



Traders currently standing in breach of forthcoming regulations to prohibit use of expensive telephone numbers

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 well-known names of traders who appear to have not yet taken the action necessary to comply. It was prepared from viewing company websites. Each entry holds a link to the page where the relevant contact information is published.

Abercrombie and Fitch	Dixons - PC World	Next
Afibel	Dreams	Office
Aldi	Dunelm Group	Pets at Home
Aldo	Game	Post Office
Ann Summers	Gap	Power Direct
Arcadia - BHS	H&M	QVC
Arcadia - Burton	Halfords Group	River Island
Arcadia - Dorothy Perkins	Homebase	Sainsbury's
Arcadia - Evans	House of Fraser	Schuh
Arcadia - Miss Selfridge	HMV	SCS Sofas
Arcadia - Outfit	Iceland	Selfridges
Arcadia - Top Shop	Isme	Shop Direct Group
Arcadia - Topman	Jacamo	Simply Be
Arcadia - Wallis	JD Williams	Specsavers
Argos	JJB Sports (stores)	Sports Direct International
ASDA	John Lewis	Staples
Bank Fashion	Kingfisher	Superdrug
Bathstore	Kurt Geiger	Thorntons
Bensons for Beds	Lidl	Tiffany & Co
Boots	Littlewoods	USC
Bottega Veneta	Lloyds Pharmacy	Very
Carpentryright	Maplin	Victoria Plumb
Christian Louboutin	Marks & Spencer	Vision Express
Clarks	Matalan	Waterstones
Cooperative Group	Moda in Pelle	WH Smith
Debenhams	Morrisons	Whistles
DFS	Mothercare	Wilkinson
Dixons - Currys	New Look Group	Zara





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Acer	BSkyB	alt-tickets.co.uk
Apple	BT	ATG Tickets
Armani	Carphone Warehouse	Delfont Mackintosh
Barbour	EE	gigsandtours.com
Belling	O2	London Theatre Direct
Breville	Onetel	Quay Tickets
Brother	Phones 4U	Royal Albert Hall
Crocus	Tesco Phones	Rugby Football League
Dell	Three	Rugby Football Union
Dreams	Virgin Media	See Tickets
Dyson	Virgin Mobile	The Football Association
Epson	Vodafone	The Ticket Factory
Gaggenau		The Ticket Sellers
Hotpoint	BMW	Ticket Soup
HP	Citroen	Ticketmaster
Lego	Ford	Wembley Stadium
LG	Honda	
Microsoft	Hyundai	Champneys
Miele	Landrover	easyGym
Morphy Richards	Mazda	Fitness First
Neff	Renault	LA Fitness
New World Appliances	Škoda	Weight Watchers
Olympus	Suzuki	
Panasonic	Toyota	ADT
Philips	Volkswagen	Chubb
Russell Hobbs		Cobra (NavTrak)
Sharp	Avis	Secom
Sony	Europcar	SkyGuard
Swan	Enterprise rent-a-car	
Symantec		DHL
Vax	Cineworld	Fedex
	Everyman Cinemas	Parcelforce
AA	Odeon	Royal Mail
Green Flag	Showcase Cinemas	UPS
RAC	Vue	Yodel



Traders currently standing in breach of forthcoming regulations to prohibit use of expensive telephone numbers

[Bauer Media](#)

[Condé Nast Publications](#)

[Hearst Magazines](#)

[Hello!](#)

[Immediate Media](#)

[IPC Media](#)

[Reed Business](#)

[Saga Magazine](#)

[Sainsbury's Magazine](#)

[ThreePM](#)

[Alton Towers](#)

[Chessington World of
Adventures](#)

[English Heritage](#)

[Historic Royal Palaces](#)

[Legoland](#)

[London Dungeon](#)

[London Eye](#)

[Madame Tussauds](#)

[National Trust](#)

[National Trust for
Scotland](#)

[Sea Life Centres](#)

[Thorpe Park](#)

[Best Western](#)

[Britannia Hotels](#)

[De Vere](#)

[Hilton](#)

[Intercontinental Hotels](#)

[Principal Hayley](#)

[Q hotels](#)

[Ramada](#)

[Shearings](#)

[Sofitel](#)

[Travelodge](#)

[Butlins](#)

[Co-operative Travel](#)

[Cosmos](#)

[Cresta](#)

[First Choice](#)

[Haven](#)

[Hoseasons](#)

[Kuoni](#)

