier step of the application form. These can be selected through a drop-down menu option.

If Premium Rate Number was ticked, the 10 digit fixed line number or number range beginning with the prefix 15 that the service will be operating on will need to be entered here. If you are operating your service on only one number, the range will consist of the same number being entered into both fields. A range of numbers must always have the same prefix and the lowest number should be placed in the first box. The correct tariff for the number or number range will need to be selected from the list of price points that were entered onto the licence in the earlier step of the application form. This will be selected through a drop-down menu option.

There must be a short code or Premium Rate Number for each tariff listed otherwise you cannot proceed with the application form. If there is a “spare” tariff either enter the number or short code that correlates with this tariff or go to the previous step and remove the spare tariff.

If SMS/WAP or Direct-to-Bill has been chosen as the Service Provision, you will be asked for the keyword(s) that a consumer will text in/key in in order to engage with the service. This is a compulsory field. If there is more than one keyword involved click on the tab  . All keywords should be entered separately in their own field. Multiple keywords should not be entered into the same field.


If the service does not use a keyword as a trigger enter the word ‘None’ into this field.

If the service uses a PIN instead of a keyword, the word ‘PIN’ should be entered into the keyword field.


3.14 Promotional material

If you are providing any of the following services, all promotional material associated with the service must be uploaded along with the application form:

- Charity or Not for Profit Service
- Sexual Entertainment Service
- Subscription Service
- Quiz Television Service
- Children’s Service
- Chatline Service
- Internet Dialler Service


If the service does not fit into any of the above categories (Class B licences), this step can be skipped. Just click on the  button at the bottom of the screen.

Promotional material is deemed as any material where the entry mechanism for the PRS is advertised. This includes screenshots of any online promotions.

To upload the promotional material onto the application form, click on the tab  , locate the files from your device that you want to upload and select them.

Name the type of promotional material that is being uploaded from the drop down menu. All online promotions, including any social media promotions, should be labelled as 'Webpages'.

Once the files you want to upload have been selected click on the tab .

Click the  button to complete the application form.

3.15 Issuing of licence

If you have completed all of the steps required, the licence application will be sent to ComReg so that, in accordance with Section 6(2) of the Act, it can ensure that all of the required information is included in the application and that it is accurate. ComReg has a maximum seven day period to verify the information submitted. ComReg does not prior-approve or pre-authorise any individual PRS, with the exception of Adult Entertainment Services whereby an age verification system must be approved by ComReg before a licence is issued.

If ComReg is satisfied that all of the relevant information has been submitted in the licence application, it will, subject to there being no valid grounds for refusal in accordance with section 6(4) of the Act, issue the licence for the PRS. Once your licence has been issued, you should wait for all other Providers listed on the licence application to accept their roles in the provision of the service before offering your service.

If ComReg is not satisfied that all of the relevant information has been submitted in the licence application or it is false or inaccurate, it will contact the Original Applicant to advise that they must re-submit their licence application to include **all** of the required information.

Once the licence has issued, the Original Applicant can view the licence by clicking on the tab 'Licences' at the top of the screen and then selecting 'View Licences'.

Click  and the new licence should appear on the list of premium rate licences which have been issued to you.

ComReg will also send an email to the regulatory contact on the Original Applicant's account to confirm that the licence has been issued.

All parties named on the licence will be sent an email confirming that a licence has been created on which they have been included. They will then have a maximum of seven days to accept their role in the service. If they fail to accept their role within this timeframe, they will be removed from the licence and will not be licensed to operate that service unless the licence is amended

by the Original Applicant to add them back onto it. See Section 4 of this document for further information.

Please note that the information on your licence must be kept up-to-date at all times. In addition to this, if you are running a PRS which requires the promotional material to be submitted to ComReg, this material must also be kept up-to-date. As the campaign continues, and the service is promoted through new media, the licence will need to be updated with copies of all new promotions including screenshots of any new online promotions. Please see Section 6 of this document on how to add/edit or remove promotional material from a licence. If you do not accept your role in a licence, reject your role, cancel or withdraw from a licence, you will not be licensed to provide the service that the licence applies to.

4 Amending a licence

If any of the details on the licence change throughout the course of running the PRS, the licence will need to be amended accordingly. In accordance with the Act, it is a condition of a PRS licence that all the details on the licence are kept up-to-date at all times.

Only the Original Applicant of a licence can amend that licence.

ComReg has a maximum of seven days to satisfy itself that all of the relevant information has been submitted in the licence amendment application and that it is accurate. Once the correct information has been provided, the amended licence application will be circulated to all parties named on that licence who must then reaccept their role in the service if they wish to continue to provide the service.

