CHARGE TO MOBILE WORKING GROUP

19 March 2014 | Taylor Wessing| London

10:00 to 12:00

ATTENDEES

Chris Newell	ImpulsePay (Chair)
Declan Pettit	ETX
Jim Newell	NetMobile
Toby Padgham	Enarpee
Maria Grant	Oxygen8
Amanda Boardman	Oxygen8
Ana-Rosa Broster	Netsize
Simon O'Brien	Dialogue
Miranda Smith	mGage
John Derham	Empello
Eric Feltin	Safari Mobile
Ladi Sanusi	Netsize
Mark Collins	PhonepayPlus
Mark Stannard	Boku
Emma Duncan	Vodafone
Tom Broadfoot	IMI Mobile
Jeremy Stafford-Smith	Vodafone
Amanda Tansey	Three
Julieanne Kelly	OpenMarket
Rory Maguire	AIME

SUMMARY OF ACTIONS

- API and Aggregator attendees to review internal audits on customer care numbers to view accuracy – ongoing
- AIME to issues COBIANS outline specification to group members
- Members to feedback to AIME on-boarding issues across MNOs for consolidation of feedback

Actions from last meeting: Checks on Customer Care numbers: Feedback from IMI- All OK and OpenMarket – Checks being completed.
Action still remains for all other attendees.

Mark Collins (PPP) ran through proposals for amendments to 12th Code of Practice

These proposals currently with AIME on a mini consultation and will become part of main consultation in July 14.

Payment Services Directive Feedback from Treasury (via PPP)
Current exemption may be removed
New wording suggested and went through Treasury but waiting for EU decision
European Central Bank issued guidance on payment security requiring PIN verification including PSMS and Direct to Bill payments.
AIME will keep involved in these areas and update Members as new information arrives.

Consumer Journey
AIME presented proposal on Consumer Online Billing Information Portal (COBIANS), designed to reduce the consumer journey when enquiring about charges to their mobile bill and to provide comprehensive information to consumers on how they may have instigated charges as well as the next steps.

Reaction from meeting attendees was mixed, with MNOs and most APIs / Aggregators supportive. Opportunities to remove need for Cross Network Care form was seen as a driver, others seeing the cost element of implementation as a barrier vs. the need.

Further discussion is to be held at next meeting once the specification and outline is viewable, showing;
- User Experience
- Mock-ups and screen
- L1 outline requirements
- Marketing Strategy
- MNO support

Association for Interactive Media & Entertainment – *Leadership in Interactive Media & Micropayments*
49 Downing Street, Farnham, Surrey, GU9 7PH | +44 (0) 1252 711 443 | info@aimelink.org | www.aimelink.org
Twitter: @aimetweets | Facebook: facebook.com/aimelink | Blog: aimelink.org/blog
VAT Number: 934 7184 06 Company Registered No: 06520758

Next meeting date 14 May 14.

Please keep an eye on http://aimelink.org/events/upcoming-events/ for any changes to meeting dates and location.

Association for Interactive Media & Entertainment – *Leadership in Interactive Media & Micropayments*
49 Downing Street, Farnham, Surrey, GU9 7PH | +44 (0) 1252 711 443 | info@aimelink.org | www.aimelink.org
Twitter: @aimetweets | Facebook: facebook.com/aimelink | Blog: aimelink.org/blog
VAT Number: 934 7184 06 Company Registered No: 06520758