

**Traders still using expensive telephone numbers -
only one week left before they are breaking the law!**

On 2 May we published [a list of traders](#) with websites quoting expensive telephone numbers for customer contact. Since then, we note that many of them have moved to comply with the law; although we do not have the resources to check every company in the UK. As we said then -

Consumer protection regulations will come into force on Friday 13 June 2014 to prohibit traders from offering telephone contact from customers without using a "basic rate" telephone number.

No 08 number is currently "basic rate". Use of 080 numbers will be permitted from 26 June 2015, when these become "freephone". Expensive numbers may be offered only as a 'secondary' option.

The following list is of 50 well-known names that now have only one week in which to comply (there are many more cases and this regulation does not cover financial services companies):

[British Gas](#)

[National Grid](#)

[npower](#)

[Scottish & Southern
Energy](#)

[Severn Trent Water](#)

[Thames Water](#)

[Arcadia - e.g. BHS](#)

[ASDA](#)

[B&Q](#)

[Co-operative Group](#)

[Debenhams](#)

[Dyson](#)

[Halfords Group](#)

[House of Fraser](#)

[Lidl](#)

[Microsoft](#)

[Sainsbury's](#)

[Carphone Warehouse](#)

[EE](#)

[O2](#)

[Vodafone](#)

[Football Association](#)

[Wembley Stadium](#)

[Rugby Football League](#)

[Rugby Football Union](#)

[Royal Albert Hall](#)

[See Tickets](#)

[The Ticket Factory](#)

[Ticketmaster](#)

[Hilton](#)

[Travelodge](#)

[Butlins](#)

[LateRooms.com](#)

[Saga Holidays](#)

[Merlin - e.g. Alton](#)

[Towers](#)

[Aer Lingus](#)

[British Airways](#)

[Emirates](#)

[Lufthansa](#)

[Qantas](#)

[Virgin Atlantic](#)

[National Rail Enquiries](#)

[Traveline](#)

[Megabus](#)

[National Express](#)

[Coaches](#)

[Gatwick Airport](#)

[Heathrow Airport](#)

[Manchester Airport](#)

[AA](#)

[RAC](#)

Details of the regulations are found with the Department for Business news release - "[Government cuts off costly calls](#)". We wait to see if that promise is fulfilled!

Please [get in touch](#) for further information.

