



## Companies in breach of new Consumer Contract Regulations - using expensive telephone numbers for customer contact

On 13 June 2014, [new regulations](#) came into force, prohibiting use of numbers **“not charged at the 'basic rate'”** for contact from consumers. They do not cover the financial services sector or numbers used exclusively for sales to new customers.

Calls to all numbers beginning **07, 08 and 09** are not charged at the **'basic rate'**, as special charges are imposed by some, or all, call providers.

Companies that offer telephone contact from customers must therefore offer numbers beginning **01, 02 or 03**, as only these are charged at the **'basic rate'** from all phones.

On 2 May 2014, we published [a list of over 300 well known companies](#) that had work to do to achieve compliance. We are pleased to note that many have done so, but not all. There are also very many examples of breaches by companies not listed here.

We cover what is required to comply by using cases of prominent companies that have wrongly claimed compliance, possibly due to incomplete consideration of the issues:



## Examples of how the regulations may be breached

Company	Number	Use	Comment
<a href="#">British Airways</a>	0844 493 0787 0844 493 0785 0845 700 7706	Customer Enquiries and contact about specific aspects of contract	The regulations apply to ALL contact from customers, not just complaints.
<a href="#">British Gas</a>	0800 048 0202	Account Enquiries, by users of landlines and mobile phones	080 numbers do not become "free to caller" for mobile callers until 26 June 2015. A 'basic rate' number must be offered until then.
<a href="#">National Rail Enquiries</a>	0845 748 4950	Enquiries about some aspects of a train journey, contracted by a train operating company	Channelling relevant customer enquiries through a shared service operation or third party does not provide exemption.
<a href="#">Sky TV</a>	0844 241 1653	Upgrade of existing contract - as well as new sales	Using the same number for both new sales and contact about existing contracts does not grant exemption from the regulations.
<a href="#">EE</a>	150 / 450	Customer Service Queries from EE mobile phone	Charged at 25p / 50p per call (in some cases only at certain times)
	07953 966 250 07973 100 150	EE / Orange Customer Service Queries from other telephone services	The <a href="#">BIS guidance</a> suggests that sole traders be permitted to use their standard mobile number. This cannot grant a legal exemption to permit general use of 07 numbers.
	0845 412 5000	T-Mobile Customer enquiries from other telephone services	Offering only a 0845, 0844/3 or 0870/1 number for customer contact represents a simple breach of the regulations.
	0844 873 8586	Customer Service Queries regarding Home Broadband	



## Well known companies in breach

Please note the comments made above about how the regulations may be breached. These apply to those listed below. Each name holds a hyperlink to the webpage where the numbers are given.

