



The un- fair telecoms football league table

The following table identifies those clubs from the Premiership, Championship, League One and League Two who impose premium charges on fans who contact them by telephone.

The “Service Charge” (including VAT) is set by the club and applies to all calls. Callers also have to pay an “Access Charge” set by their own telephone company. A list of rates is available [here](#). We use ‘typical’ rates of 11p per minute for landlines and 50p per minute for mobiles.

Club (click for webpage)	League	Contact:	Number(s)	pence per minute			
				Service Charge	Revenue to club	Typical cost	
						landline	mobile
Burnley	Premier League	Club / Ticket Office	0871 221 1882 / 0871 221 1914	13	10.8	24	63
Sunderland	Premier League	Club / Ticket Office	0871 911 1200 / 0871 911 1973	13	10.8	24	63
Derby County	Championship	Club and Ticket Office	0871 472 1884	13	10.8	24	63
Wolverhampton Wanderers	Championship	Club / Ticket Office	0871 222 2220 / 0871 222 1877	13	10.8	24	63
Bradford City	League One	Club / Ticket Office	0871 978 1911 / 0871 978 8000	13	10.8	24	63
Swindon	League One	Club / Ticket Office	0871 876 1879 / 0871 876 1993	13	10.8	24	63
Leyton Orient	League Two	Club and Ticket Office	0871 310 1883	13	10.8	24	63
Wigan Athletic	Championship	Ticket Office	0871 663 3552	13	10.8	24	63
Crystal Palace	Premier League	Ticket Office	0871 200 0071	12	10	23	62
Leeds United	Championship	Club / Ticket Office	0871 334 2019 / 0871 334 1992	11	9.2	22	61





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Middlesbrough	Premier League	Club / Ticket Office	0844 499 6789 / 0844 499 1234	7	5.8	18	57
Fulham	Championship	Club / Ticket Office	0843 208 1222 / 0843 208 1234	7	5.8	18	57
Newcastle United	Championship	Club and Ticket Office	0844 372 1892	7	5.8	18	57
Rotherham United	Championship	Club / Ticket Office	0844 414 0733 / 0844 414 0754	7	5.8	18	57
Bolton Wanderers	League One	Club and Ticket Office	0844 871 2932	7	5.8	18	57
Rochdale	League One	Club and Ticket Office	0844 826 1907	7	5.8	18	57
Liverpool	Premier League	Ticket Office	0843 170 5555	7	5.8	18	57
Swansea City	Premier League	Ticket Office	0844 815 6665	7	5.8	18	57
Brighton and Hove Albion	Championship	Ticket Office	0844 327 1901	7	5.8	18	57
Norwich City	Championship	Ticket Office	0844 826 1902	7	5.8	18	57
Queens Park Rangers	Championship	Ticket Office	0844 477 7007	7	5.8	18	57
Millwall	League One	Ticket Office	0844 826 2004	7	5.8	18	57
Southend United	League One	Ticket Office	08444 77 00 77	7	5.8	18	57
Blackpool	League Two	Ticket Office	0844 847 1953	7	5.8	18	57
Carlisle	League Two	Ticket Office	0844 371 1921	7	5.8	18	57
Southampton	Premier League	Club / Ticket Office	0845 688 9448 / 0845 688 9288	3	2.5	14	53
Brentford	Championship	Club and Ticket Office	0845 345 6442	3	2.5	14	53
Cardiff City	Championship	Club / Ticket Office	0845 365 1115 / 0845 345 1400	3	2.5	14	53





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Notes

The clubs not listed use 01, 02 or 03 (geographic rate) numbers; these provide no financial benefit to the user. For the vast majority of callers no call charge is incurred, because most people cover all such calls by selecting the appropriate inclusive call plan. High penalty charges are however incurred by those who call geographic rate numbers outside the terms of their chosen plan.

The levels of “Access Charge” shown are ‘typical’, not the most that are incurred. Vodafone and O2 apply an “Access Charge” of 55p per minute, EE (with its various brands) charges 50p, Virgin Mobile and Three currently charge 45p.

The financial benefit of the “Service Charge” is commonly retained by the telephone service provider and / or ticket agency in lieu of charges that would otherwise be incurred by the club. Whether the club actually receives a cash benefit (through a “revenue share”) is irrelevant.

The major point to make is that the “greed” in gaining a subsidy of the clubs’ costs in handling telephone calls is coupled with “foolishness” by using this mechanism. Since regulatory changes that were made in July 2015, we can now see the level of the Access Charge – to the exclusive benefit of the caller’s telephone company – which applies equally to all types of premium number.

Whilst the “greed” is greater with the higher levels of Service Charge, the “foolishness” is seen more markedly with the lower levels. The three clubs at the bottom of our league earn 2.5p per minute whilst their fans pay up to 58p per minute for them to do so.