All parties have seven days to accept their role in the provision of the PRS and the amended licence will not issue until these seven days have expired. However, the amended licence may issue sooner if all parties accept their roles. It is worth noting that all parties involved in the provision of a PRS will now be able to view proposed licence amendments under the 'Pending' section of their Licences page until such time as the licence is issued.

If any party does not reaccept within seven days of the amendment being made, they will be removed from the licence and will not be licensed to operate that PRS unless they are added back onto the licence by the Original Applicant.


Adding a new provider onto a licence is considered a licence amendment.

All sections on a licence can be amended except the Licence Class or Class Subcategory. If these sections need to be changed on a licence, the current licence will need to be cancelled and a new licence will need to be applied for under the correct category and/or sub-category.

Please note that the existing licence will remain valid until such time as it is superseded by the amended licence at the point of issue of the amended licence however, licencees on the original licence will no longer be licenced unless they accept their role

4.1 How to amend a licence

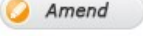
Log onto the e-licensing account using your Access Code and PIN through the following link:
<https://www.elicensing.comreg.ie/login.aspx>


Click on the  tab from the ribbon on the top of the screen.

Click  from the drop down menu.

Click on the tab .

Locate the licence you wish to amend and click on the  tab.

You will be brought into the licence and will find the  tab at the right top hand corner of the screen. When this is clicked, the information on all sections of the licence can be amended except the class or class subcategory.


When the licence has been edited accordingly, click on the section  **Reason for Amendment** on the left hand side of the screen. Enter reason for amending the licence and click



5 How to accept, reject or cancel your Role in a licence if you are not the Original Applicant

5.1 How to accept or reject your role in a licence

Log onto the e-licensing account using your Access Code and PIN through the following link:
<https://www.elicensing.comreg.ie/login.aspx>

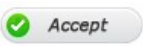

Click on the  tab from the ribbon on the top of the screen.


Click  from the drop down menu.


Click on the tab .

Any licences which have not yet been accepted will appear in the 'Pending' section..

Locate the licence you wish to action and click on the  tab.

The   buttons can be found on the right hand corner of the screen.


Once the  has been clicked you are licenced to operate this service.

If the  tab is clicked you must enter a reason for rejecting the licence. Your company will be removed from the licence and it will disappear from your licence list. The Original Applicant for the licence will be informed of the rejection and the reason why you rejected the licence. All other parties involved in the licence will be informed of your rejection.

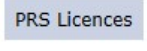
5.2 How to cancel your own licence if you are not the Original Applicant

Please note that if you are not the Original Applicant you can only cancel your own licence for the service in question and this can only be achieved if you have previously accepted your role in that service.

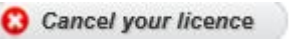
Log onto the e-licensing account using your Access Code and PIN through the following link:
<https://www.elicensing.comreg.ie/login.aspx>

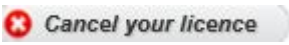
Click on the  tab from the ribbon on the top of the screen.

Click  from the drop down menu.


Click on the tab .

Locate the licence you wish to action and click on the  tab.

The  button can be found on the right hand corner of the screen.

If the  tab is clicked you must enter a reason for cancelling your licence. Your company will be removed from the licence and the licence will now appear on your 'Archive' list.

You will find your 'Archive' list under the Archive button at the top of your Licences list:

Active Licences 

The Original Applicant for the licence will be informed of your cancellation and the reason why you cancelled your licence. All other parties involved in the licence will be informed of your cancellation.


6 Add/Edit/Remove a Licence's Promotional Material

If you are operating a Class B service, the promotional material attached to the licence must be kept up-to-date at all times. As the campaign continues, and the PRS is promoted through new media, the licence will need to be updated with copies of the new promotional material including screenshots of any online promotions.

Only the Original Applicant of a licence can add, remove or edit promotional material on a licence.

6.1 How to add promotional material onto a licence

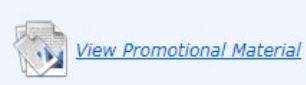
Log onto your e-licensing account using your Access Code and PIN through the following link:
<https://www.elicensing.comreg.ie/login.aspx>

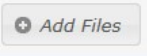
Click on the  tab from the ribbon on the top of the screen

Click  from the drop down menu

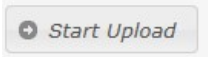
Click on the tab 

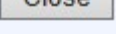
Locate the licence you wish to amend and click on the  tab.

You will be brought into the licence and will find the  tab at the left top side of the screen. Click on this and all the promotions currently attached to the licence will be viewable.

Click on the tab , locate the files from your device that you want to upload and select them.


Name the type of promotional material from the drop down menu that you are uploading. All online promotions, including any social media promotions, should be labelled as 'Webpages'.

Once you have selected all the files you want to upload onto the application form click on the tab 

When the file has uploaded, click  to close down this window on the licence.

