



Ban on 084 and 087 numbers for customer service lines

Legislation that came into effect on 13 June 2014 is shown below.

We add our comments on use of 084 and 087 numbers in cases that do not fall within these terms in our briefing: [The 'insanity' of using 084 or 087 numbers - even when it is permitted](#)

Follow the links to refer to officially published (albeit out-of-date in some respects) information.

[The Consumer Contracts \(Information, Cancellation and Additional Charges\) Regulations 2013 Regulation 41](#)

Help-line charges over basic rate

- (1) Where a trader operates a telephone line for the purpose of consumers contacting the trader by telephone in relation to contracts entered into with the trader, a consumer contacting the trader must not be bound to pay more than the basic rate.
- (2) If in those circumstances a consumer who contacts a trader in relation to a contract is bound to pay more than the basic rate, the contract is to be treated as providing for the trader to pay to the consumer any amount by which the charge paid by the consumer for the call is more than the basic rate.

[CONSUMER CONTRACTS \(INFORMATION, CANCELLATION AND ADDITIONAL CHARGES\) REGULATIONS Implementing Guidance](#)

[J. Prohibition on customer helplines charging more than basic rate](#)

(corrected to reflect regulatory changes made in 2015)

1. Where a telephone helpline is provided, the basic rate requirement means not charging more to phone a trader about something you have bought than to call a friend or relative, that is to say the simple cost of connection. This telephone number provided should not provide the trader with a contribution to their costs
2. The following numbers, if used by traders, would comply with the regulations:
 - Geographic numbers or numbers which are always set at the same rate, which usually begin with the prefix 01, 02, or 03;
 - Calls which are free of charge to call, for example, 0800 and 0808 numbers.
 - Mobile numbers, which usually begin with the prefix 07.
3. Premium rate numbers would not comply. They begin with the prefix 09.
4. **Other revenue sharing numbers would not comply.** These are numbers in which a portion of the call charge can be used to either provide a service or make a small payment to the trader. These usually have the prefix **084 or 087.**
6. OFCOM has ensured those wishing to change from a 084 or 087 number have access to 03 numbers where the only change will be the substitution of the digit '3' instead of the '8' in the prefix.