



Decision time for local councils and their "rip-off" 084 telephone numbers



From June of 2015 all users of 084 phone numbers will have to declare the "Service Charge" of up to 7p per minute which is part of the cost of calling them.

← See the Ofcom web site announcing these changes in regulation.

The Service Charge, which is presently bundled together with the phone company's Access Charge, will have to be declared - for what it is.

All those who may have been denying the existence of the Service Charge on calls to 084 numbers must now decide what they are going to do, BEFORE JUNE 2015:

Change their materials to DECLARE IT | Change their numbers to STOP IMPOSING IT

Many have already changed their numbers, commonly from 084 to the equivalent 034 number. In some cases they have been compelled to do so.

▪ **Traders taking calls from existing consumers**

Traders are already prohibited from using 084 numbers for calls from existing customers, under the terms of the [Consumer Contract Regulations](#). (Although [some continue in breach](#).)

Business who wish to impose a premium charge on those calling to place new business with them are free to continue doing so, although the level of the premium will have to be clearly stated.

▪ **The NHS**

We deeply regret the fact that use of 084 numbers continues across the NHS, as directions issued in 2009 have been disregarded and compliance with GP contracts continues not to be enforced. It would appear that ownership of the NHS and its principles has been stolen from the people.

▪ **UK Government**

Central government departments now mostly comply with the terms of the [Guidance](#) issued last Boxing Day. This was also commended to "*other bodies across the public sector landscape*".

Local Authority "Payment Lines"

An extensive survey of contact telephone numbers used by local authorities has revealed that "Payment Lines" is the area where 084 numbers are most widely encountered in the public sector.

All manner of excuses has been used to explain away this practice. We have yet to hear of a single case where the Service Charge is seen as justifiable, and the local authority is looking forward to the opportunity to declare it clearly - as it will have to do when "Clear Call Rates For Everyone" come into effect next June. In the absence of any justification the charge must be a rip-off.

The list which follows overleaf is of "Payment Lines" operated for local authorities, commonly by only a handful of national organisations, under contract.

Please get in touch for further information on any of these issues.



David Hickson

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084 "Payment Lines" used by English Local Authorities (with links to web page reference)

Adur District Council	0845 680 0189	London Borough of Waltham Forest	0845 331 2392
Amber Valley Borough Council	0845 3723801	London Borough of Wandsworth	0845 8350 129
Arun District Council	0844 557 8321	Medway Council	0844 557 8321
Ashfield District Council	0845 3726173	Mid Suffolk District Council	0845 372 4112
Babergh District Council	0845 372 4112	Mid Sussex District Council	0845 301 0205
Barnsley Metropolitan Borough Council	0845 075 8518	Newcastle-under-Lyme Borough Council	0845 2340069
Barrow-in-Furness Borough Council	0845 603 1510	North Hertfordshire District Council	08453 724546
Bath & North East Somerset Council	0845 372 3501	North Lincolnshire Council	08451 303867
Birmingham City Council	0845 260 2700	North Yorkshire County Council	0845 8 72 73 74
Blackburn with Darwen Borough Council	0845 608 5590	Northamptonshire County Council	0845 6800153
Breckland District Council	0845 600 1936	Northumberland Council	0845 600 6400
Brentwood Borough Council	0845 200 1173	Nottingham City Council	0845 6580590
Brighton & Hove City Council	0845 603 5469	Nottinghamshire County Council	0845 520 1357
Broadland District Council	0845 8350128	Oldham Metropolitan Borough Council	0845 680 4274
Buckinghamshire County Council	0843 208 5544	Oxfordshire County Council	0845 337 1138
Burnley Borough Council	0844 557 8321	Pendle Borough Council	0845 3723334
Bury Metropolitan Borough Council	0844 870 5545	Portsmouth City Council	0845 6066243
Canterbury City Council	08452 001 784	Preston City Council	0845 155 0028
Castle Point Borough Council	0845 0232 568	Ribble Valley Borough Council	08453 039484
Chelmsford City Council	0845 002 0686	Richmondshire District Council	0845 078 1191
Cheltenham Borough Council	08453 722530	Rossendale Borough Council	0845 075 8582
Chesterfield Borough Council	08456 020214	Rother District Council	0845 603 0037
Chiltern District Council	0845 305 2148	Royal Borough of Greenwich	0845 835 0140
City of Bradford	0845 145 0071	Royal Borough of Kingston Upon Thames	0845 359 1111
Copeland Borough Council	0845 303 9490	Sandwell Metropolitan Borough Council	0845 355 3500
Coventry City Council	0845 601 8572	Sedgemoor District Council	0845 408 2541
Craven District Council	0845 3724401	Sefton Metropolitan Borough Council	0845 140 0845
Dacorum Borough Council	08453 706070	Slough Borough Council	0845 303 9488
Dartford Borough Council	0845 634 3001	Somerset County Council	0845 345 9155
Doncaster Metropolitan Borough Council	0845 130 5910	South Hams District Council	0845 0758556
East Devon District Council	08447 369631	South Holland District Council	0845 6031714
East Riding of Yorkshire Council	0845 120 0020	South Kesteven District Council	0845 234 0038
East Sussex County Council	0845 658 5500	South Lakeland District Council	0845 0501734
Eastbourne Borough Council	0845 300 6715	South Northamptonshire Council	0845 230 0216
Essex County Council	0845 505 1115	South Oxfordshire District Council	0845 303 8506
Fareham Borough Council	0845 6066876	South Tyneside Council	0845 835 0127
Fylde Borough Council	0845 301 0213	Suffolk Coastal District Council	0844 319 0280
Gateshead Metropolitan Borough Council	0845 149 0002	Swindon Borough Council	0845 6035058
Gloucester City Council	0845 155 6000	Tameside Metropolitan Borough Council	0844 848 2566
Gosport Borough Council	(0845) 600 8292	Tamworth Borough Council	0845 2307 709
Hampshire County Council	0845 603 5633	Three Rivers District Council	0845 452 4535
Harborough District Council	0845 300 3283	Torbay Council	08453 721276
Harrogate Borough Council	0845 129 55 99	Trafford Metropolitan Borough Council	0845 371 9901
Herefordshire Council	0844 557 8321	Tunbridge Wells Borough Council	(0845) 8350148
Hertsmere Borough Council	0845 372 6678	Vale of White Horse District Council	0845 3723201
Isle of Wight Council	0845 045 0076	Wakefield Council	0845 603 1539
Lancaster City Council	0845 6017297	Warrington Borough Council	0845 023 2560
Liverpool City Council	0845 075 8583	Waveney District Council	0845 835 0137
London (TfL)	0844 544 8458	Wellingborough Borough Council	0845 331 3001
London Borough of Croydon	0845 3000 614	Welwyn Hatfield Borough Council	0845 6041064
London Borough of Haringey	0845 070 1414	West Berkshire Council	0845 8350122
London Borough of Hillingdon	0844 557 8321	West Devon Borough Council	0845 0758554
London Borough of Hounslow	0845 30 10 210	Weymouth & Portland Borough Council	0845 30 10 204
London Borough of Lambeth	0845 331 3310	Wokingham Borough Council	0845 303 9485
London Borough of Lewisham	08452 185 248	Worthing Borough Council	0845 680 0189
London Borough of Southwark	0844 800 2736	Wycombe District Council	0845 305 2198