

Fixed line premium rate numbers

{+} 070 numbers

What are they?

Numbers beginning with 070 may look like mobile numbers but they are different and can be more expensive. They are used to divert calls to another phone number. Small businesses and sole traders often used these to avoid giving out their personal phone number, and to take advantage of a facility that allows calls to the 070 number to be redirected to whichever fixed line number or mobile phone they prefer. 070 numbers are regulated by Ofcom. However, we can investigate services on these numbers if they are found to offer premium rate-style services and/or the number is being misused and if the cost of the call exceeds 10p per minute.

How much do they cost?

Typically between 4p and 65p per minute from landline (often also including a call set-up fee, sometimes of up to 51p). From a mobile phone, calls may cost between 30p and £1.50 per minute.

What's wrong with the current information?

PSA regulation kicks in at 10p per call or per minute.

The price upper limit from landline phones now appears to be £3.40 per minute.

The price upper limit from mobile phones now appears to be £2.50 per minute.

Additionally, it appears that someone has recently deleted the "How much do they cost" information from this section. Please re-add it.

Premium rate numbers

{+} 070 numbers

What are they?

Numbers beginning with 070 may look like mobile numbers but they are different and can be more expensive. They are used to forward calls to another phone number. Small businesses and sole traders often used these to avoid giving out their personal phone number, and to take advantage of a facility that allows calls to the 070 number to be forwarded to whichever fixed line number or mobile phone they prefer.

070 numbers are regulated by Ofcom. However we can investigate services on these numbers if they are found to offer premium rate-style services and/or the number is being misused and if the cost of the call exceeds 10p per call or per minute.

How much do they cost?

Call costs are typically between 4p and £3.40 per minute from landlines (often also including a call set-up fee, sometimes of up to 51p). From mobile phones, calls may cost between 30p and £2.50 per minute.

~~{3} 0870, 0871, 0872 or 0873~~

What are they?

These numbers are normally used for ~~customer service lines~~, such as technical support lines, chat lines, tarot/horoscope lines and sales/booking lines. Where ~~these numbers charge more than 5.833 pence per call, exclusive of VAT~~, they are regulated by Phone-paid Services Authority.

How much do they cost?

~~Typically Service Charges can be between 7p and 15p per minute, with some phone operators charging an additional Access Charge for use of these number ranges.~~

~~{2} 087 numbers~~

What are they?

These numbers provide a benefit to the called party, but at a lower level than ~~for most 09 numbers~~. They are used ~~mainly for~~ chat lines, tarot/horoscope lines and sales/booking lines.

How much do they cost?

The call cost consists of an Access Charge set by and paid to the benefit of the caller's landline or mobile provider and a Service Charge set by and paid to the benefit of the service provider and their telecoms provider. Where the Service Charge element of the call cost is more than 7p per call or per minute, inclusive of VAT, they are regulated by the Phone-paid Services Authority.

The Service Charge for 087 numbers can be up to 13p per call or per minute, or a combination of both. There are 20 Service Charge price points that can apply to 087 numbers. The call charge must be shown in close proximity to the number, wherever the number is advertised or promoted.

Some examples of Service Charges for 087 numbers:

- 10 pence per call
- 8 pence per minute
- 13 pence per minute
- 10 pence per call plus 10 pence per minute (after 60 seconds).

What's wrong with the current information?

These numbers are not used for 'customer service' lines, Regulation 41 of the Consumer Contracts Regulations 2013 has seen to that.

The lower limit where regulation applies should be expressed including VAT as per other charges in this document.

The upper limit for the Service Charge on an 087 number is not 15p per minute.

It is not "some" phone operators that add an Access Charge, it is all of them.

The Access Charge plus Service Charge system isn't as clearly explained as it could be.

Lack of consistency of presentation with other sections.

{4} 09 numbers

What are they?

These numbers are mainly used for competitions, TV voting, horoscopes, chat lines, adult lines, recorded information and professional advice services.

How much do they cost?

