



**fair telecoms campaign**

**news release**



**101 call charge to be axed in April 2020 -  
Mobile operators must act now**

The **fair telecoms campaign** has been campaigning for the Home Office to drop the 15p per call charge for calling 101 – notably for PAYG users – see [our latest briefing](#).

The news that the charge will be withdrawn from April 2020 has been released today – see the Home Office news release - [Home Office to scrap 101 non-emergency number charges](#).

### **The impact of the 15p per call charge falls heavily on PAYG mobile users**

With their calls to ordinary numbers typically covered by a package, PAYG mobile users have to purchase an additional **£5 or £10 top-up** in order to call 101 and other “premium” numbers.

For this reason **we now call on all PAYG providers** to join the few who have already done so, by **waiving the charge for calls to 101 immediately**.

It would be great if the Home Office could fund this particular measure, ahead of funding all calls to 101 from April 2020. (There is precedent for such a move.)

### **Alternative geographic-rate numbers**

We also call for immediate re-publication of the full list of alternative geographic-rate numbers. These can be used at no cost by the majority of telephone users.

See [our researched national list of these numbers](#) – previously published by the Home Office.

### **Another campaigning victory**

There is more to do, but we are nonetheless celebrating the major breakthrough.

See [The campaign to make 101 calls free to caller – summary of publications](#).

Please get in touch for comment on all recent successes for the **fair telecoms campaign**.

**David Hickson**



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