

	Original wording as prepared by BPA...	Suggested changes...
B	OPERATIONAL REQUIREMENTS IN ENGLAND AND WALES	OPERATIONAL REQUIREMENTS IN ENGLAND AND WALES

18	Signs	Signs

18.6	If you provide a telephone line to respond to complaints, challenges and appeals from motorists relating to the terms and conditions of parking they have entered into, these calls must not be charged above the basic rate.	If you provide a telephone line to respond to complaints, challenges and appeals from motorists relating to the terms and conditions of parking they have entered into, these calls must not be charged above the basic rate.
		The basic rate is the simple cost of connection and must not provide you with a contribution to your costs or revenues.
		<p>The following numbers would comply:</p> <ul style="list-style-type: none"> • geographic numbers or numbers which are always set at the same rate, which usually begin with the prefix 01, 02 or 03; • numbers which are free of charge to call, for example 0800 and 0808 numbers; and • standard mobile numbers, which usually begin with the prefixes 071 to 075 or 077 to 079, provided that you ordinarily use a mobile number to receive telephone calls.
		<p>The following numbers would NOT comply:</p> <ul style="list-style-type: none"> • premium rate numbers that begin with the prefix 09; and • other revenue sharing numbers in which a portion of the call charge can be used to either provide a service or make a small payment, such as telephone numbers that begin with the prefix 084 or 087.