Service Charges can be made in a range of formats with the simplest being a per minute charge between 7p and £3.60 per minute. Other prices may involve a fixed fee charged for the first 60 seconds of call, or part thereof, and a pence per minute duration applies following the first 60 seconds, with the maximum fee being £4.45 per call and £2.57 per minute; or a fixed call fee plus a per minute charge, such as 77 pence per call plus £1.55 per minute (with both charges starting from connection); or be a fixed charge, with a maximum single fee of £6.00 per call.

{3} 09 numbers

What are they?

These numbers are used mainly for competitions, TV voting, horoscopes, chat lines, adult lines, recorded information and professional advice services.

How much do they cost?

The call cost consists of an Access Charge set by and paid to the benefit of the caller's landline or mobile provider and a Service Charge set by and paid to the benefit of the service provider and their telecoms provider. Where the Service Charge element of the call cost is more than 7p per call or per minute, inclusive of VAT, they are regulated by the Phone-paid Services Authority.

The Service Charge for 09 numbers can be up to £6.00 per call or up to £3.60 per minute, or a combination of both. There are 89 Service Charge price points that can apply to 09 numbers. The call charge must be shown in close proximity to the number, wherever the number is advertised or promoted.

Some examples of Service Charges for 09 numbers:

- 50p per call
- £6.00 per call
- 20p per minute
- £3.60 per minute
- 77 pence per call plus £1.55 per minute (from the start of the call)
- £4.45 per call plus £2.57 per minute (after 60 seconds).

What's wrong with the current information?

The Access Charge plus Service Charge system isn't as clearly explained as it could be.

The example charges are not easy to follow, and are a mix of maximums and random examples.

{2} 118 – directory enquiries

What are they?

These 6-digit numbers beginning with 118, are used for directory enquiries services which will tell you the phone number ~~or address of~~ a business or a home address.

How much do they cost?

~~Most calls include a charge to connect and then a charge for every minute you use the line (can be up to £5 per minute). Most phone operators charge an additional Network Access Charge for use of these numbers. Such numbers can impose a Service Charge in a variety of different ways with the maximum Service Charge being £6.98 per call plus £3.49 per minute – fixed fee is the charge for first 60 seconds of call, or part thereof, and ppm duration applies following the first 60 seconds. Other prices may involve a fixed call fee plus a per minute charge, such as £3.99 per call plus £1.39 per minute (with both charges starting from connection); or be a fixed charge, such as 75 pence per call; or simply be a more traditional cost per minute Service Charge, such as £2.20 per minute.~~

What's wrong with the current information?

The “up to £5 per minute” charge was the case only before 1 July 2015.
The Access Charge plus Service Charge system isn't as clearly explained as it could be.
The highest cost calls have a Service Charge of £15.98 per call plus £7.99 per minute.
The example charges are not easy to follow.

{4} 118 – directory enquiries

What are they?

These 6-digit numbers beginning with 118, are used for directory enquiries services which will tell you the phone number **for** a business or home address.

How much do they cost?

The call cost consists of an Access Charge set by and paid to the benefit of the caller's landline or mobile provider and a Service Charge set by and paid to the benefit of the service provider.

The Service Charge for 118 numbers can be up to £15.98 per call or up to £7.99 per minute, or a combination of both. There are 100 Service Charge price points that can apply to 118 numbers. The call charge must be shown in close proximity to the number, wherever it is advertised or promoted.

Some examples of Service Charges for 118 numbers:

- 75 pence per call
- £2.20 per minute
- £3.99 per call plus £1.39 per minute (from the start of the call)
- £6.98 per call plus £3.49 per minute (after 60 seconds)
- £11.98 per call plus £5.99 per minute (after 60 seconds).

{5} Mobile shortcodes

What are they?

Mobile shortcodes usually have five to seven digits and begin with a 5, 6, 7 or 8. These are special numbers that can be called only from mobile phones.

They are used for a variety of services including competitions, voting on a TV show or purchasing premium services.

Where the call charge is more than 10p per call or per minute, inclusive of VAT, they are regulated by the Phone-paid Services Authority.

How much do they cost?

Call costs vary from free to £5 per call or per minute. The service provider must state the call charge immediately alongside the number wherever the number is advertised or promoted.

What's wrong with the current information?

Information on calling mobile shortcodes is currently completely absent.