



**BA support staff continue to give out premium numbers, in error. Use of 084 numbers also continues**

In our release - [British Airways shuns “Greed and Foolishness”](#) - we were delighted to report that BA *“is now beginning the process of ceasing use of its 084 telephone numbers”*.

Its support staff are however continuing to wrongly give out working 084 numbers, when a basic rate (i.e. generally free of charge) alternative is in use.



See the full tweet at [this link](#)

Whilst **0844 824 3115** is one of the numbers for **Bagport UK** at Heathrow, it also offers a basic rate number – **020 3761 1800**. **Bagport**'s array of 0844 numbers (all of which are illegal, because they are for use by “customers”) can be found here - <https://www.bagport.co.uk/contact-us/>.

Whilst mentioning **Heathrow Airport**, reference must be made to its own information service number – **0844 355 1801**, and the special number for the hearing impaired - **0844 571 7410**. See <http://www.heathrow.com/more/contact-us>.

**British Airways** has more work to do in getting rid of its 084 numbers. An item of high priority must be its special number for those with hearing impairment - **0845 700 7706**, which now sits alongside a basic rate number for other customers – see [.../disability-assistance/#contactus](#).

## **Our key point**

The key point about 084 numbers, whether illegal or not, is that they earn the user a maximum of 5.83p per minute, whereas they cost the caller up to 62p per minute - **“Greedy and Foolish”**.

See our briefing - [The ‘insanity’ of using 084 or 087 numbers - even when it is permitted](#).

