

Original wording...

Call charges and phone numbers

The cost of calling a phone number depends on the digits it starts with, your phone provider and whether you use a landline or mobile.

You may get free calls to some numbers as part of your call package. Check with your phone provider.

The costs below are approximate. Check with your phone provider to find out the actual cost, particularly if you're calling from abroad. Calls from payphones can cost more.

Number starts with	Description	Cost from landlines per minute (approximate)	Cost from mobiles per minute (approximate)
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01 02	Geographic numbers for specific parts of the UK	up to 13p	3p to 55p
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03 0345	UK-wide numbers	up to 9p	3p to 55p
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Suggestions...

Call charges and phone numbers

The cost of calling a phone number depends on the digits it starts with, your phone provider and whether you use a landline or mobile.

Landline and mobile providers offer a range of call packages with inclusive calls to certain number ranges. These usually cover calls to numbers starting 01, 02 and 03. In most cases they may also cover calls to numbers starting 071-075 and 077-079. Check with your phone provider for details.

The costs below are approximate. Check with your phone provider to find out the actual cost, particularly if you're calling from abroad. Calls from payphones can cost more.

Number starts with	Description	Cost from landlines per minute (approximate)	Cost from mobiles per minute (approximate)
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01 02	Geographic numbers for specific parts of the UK	2p to 13p	3p to 55p
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030 033 034 037	Non-geographic numbers charged at or below geographic rate	2p to 13p	3p to 55p
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030 Not-for-profit organisations, charities and public bodies up to 10p 3p to 40p

07 Mobile numbers 10p to 20p 3p to 55p

070 Personal or 'follow me' numbers regulated by the [Phone-paid Services Authority](#) 4p to £3.40 (plus a possible 51p per call) 30p to £2.50 (plus a possible 51p per call)

0800 0808 Freephone service Free Free

0843 0844 0845 Business rate numbers up to 7p and your phone company's [access charge](#) up to 7p and your phone company's [access charge](#)

071-075 077-079 Mobile numbers 3p to 20p 3p to 55p

070 Personal or 'follow me' numbers, regulated by the [Phone-paid Services Authority](#) 4p to £3.40 (plus a possible 51p per call) 30p to £2.50

0800 0808 Non-geographic numbers that are free-to-caller Free Free

0843 0844 0845 Non-geographic numbers with an Access Charge and a Service Charge Access Charge 2p to 13p per minute, plus Service Charge 5p to 7p per call and/or 1p to 7p per minute Access Charge 5p to 55p per minute, plus Service Charge 5p to 7p per call and/or 1p to 7p per minute

0870 0871 0872 0873	Business rate numbers regulated by the Phone-paid Services Authority	up to 13p and your phone company's access charge	up to 13p and your phone company's access charge	0870 0871 0872 0873	Non-geographic numbers with an Access Charge and a Service Charge , regulated by the Phone-paid Services Authority	Access Charge 2p to 13p per minute, plus Service Charge 5p to 13p per call and/or 1p to 13p per minute	Access Charge 5p to 55p per minute, plus Service Charge 5p to 13p per call and/or 1p to 13p per minute
09	Premium rate numbers regulated by the Phone-paid Services Authority	up to £3.60 and your phone company's access charge , plus 5p to £6 per call	up to £3.60 and your phone company's access charge , plus 5p to £6 per call	090 091 098	Non-geographic numbers with an Access Charge and a Service Charge , regulated by the Phone-paid Services Authority	Access Charge 2p to 13p per minute, plus Service Charge 5p to £6.00 per call and/or 1p to £3.60 per minute	Access Charge 5p to 55p per minute, plus Service Charge 5p to £6.00 per call and/or 1p to £3.60 per minute
101	Police non-emergency number	15p per call	15p per call	101	Police non-emergency number	15p per call	15p per call
105	UK-wide power cut helpline	Free	Free	105	Power cuts and blackouts emergency helpline (except Northern Ireland)	Free	Free

111	Non-emergency medical advice	Free	Free	111	Non-emergency medical advice (except Northern Ireland and Wales)	Free	Free
112	Emergency services	Free	Free	112	Emergency services	Free	Free
116	Freephone numbers	Free	Free	116	Helplines of Social Importance	Free	Free
118	Directory enquiry numbers regulated by the Phone-paid Services Authority	up to £5 and your phone company's access charge, plus possibly up to £6.98 per call	up to £5 and your phone company's access charge, plus possibly up to £6.98 per call	118	Directory enquiries numbers with an Access Charge and a Service Charge, regulated by the Phone-paid Services Authority	Access Charge 2p to 13p per minute, plus Service Charge 5p to £15.98 per call and/or 1p to £7.98 per minute	Access Charge 5p to 55p per minute, plus Service Charge 5p to £15.98 per call and/or 1p to £7.98 per minute
999	Emergency services	Free	Free	999	Emergency services	Free	Free
Get advice from Ofcom if you have problems with call charges or phone bills.				Get advice from Ofcom if you have problems with call charges or phone bills.			
				Last updated: 25 October 2017			

Notes

All landline providers and all mobile providers offer **inclusive calls** to numbers starting **01**, **02** and **03**. Most landline providers and all mobile providers offer inclusive calls to numbers starting **071-075** and **077-079**. Failure to clearly point this out leads to confusion over which calls may be inclusive and which ones are always chargeable. Additionally, as callers pay a monthly fee for their call package, ASA rules do not allow 'inclusive' calls to be described as 'free'.

