

		Updates to GEN 7.2 and DISP 1.3 to reflect OFCOM changes that came into effect on 1 July 2015...
		GEN 7.2 Call charges
		Call charges rule
	
		Meaning of basic rate
GEN 7.2.3	R	For the purposes of the <i>call charges rule</i> , the basic rate is the simple cost of connection and must not provide the <i>firm</i> with a contribution to its costs or revenues.
GEN 7.2.4	R	The following numbers, if used by <i>firms</i> , would comply with the <i>call charges rule</i> : <ul style="list-style-type: none"> (1) geographic numbers or numbers which are always set at the same rate, which usually begin with the prefix 01, 02 or 03; (2) calls numbers which can be are free of charge to call, for example 0800 and 0808 numbers; and (3) standard mobile numbers, which usually begin with the prefix 07 prefixes 071 to 075 or 077 to 079, provided that the firm ordinarily uses a mobile number to receive telephone calls.
GEN 7.2.5	R	The following numbers, if used by <i>firms</i> , would not comply with the <i>call charges rule</i> : <ul style="list-style-type: none"> (1) premium rate numbers that begin with the prefix 09; and (2) 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 to the <i>firm</i>, such as telephone numbers that begin with the prefix 084 or 0871, 0872 or 0873; and 087. (3) telephone numbers that begin with the prefix 0870 as the cost of making a telephone call on such numbers can be higher than a geographic cost and will vary depending on the <i>consumer's</i> telephone tariff.
		DISP 1.3 Complaints handling rules
		Call charges
	
		Meaning of basic rate
DISP 1.3.1AB	R	For the purposes of <i>DISP 1.3.1AAR</i> the basic rate is the simple cost of connection and must not provide the <i>respondent</i> with a contribution to its costs or revenues.
DISP 1.3.1AC	R	The following numbers, if used by a <i>respondent</i> , would comply with <i>DISP 1.3.1ABR</i> : <ul style="list-style-type: none"> (1) geographic numbers or numbers which are always set at the same rate, which usually begin with the prefix 01, 02 or 03; (2) calls numbers which can be are free of charge to call, for example 0800 and 0808 numbers; and (3) standard mobile numbers, which usually begin with the prefix 07 prefixes 071 to 075 or 077 to 079, provided that the <i>respondent</i> ordinarily uses a mobile number to receive telephone calls.
DISP 1.3.1AD	R	The following numbers, if used by a <i>respondent</i> , would not comply with <i>DISP 1.3.1ABR</i> : <ul style="list-style-type: none"> (1) premium rate numbers that begin with the prefix 09; and (2) 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 to the <i>respondent</i>, such as telephone numbers that begin with the prefix 084 or 0871, 0872 or 0873; and 087. (3) telephone numbers that begin with the prefix 0870, as the cost of making a telephone call on such numbers can be higher than a geographic cost and will vary depending on the <i>eligible complainant's</i> telephone tariff.