



**New Telephone Customer Service Regulations -
Well-known companies believed to be in breach**

On Friday 13 June new regulations came into force demanding that if customers are offered a telephone number to contact a trader, it must be one that is charged at the "basic rate", i.e. beginning 01, 02 or 03.

We have been monitoring compliance and are delighted to report that very many companies have recently changed their 084 and 087 numbers to the equivalent 034 and 037 numbers.

Many who offer a 0800 number have provided alternative numbers for mobile callers to use, up until these become "freephone" in June 2015.

The law-breakers

The following list of well known names each holds a link to a web page suggesting that the company is breaking the law. (There are, of course, many others in the same position.)

Using 084/087 numbers

<u>Arcadia - e.g. BHS</u>	<u>EE</u>	<u>Hilton</u>	<u>National Rail</u>
<u>Cooperative Group</u>	<u>Phones 4U</u>	<u>Travelodge</u>	<u>Enquiries</u>
<u>Halfords Group</u>	<u>Vodafone</u>	<u>Butlins</u>	<u>Traveline</u>
<u>Homebase</u>	<u>Football Association</u>	<u>Haven</u>	<u>First Group</u>
<u>House of Fraser</u>	<u>Rugby Football</u>	<u>LateRooms.com</u>	<u>Buses</u>
<u>B&Q</u>	<u>League</u>	<u>Aer Lingus</u>	<u>Megabus</u>
<u>Lidl</u>	<u>Rugby Football</u>	<u>Air France</u>	<u>National Express</u>
<u>Lloyds Pharmacy</u>	<u>Union</u>	<u>British Airways</u>	<u>Coaches</u>
<u>Superdrug</u>	<u>See Tickets</u>	<u>Emirates</u>	<u>National Grid</u>
<u>Vision Express</u>	<u>The Ticket Factory</u>	<u>Lufthansa</u>	<u>npower</u>
<u>Apple</u>	<u>Ticketmaster</u>	<u>Qantas</u>	<u>Severn Trent</u>
<u>Dell</u>	<u>Royal Albert Hall</u>	<u>Virgin Atlantic</u>	<u>Water</u>
<u>HP</u>	<u>Wembley Stadium</u>	<u>Gatwick Airport</u>	<u>Scottish Water</u>
<u>Microsoft</u>	<u>English Heritage</u>	<u>LHR - Heathrow</u>	<u>South West</u>
<u>AA</u>	<u>National Trust</u>	<u>Airport (et al)</u>	<u>Water</u>
<u>Green Flag</u>	<u>National Trust for</u>	<u>Manchester</u>	<u>Thames Water</u>
<u>RAC</u>	<u>Scotland</u>	<u>Airport</u>	<u>Yorkshire Water</u>
		<u>Stansted Airport</u>	

Using 0800 numbers, without an alternative for mobile callers

<u>ASDA</u>	<u>Sainsbury's</u>	<u>Selfridges</u>	<u>Waterstones</u>
<u>Wilkinson</u>	<u>Dyson</u>	<u>Panasonic</u>	<u>Saga Holidays</u>
<u>British Gas</u>	<u>Scottish & Southern Energy - e.g. SSE</u>		

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