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PHONE RIP-OFF'S A KICK IN CALLS

WHAT HELPLINES COST Source: Ofcom

Number	Cost from a landline	Cost from a mobile
0845	1p to 12p per min	5p to 40p per min
0843 & 0844	1p to 13p per min	5p to 41p per min
0870	Up to 12p per min	5p to 40p per min
0871, 0872 & 0873	11p to 15p per min	5p to 40p per min
09	9p to £2.95 per min	75p to £3 per min
0800 & 0808	Free	7p to 40p a min

Note: Most landline providers also charge a call 'set-up fee' to connect calls which is typically 15p.

Firms use banned numbers

FOOTIE clubs, chain stores and airports are still using costly 084 and 087 numbers two months after they were banned.

Consumer watchdog Which? says some firms are dragging their feet over the new regulations which

EXCLUSIVE by DANIEL JONES
Consumer Editor

require them to offer cheap rate contact lines for customers.

The Fair Telecoms Campaign – keeping tabs on rule dodgers – says the Football Association is among those listing business rate numbers, which cost up to 41p a minute.

Tottenham Hotspur is one of seven Premier League clubs named for using them, along with Lidl, British Airways and Gatwick airport.

Which? boss Richard Lloyd added: "Consumers shouldn't be expected to pay a premium to ask a question or complain.

"If they haven't already, all companies and public bodies should now do the right thing by consumers and drop high rate numbers without delay."

The Consumer Contact Regulations came into force on June 13 after a campaign against 0843, 0844, 0845 and 0870 numbers.

They cost up to 15p a minute from a landline and as much as 41p from mobile phones.

Most leading firms including Sky and Morrisons have switched to basic rate 03 numbers, which are normally included in phone users' monthly calls allowance.

Firms can still use 08 numbers for sales lines but must no longer have them for customer services and complaints.

David Hickson, of the Fair Telecoms Campaign, said: "We want to get rid of these numbers once and for all."

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