



**‘Free’ Charity Helplines that impose “Service Charges” on callers
by use of 084 / 087 telephone numbers**

The helplines listed below continue to use 084 / 087 telephone numbers, despite it now being clearly known that all calls are subject to a Service Charge to the benefit of the party called. This is in addition to the “Access Charge” imposed on all calls to 084/087/09/118 numbers set by the caller's telephone company - for mobile callers this is typically 45p per minute - see [The ‘insanity’ of using 084 or 087 numbers](#).

The list shows the level of the Service Charge imposed and provides a link to the webpage where the helpline number given is advertised.

It is now a regulatory requirement for the Service Charge level to be declared wherever the number is given. Those who appear to be breaching this requirement are marked with a ‘*’.

Aanchal Women's Aid	*	0845 451 2547	3ppm	Herpes Viruses Association	*	0845 123 2305	2ppm
Aid for the Aged in Distress	*	0870 803 1950	7ppm	Kidney Cancer UK		0844 870 7054	7ppm
Anxiety UK	*	0844 477 5774	7ppm	La Leche League GB Ltd	*	0845 120 2918	2ppm
ARCH (Abortion Recovery Care & Helpline)	*	0845 603 8501	5ppm	Maternity Action		0845 600 8533	5ppm
Battle Against Tranquillisers	*	0844 826 9317	7ppm	National Bullying Helpline	*	0845 225 5787	7ppm
Bladder and Bowel Foundation	*	0845 345 0165	3ppm	National Kidney Federation	*	0845 601 0209	5ppm
Carers Trust	*	0844 800 4361	7ppm	Natural Parents Network (NPN)	*	0845 456 5031	3ppm
Coeliac UK	*	0845 305 2060	2ppm	Network 81	*	0845 077 4055	2ppm
Cruse Bereavement Care	*	0844 477 9400	7ppm	OCD Action	*	0845 390 6232	2ppm
Cry-Sis Helpline	*	0845 122 8669	2ppm	The Patients Association	*	0845 608 4455	5ppm
Ectopic Pregnancy Foundation	*	0845 070 4636	2ppm	RoadPeace	*	0845 450 0355	2ppm
Education Otherwise	*	0845 478 6345	3ppm	RP Fighting Blindness	*	0845 123 2354	2ppm
False Allegations Support Organisation	*	0844 335 1992	7ppm	SAMM (Support After Murder and Manslaughter)	*	0845 872 3440	2ppm
The Family Survival Trust	*	0845 603 7121	5ppm	SCARD (Support & Care After Road Death & Injury)	*	0845 123 5542	2ppm
Families and Friends of Lesbians and Gays		0845 652 0311	3ppm	South West Grid for Learning Trust (Revenge Porn Helpline)	*	0845 6000 459	5ppm
Freedom Charity	*	0845 607 0133	5ppm	Winston's Wish		0845 203 0405	2ppm
Grandparents' Association		0845 434 9585	7ppm				
HemiHelp	*	0845 123 2372	2ppm				

We are pleased to note that the following, which previously appeared on this list, have now adopted “geographic rate” or “free” helpline numbers:

[Action Against Medical Accidents](#), [Alcoholics Anonymous](#), [Beat \(beat eating disorders\)](#), [British Red Cross](#), [The Compassionate Friends](#), [Dementia UK \(Admiral Nursing DIRECT\)](#), [The Farming Community Network](#), [The Lesbian & Gay Foundation](#), [MND Connect \(Motor Neurone Disease Association\)](#), [National Centre for Domestic Violence](#), [OCD UK](#), [Samaritans](#), [The Pituitary Foundation](#), [Saneline](#), [Sleep Apnoea Trust](#), [Tackle Prostate Cancer](#), [VoiceAbility \(ICMA advice\)](#)

