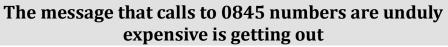
# fair telecoms campaign

# press cutting





These extracts are from coverage of the story issued by the National Audit Office which stated: "Most of HMRC's numbers are still 0845 numbers which result in high call charges for some customers."

Every example refers to the additional cost. There is no reference to "local rate".

# **BBC News**

Many of HMRC's phone lines have 0845 prefixes, which can cost callers on mobile phones between 12p and 41p per minute, whether they are on hold or speaking to someone. Calls from landlines cost between 1p and 10.5p per minute, depending on the time of day.

# **Channel 4 News**

The fact that many of these hotlines are 0845 numbers makes it more expensive for callers, because these are not normally included in mobile phone call plans.

# Daily Telegraph

Customers who call HMRC from their mobile phone face the steepest charges on these numbers, paying up to 41p a minute to phone an 0845 number .... Even those calling from their landlines will pay up to 10.5p a minute, depending on the time of day, for an 0845 number.

# Daily Mail

The NAO ... was highly critical of how callers have to use an expensive 0845 number. The cost varies but it can hit up to 41p per minute to ring from a mobile. This is at a time when a growing number of families do not have a landline.

### Independent

Given calls to 0845 numbers can cost up to 45p a minute from mobiles that means some customers are spending £5 before they even get through to an advisor. While HMRC does not directly profit from the income from 0845 number its telephone operator Cable & Wireless does.

# **Guardian**

The National Audit Office ... found that many of the helplines are premium-rated 0845 numbers and raise £136m a year from callers.

#### FT

The Revenue uses expensive 0845 numbers which mean its phone service provider, Cable and Wireless, profits while customers wait.

#### The Sun

The average wait on costly 0845 numbers for those that did get through was 4mins 42secs.

### Mirror

Some 6.5 million people were left holding for longer than 10 minutes even though they were calling on expensive 0845 numbers.

### Metro

MP Margaret Hodge, public accounts committee chairman, said: 'I find it totally unacceptable HMRC uses costly 0845 numbers and charges people for the privilege of waiting for the department to pick up.

