



fair telecoms campaign

news release



**Victory for the fair telecoms campaign -
HMRC to switch to 03 numbers "by the summer"**

We can announce victory in our focussed campaign to persuade HMRC to give up its 0845 telephone **numbers**.

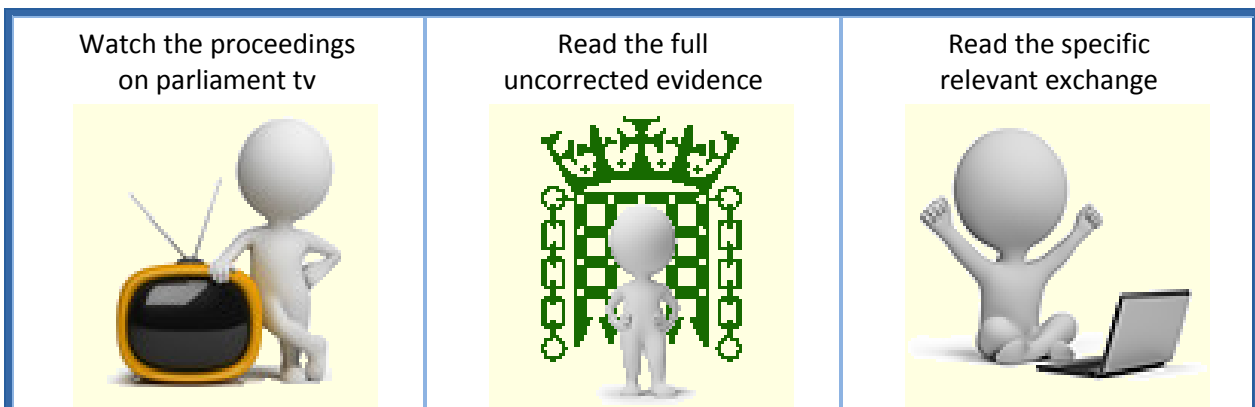
At a meeting of the Public Accounts Committee today, **Ruth Owen**, Director General, Personal Tax, HMRC advised the committee:

"I am going to get all our lines on the 03 prefix by the end of the summer"

The Committee Chair, **Margaret Hodge MP**, echoed our position:

"I am glad to hear that, I hope that other Departments take a similar view"

(she was referring specifically, as she had stated earlier, to **DWP** and the **Department of Health**.)



This announcement is well-timed, as **Ofcom** will very shortly be announcing that all users of 084 and similar numbers will be required to declare the SERVICE CHARGE which represents part of the cost of calling these numbers.

We wait to hear whether other public bodies and private companies using these numbers will follow HMRC or be ready to own up to imposing a Service Charge on their callers.

Notes:

1. Background to the specific issue is found in this news release - [HMRC admits to £13m per annum 0845 ripoff](#). This contains many other links to the stages of our campaign.
2. The cost implications for callers to HMRC are given in the briefing - [Detail on the HMRC 0845 ripoff - as revealed by the NAO](#).