



'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. All of these impose a Service Charge on callers, to the benefit of the party called.

This is in addition to the premium "Access Charge" applied by the caller's telephone company on all calls to 084/087/09/118 numbers. For mobile callers this is up to **65p per minute**, for landline callers around **15p per minute**.

The maximum financial benefit to the charity is the "Service Charge" with VAT removed. This is dwarfed by the benefit to the caller's telephone company and in many cases by the benefit to the Treasury from the total VAT on the call charge - see [The 'insanity' of using 084 or 087 numbers](#).

The list shows the level of the Service Charge imposed (pence per minute) and provides a link to the webpage where the number given is advertised.

The maximum total cost of a call to the numbers on this list is therefore **72p per minute**. The minimum is around **16p per minute**.

Calls to 080 numbers are always free. Calls to 01/02/03 number are generally free, as they are mostly made within the terms of inclusive packages. Unlike calls to 084 / 087 numbers, they earn no money for the party called. **We see no justification for charities earning money from telephone calls.**

It is now a regulatory requirement for the **correct "Service Charge" level to be declared**, along with an indication that the caller's telephone company will always add their "Access Charge". Those who **appear to be breaching this requirement**, sometimes with seriously false information, are marked with a *****

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|----------------------------------------------------------|---------------|------|-------------------------------------------------------------------|-----------------|------|
| Aanchal Women's Aid * | 0845 451 2547 | 1ppm | Network 81 * | 0845 077 4055 | 2ppm |
| Action Deafness * | 0844 593 8443 | 4ppm | No Panic | 0844 967 4848 | 5ppm |
| Ataxia * | 0844 644 0606 | 7ppm | OCD Action * | 0845 390 6232 | 5ppm |
| The Churches Conservation Trust * | 0845 303 2760 | 2ppm | PANDAS (Pre and Post Natal Depression) * | 0843 289 8401 | 7ppm |
| Cry-Sis Helpline | 0845 122 8669 | 2ppm | PROSTaid * | 0844 800 7801 | 7ppm |
| Ectopic Pregnancy Foundation * | 0845 070 4636 | 2ppm | Reach (Children with Upper Limb Deficiency) * | 0845 1306 225 | 3ppm |
| Education Otherwise * | 0845 786 754x | 5ppm | Retina UK * | 0845 123 2354 | 2ppm |
| Fair Play for Children * | 0843 289 2638 | 7ppm | RoadPeace * | 0845 450 0355 | 2ppm |
| False Allegations Support Organisation * | 0844 335 1992 | 7ppm | Salvation Army - Donations | 0845 458 1999 | 2ppm |
| Freedom Charity * | 0845 607 0133 | 5ppm | | * 0845 458 1812 | |
| Herpes Viruses Association * | 0845 123 2305 | 2ppm | SAMM (Support After Murder and Manslaughter) * | 0845 872 3440 | 2ppm |
| JUMP Children's Charity * | 0843 658 0162 | 7ppm | St John Ambulance - Enquiries | 0870 010 4950 | 2ppm |
| Migraine Action * | 0845 6011 033 | 5ppm | St John Ambulance - Training | 0844 770 4800 | 7ppm |
| National Bullying Helpline * | 0845 225 5787 | 7ppm | Tymes Trust (children and young people with ME) * | 0845 003 9002 | 7ppm |
| National Centre for eating disorders * | 0845 838 2040 | 7ppm | Yes to Life (Your options for cancer) | 0870 163 2990 | 2ppm |

Very many organisations who appeared on previous versions of this list have now adopted "geographic rate" or "free" helpline numbers.

The **fair telecoms campaign urges those who still appear on this list of shame to join them**, by switching to a 080, 01/02 or 03 number.

An immediate switch to the equivalent 034 / 037 number can be arranged and completed in a matter of a few days.

We are generally campaigning for all organisations to cease use of 084 / 087 numbers as, regardless of the unfairness of charging for access to helplines, the primary beneficiaries from use of 084 / 087 numbers are the telephone companies - see [Now is the time to stop using 084 and 087 telephone numbers](#).

