



**Oyster customer services moves to a local rate number**

**Transport for London** has today issued a media release - [“Oyster customer services moves to a local rate number”](#).

The **fair telecoms campaign** welcomes this move. There is however a more positive move, about which **TfL** is being a little coy!

The new number which is advertised, **0343 222 1234**, is in fact the new number for **ALL TFL ENQUIRIES**.

Those enquiring about Journey Planning, London Underground, London Buses etc. are still encouraged to call **the expensive 0843 222 1234 alternative**.

The two numbers access the same service, the only difference is that calling the 084 version incurs a **Service Charge of 5p per minute** to the benefit of **TfL**. Telephone companies add their own “Access Charge” to give a bundled rate of **up to 41p per minute**.

**The change of number is to be applauded; however it is a disgrace that TfL is withholding publicity of the new number, for general use, whilst preparing to move other services onto the common enquiry number.**



Calls to all 03 numbers are charged exactly as calls to 01/02 numbers, which are commonly included in bundles or packages.

The option of migration from 084 to the equivalent 034 number has long been promoted by the **fair telecoms campaign**.

**HMRC** will be taking this route for all of its contact numbers **“by the end of the summer”**.

The **Department for Work and Pensions** confirms that it will be retaining its **Service Charge**.