6.2 How to remove promotional material from a licence

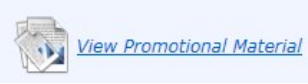
Log onto your e-licensing account using your Access Code and PIN through the following link: <https://www.elicensing.comreg.ie/login.aspx>

Click on the  tab from the ribbon on the top of the screen.

Click  from the drop down menu.


Click on the tab 

Locate the licence you wish to amend and click on the  tab. You will be

brought into the licence and will find the  tab at the left top side of the screen. Click on this and all the promotions currently attached to the licence will be viewable.


Click on the  tab beside the promotional material that you want to remove.

A box will then appear asking if you want to delete the file. Click 'OK' and the file will be removed.

When the file has been removed, click  to close down this window on the licence.

6.3 How to edit the name of a promotional file and change the 'type' of promotion on the drop down menu


Log onto your e-licensing account using your Access Code and PIN through the following link: <https://www.elicensing.comreg.ie/login.aspx>


Click on the  tab from the ribbon on the top of the screen.


Click  from the drop down menu.


Click on the tab 

Locate the licence you wish to amend and click on the  tab.

You will be brought into the licence and will find the  [View Promotional Material](#) tab at the left top side of the screen. Click on this and all the promotions currently attached to the licence will be viewable.

Click on the  tab beside the promotional material that you want to edit. Two boxes will appear-the drop down box for the type of promotional material and the free text box for the name of the promotional material.

When you have finished editing the information in either or both of these fields click the  button.

Click  to close down this window on the licence.

7 How to re-apply for a licence

All PRS licences have a two year time-span. If the PRS is still operational, the Original Applicant of the licence can reapply for it through the online account.

All Providers will be informed that their licence is due to expire three weeks prior to the expiration date via an automatic email reminder and, in the event of inaction on the part of a Provider, a further reminder will be issued 72 hours prior to the licence expiration.

Although all parties named on the licence will be informed that the licence is due to expire, only the Original Applicant can re-apply for the licence.

ComReg will assess the information in the licence re-application for completeness and accuracy and will do so within seven days. Once the correct information has been provided and is accurate, and subject to their being no valid grounds of refusal in accordance with section 6(4) of the Act, the licence reapplication will be circulated to all parties named on that licence who must then accept their role in the service if they wish to continue to provide the service. All parties have seven days to accept their role in the provision of the service and the licence will not issue until these seven days have expired. However, the licence may issue sooner if all parties accept their roles. It is worth noting that all parties involved in the provision of a PRS will now be able to view proposed licences under the 'Pending' section of their Licences page until such time as the licence is issued.

If any party does not accept their role within seven days of the licence reapplication being made, they will be removed from the licence and will not be licensed to operate that service unless they are added back onto the licence by the Original Applicant.

Please note that the existing PRS licence will remain valid until such time as it expires or is superseded by the licence reapplication, whichever comes first.

7.1 How to re-apply for a licence


Log onto the e-licensing account using your Access code and PIN through the following link:


<https://www.elicensing.comreg.ie/login.aspx>

Click on the  tab from the ribbon on the top of the screen.


Click  from the drop down menu.

Click on the tab .

Locate the licence you wish to re-apply for and click on the  tab beside this licence.

You will be brought into the licence and will find the  tab at the right top hand corner of the screen.

All the information from the old licence will be transferred over to the new licence. Each step of the application form must be checked and any information that has changed since the licence was last applied for/updated must be amended.

Click the  button to complete the application form.

Any new promotional material should be uploaded onto the licence if applicable - see Section 5.1 of this document on how to upload promotional material onto a licence.

Any licences which have not yet issued will appear in the 'Pending' section of the Licences page.

8 How to cancel a licence


If your PRS has ceased and is no longer operating, the PRS licence can be cancelled.

Only the Original Applicant of a licence can cancel a licence.

If you are not the Original Applicant on a licence, and are no longer involved in the provision of the service, you must withdraw your role from that service. Please refer to section Please refer to Section 5.2 of this document for further details.

8.1 How to cancel a licence


Log onto the e-licensing account using your Access Code and PIN through the following link:
<https://www.elicensing.comreg.ie/login.aspx>


Click on the  tab from the ribbon on the top of the screen.

Click  from the drop down menu.

Click on the tab .

Locate the licence you wish to amend and click on the  tab.

You will be brought into the licence and will find the  tab at the right top hand corner of the screen.

Give a reason as to why you want to cancel the licence and click .

The licence will then be cancelled and removed from your list of licences.

All parties listed on the licence will be informed that the licence has been cancelled and the reason for the cancellation.

The licence will now appear on your 'Archive' list.

You will find your 'Archive' list under the Archive button at the top of your Licences list:

Active Licences 