Where **landline** providers charge for calls to **01** and **02** numbers, prices start at **2p** per minute.

It is worthwhile expanding **03** to **030, 033, 034 and 037** so as to mention all of the available 03 prefixes.

Ofcom no longer uses the terminology "UK wide numbers" to describe **03** numbers. These are "**non-geographic numbers charged at or below geographic rate**".

Where **landline** providers charge for calls to **03** numbers, prices start at **2p** per minute: the same as for 01 and 02 numbers.

Where **landline** providers charge for calls to **03** numbers, the most expensive provider charges **13p** per minute: the same as for 01 and 02 numbers.

Where **mobile** providers charge for calls to **03** numbers, the most expensive provider charges **55p** per minute: the same as for 01 and 02 numbers.

Mobile numbers start with **071-075** and **077-079**. This is an important clarification. It makes clear that 070 and 076 numbers are not mobile numbers.

Where **landline** providers charge for calls to **071-075** and **077-079** numbers, prices start at **3p** per minute.

For **080** numbers it is more useful to say these are "**non-geographic numbers that are free-to-caller**".

Ofcom no longer uses the terminology "business rate numbers" to describe **084** numbers. These are "**non-geographic numbers with an Access Charge and a Service Charge**".

Where **landline** providers charge for calls to **084** numbers, the **Access Charge** can range from **2p to 13p per minute**.

Where **landline** providers charge for calls to **084** numbers, the **Service Charge** can be **5p to 7p per call and/or 1p to 7p per minute**.

Where **mobile** providers charge for calls to **084** numbers, the **Access Charge** can range from **5p to 55p per minute**.

Where **mobile** providers charge for calls to **084** numbers, the **Service Charge** can be **5p to 7p per call and/or 1p to 7p per minute**.

Ofcom no longer uses the terminology "business rate numbers" to describe **087** numbers. These are "**non-geographic numbers with an Access Charge and a Service Charge**".

Where **landline** providers charge for calls to **087** numbers, the **Access Charge** can range from **2p to 13p per minute**.

Where **landline** providers charge for calls to **087** numbers, the **Service Charge** can be **5p to 13p per call and/or 1p to 13p per minute**.

Where **mobile** providers charge for calls to **087** numbers, the **Access Charge** can range from **5p to 55p per minute**.

Where **mobile** providers charge for calls to **087** numbers, the **Service Charge** can be **5p to 13p per call and/or 1p to 13p per minute**.

As you have expanded 084 to 0843, 0844, 0845 and have expanded 087 to 0870, 0871, 0872, 0873 you might as well expand **09** to 090, 091 and 098. Ofcom no longer uses the terminology “premium rate numbers” to describe **09** numbers. These are “non-geographic numbers with an Access Charge and a Service Charge”.

Where **landline** providers charge for calls to **09** numbers, the **Access Charge** can range from 2p to 13p per minute.

Where **landline** providers charge for calls to **09** numbers, the **Service Charge** can be 5p to £6.00 per call and/or 1p to £3.60 per minute.

Where **mobile** providers charge for calls to **09** numbers, the **Access Charge** can range from 5p to 55p per minute.

Where **mobile** providers charge for calls to **09** numbers, the **Service Charge** can be 5p to £6.00 per call and/or 1p to £3.60 per minute.

The **Power cuts and blackouts emergency helpline** on **105** does not operate “UK-wide”. Please add (except Northern Ireland).

The **111** number is used for **Non-emergency medical advice** (except Northern Ireland and Wales).

The correct terminology for numbers starting **116** is “Helplines of Social Importance”.

Where **landline** providers charge for calls to **118** numbers, the **Access Charge** can range from 2p to 13p per minute.

Where **landline** providers charge for calls to **118** numbers, the **Service Charge** can be 5p to £15.98 per call and/or 1p to £7.98 per minute.

Where **mobile** providers charge for calls to **118** numbers, the **Access Charge** can range from 5p to 55p per minute.

Where **mobile** providers charge for calls to **118** numbers, the **Service Charge** can be 5p to £15.98 per call and/or 1p to £7.98 per minute.