<a href="#">Arcadia - e.g. BHS</a>	<a href="#">alt-tickets.co.uk</a>	<a href="#">Aer Lingus</a>
<a href="#">ASDA</a>	<a href="#">ATG Tickets</a>	<a href="#">Air New Zealand</a>
<a href="#">Bathstore</a>	<a href="#">Delfont Mackintosh</a>	<a href="#">American Airlines</a>
<a href="#">Carpetright</a>	<a href="#">Football Association</a>	<a href="#">BMI Regional</a>
<a href="#">Cooperative Group</a>	<a href="#">gigsandtours.com</a>	<a href="#">British Airways</a>
<a href="#">Gap</a>	<a href="#">London Theatre Direct</a>	<a href="#">CityJet</a>
<a href="#">Iceland</a>	<a href="#">Quay Tickets</a>	<a href="#">Delta</a>
<a href="#">JJB Sports (stores)</a>	<a href="#">Royal Albert Hall</a>	<a href="#">Qantas</a>
<a href="#">Lidl</a>	<a href="#">Rugby Football League</a>	<a href="#">SAS</a>
<a href="#">Pets at Home</a>	<a href="#">Rugby Football Union</a>	<a href="#">National Rail Enquiries</a>
<a href="#">Sainsbury's</a>	<a href="#">See Tickets</a>	<a href="#">Traveline</a>
<a href="#">Shop Direct (Very, Littlewoods, Isme, K&amp;Co, Woolworths.co.uk)</a>	<a href="#">The Ticket Factory</a>	<a href="#">Brittany Ferries</a>
<a href="#">Sports Direct International</a>	<a href="#">The Ticket Sellers</a>	<a href="#">DFDS</a>
<a href="#">Vision Express</a>	<a href="#">Ticket Soup</a>	<a href="#">First Group Buses</a>
<a href="#">Wilkinson</a>	<a href="#">Wembley Stadium</a>	<a href="#">Irish Ferries</a>
<a href="#">Apple</a>	<a href="#">DHL</a>	<a href="#">LD Lines</a>
<a href="#">Dell</a>	<a href="#">Fedex</a>	<a href="#">Megabus</a>
<a href="#">Dyson</a>	<a href="#">Yodel</a>	<a href="#">My Ferry Link</a>
<a href="#">HP</a>	<a href="#">English Heritage</a>	<a href="#">National Express - C2C</a>
<a href="#">Lego</a>	<a href="#">Historic Royal Palaces</a>	<a href="#">National Express Coaches</a>
<a href="#">Panasonic</a>	<a href="#">London Eye</a>	<a href="#">Stagecoach Buses</a>
<a href="#">Sharp</a>	<a href="#">National Trust for Scotland</a>	<a href="#">Stena Line</a>
<a href="#">Symantec</a>	<a href="#">Britannia Hotels</a>	<a href="#">Birmingham Airport</a>
<a href="#">AA</a>	<a href="#">De Vere</a>	<a href="#">Bristol Airport</a>
<a href="#">Green Flag</a>	<a href="#">Hilton</a>	<a href="#">Gatwick Airport</a>
<a href="#">RAC</a>	<a href="#">Intercontinental Hotels</a>	<a href="#">Leeds Bradford Airport</a>
<a href="#">EE</a>	<a href="#">Principal Hayley</a>	<a href="#">LHR - Heathrow Airport (and others)</a>
<a href="#">Onetel (Talk Talk)</a>	<a href="#">Q hotels</a>	<a href="#">Manchester Airport</a>
<a href="#">Phones 4U</a>	<a href="#">Ramada</a>	<a href="#">Stansted Airport</a>
<a href="#">Sky</a>	<a href="#">Shearings</a>	<a href="#">British Gas</a>
<a href="#">Avis</a>	<a href="#">Sofitel</a>	<a href="#">Daligas</a>
<a href="#">Enterprise rent-a-car</a>	<a href="#">Co-operative Travel</a>	<a href="#">National Grid</a>
<a href="#">Europcar</a>	<a href="#">Cosmos</a>	<a href="#">Scottish &amp; Southern Energy - e.g. SSE</a>
<a href="#">Cineworld</a>	<a href="#">Cresta</a>	<a href="#">Albion Water</a>
<a href="#">Everyman Cinemas</a>	<a href="#">Haven</a>	<a href="#">Dwr Cymru Welsh Water</a>
<a href="#">Odeon</a>	<a href="#">Hoseasons</a>	<a href="#">Northern Ireland Water</a>
<a href="#">Showcase Cinemas</a>	<a href="#">LateRooms.com</a>	<a href="#">Peel Utilities</a>
<a href="#">Vue</a>	<a href="#">Leger</a>	<a href="#">Scottish Water</a>
<a href="#">Champneys</a>	<a href="#">National Holidays</a>	<a href="#">South Staffs Water</a>
<a href="#">easyGym</a>	<a href="#">Olympic Holidays</a>	<a href="#">South West Water</a>
<a href="#">Fitness First</a>	<a href="#">Premier Holidays</a>	<a href="#">Southern Water</a>
<a href="#">Weight Watchers</a>	<a href="#">Saga Holidays</a>	<a href="#">Veolia Water Projects</a>
	<a href="#">Sandals</a>	
	<a href="#">Virgin Holidays</a>	