[LateRooms.com](#)

[Leger](#)

[National Holidays](#)

[Neilson](#)

[Olympic Holidays](#)

[Premier Holidays](#)

[Saga Holidays](#)

[Sandals](#)

[Thomson](#)

[Virgin Holidays](#)

[Aer Lingus](#)

[Air France](#)

[Air Malta](#)

[Air New Zealand](#)

[American Airlines](#)

[BMI Regional](#)

[British Airways](#)

[CityJet](#)

[Delta](#)

[Emirates](#)

[Flybe](#)

[KLM](#)

[Lufthansa](#)

[Monarch](#)

[Qantas](#)

[Ryanair](#)

[SAS](#)

[Virgin Atlantic](#)

[National Rail Enquiries](#)
[Traveline](#)

[Abellio - Northern Rail](#)

[Abellio - Scotrail](#)

[Abellio - South West
Trains](#)

[Abellio Greater Anglia](#)

[Arriva - Chiltern Railways](#)

[Arriva - Crosscountry](#)

[Arriva - Grand Central](#)

[Arriva Buses](#)

[Arriva Trains Wales](#)

[Eurostar](#)

[Eurotunnel Le Shuttle](#)

[First - Hull Trains](#)

[First - Transpennine](#)

[First Group Buses](#)

[Heathrow Connect](#)

[Heathrow Express](#)

[London Midland](#)

[Megabus](#)

[National Express - C2C](#)

[National Express Coaches](#)

[Stagecoach - East](#)

[Midlands Trains](#)

[Stagecoach Buses](#)

[West Coast Railways](#)

[Brittany Ferries](#)

[DFDS](#)

[Irish Ferries](#)

[LD Lines](#)

[My Ferry Link](#)

[P&O Ferries](#)

[Stena Line](#)

[Wight Link](#)





Traders currently standing in breach of forthcoming regulations to prohibit use of expensive telephone numbers

[Gatwick Airport](#)

[Birmingham Airport](#)

[Bristol Airport](#)

[LHR - Aberdeen Airport](#)

[LHR - Glasgow Airport](#)

[LHR - Heathrow Airport](#)

[LHR - Southampton](#)

[Airport](#)

[Leeds Bradford Airport](#)

[Manchester Airport](#)

[Stansted Airport](#)

[British Gas](#)

[Daligas](#)

[Ecotricity](#)

[EDF](#)

[National Grid](#)

[npower](#)

[SSE - Atlantic](#)

[SSE - M&S Energy](#)

[SSE - Scottish Hydro](#)

[SSE - Southern Electric](#)

[SSE - SSE](#)

[SSE - SWALEC](#)

[Utilita](#)

[Affinity Water](#)

[Albion Water](#)

[Anglian Water](#)

[Bristol Water](#)

[Dwr Cymru Welsh Water](#)

[Northern Ireland Water](#)

[Peel Utilities](#)

[Scottish Water](#)

[Severn Trent Water](#)

[South Staffs Water](#)

[South West Water](#)

[Southern Water](#)

[Thames Water](#)

[United Utilities](#)

[Veolia Water Projects](#)

[Wessex Water](#)

[Yorkshire Water](#)

There are many, possibly lesser known, other names that could have been included on this list. Where very many brand names are associated with a company, they have not been listed - this is seen in particular with the magazine publishers.

We recognise that some numbers offered at the links given above are not exclusively for use by "customers", i.e. those with an existing contractual relationship. They are however offered in a way that may cause them to be so used, and therefore fall within the terms of the regulations.

A similar list of companies providing financial services is available separately. The possibility of bringing forward equivalent regulations to cover them in parallel has been considered by the **Financial Conduct Authority**. This has however been rejected, so for the time being Banks and Insurance companies must decide for themselves whether or not to use expensive numbers.

There is one significant example that cannot be listed with the others. This is the service funded by the **Department for Business, Innovation and Skills** for consumers to report alleged breaches of consumer protection regulations. The relationship between citizens and those used by the government to provide its services is constitutional, rather than contractual. If this service continues to use a 0845 telephone number past 13 June 2014, it would not be in breach of the regulations when receiving complaints about those using similar numbers to receive complaints.

The [Citizens Advice Consumer Service \(08454 04 05 06\)](#) is not listed here.

The **fair telecoms campaign** hopes that, in all cases, arrangements have been made to ensure that the government's promise to "[Cut off Costly Calls](#)" by 13 June 2014 will be fulfilled.

