



Comments in response to a discussion of the premium rate ticket rip-off

We are delighted that there was a discussion about [an article in The Sun](#), which originated from the **fair telecoms campaign**, on [The Wright Stuff](#).

We first raised the issue of venues and ticket agencies using premium rate numbers when many people complained about the cost of calls to book tickets for the Peter Kay tour, especially when having to hang on in a queue for a long time. Most notable were the cases of those having to book by telephone, because they required accessible seating for fans with disabilities.

This issue was covered by BBC Radio 4 You and Yours on [24 November](#). It was also covered by the Sunday Mirror on [26 November](#) and [3 December](#).

To ensure fairness, we then prepared a comprehensive briefing covering all UK concert and theatre venues with expensive numbers - [The theatre and concert ticketing rip-off](#). This briefing covers the issues in full, whilst media attention will obviously cover notable cases.

Whilst most refunds following the cancellation of the Peter Kay tour will be processed speedily and accurately, we anticipate many seeking reassurance or having difficulties and therefore calling for customer service. Using expensive numbers for booking is a rip-off that is legal, but any case of a 084 or 087 number used for customer service is illegal – see [Consumer Contracts Regulations](#).

All cases are highlighted in our briefing, the Sun article picks out cases of venues that were to host the Peter Kay tour.



Responses to particular comments

Cheryl There is no criticism of Peter. His popularity is being exploited by ticket agencies and venues who know fans are willing to pay a lot of money to see him. May I suggest that The Fizz management have a look at our briefing to see how your fans are being treated.

Suzie Not all numbers have acceptable alternatives, but it is always worth trying. We founded the **fair telecoms campaign** after many years of working on SayNoTo0870.com, and recognising that this was never going to be the total answer to the problem. (Google can also give back expensive numbers, when the proper number is OK! – see [this briefing](#))

Alexis Sadly, we read that cancellation and the offer of a refund invalidates ticket insurance policies. Many fans are furious that their insurance premium is not re-funded.

Matthew The DWP helplines are a quite different issue, but the point you make about publicity is totally valid. This rip-off has been going on for years and may continue. As campaigners we are unashamed at picking on the Peter Kay story because it gets the issue discussed.

All There are further complications in relation to where all of this money goes. Most of it actually goes to the telephone companies. This makes these venues and agencies, as well as others who use these 084 and 087 numbers both “GREEDY AND FOOLISH”.

Please get in touch for further information - <http://www.fairtelecoms.org.uk/contact.html>.