



The un- fair telecoms football league table - 2017/8

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 12p 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	
						mobile	landline
Derby County	Championship	Club and Ticket Office	0871 472 1884	13	10.8	63	25
Wolverhampton Wanderers	Championship	Club / Ticket Office	0871 222 2220 / 0871 222 1877	13	10.8	63	25
Bradford City	League One	Club / Ticket Office	0871 978 1911 / 0871 978 8000	13	10.8	63	25
Swindon Town	League Two	Club / Ticket Office	0871 876 1879 / 0871 876 1993	13	10.8	63	25
Wigan Athletic	League One	Ticket Office	0871 663 3552	13	10.8	63	25
Crystal Palace	Premier League	Ticket Office	0871 200 0071	12	10	62	24
Leeds United	Championship	Club / Ticket Office	0871 334 1919 / 0871 334 1992	11	9.2	61	23
Swansea City	Premier League	Club / Ticket Office	08712 223 224 / 0844 815 6665	13 / 7	10.8 / 5.8	63 / 57	25 / 19



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Newcastle United	Premier League	Club and Ticket Office	0844 372 1892	7	5.8	57	19
Bolton Wanderers	Championship	Club and Ticket Office	0844 871 2932	7	5.8	57	19
Fulham	Championship	Club / Membership	0843 208 1222 / 0843 208 1234	7	5.8	57	19
Middlesbrough	Championship	Store / Ticket Office	0844 499 2676 / 0844 499 1234	7	5.8	57	19
Rochdale	League One	Club and Ticket Office	0844 826 1907	7	5.8	57	19
Brighton and Hove Albion	Premier League	Ticket Office	0844 327 1901	7	5.8	57	19
Burnley	Premier League	Ticket Office	0844 807 1882	7	5.8	57	19
Liverpool	Premier League	Ticket Office (specific sales only)	0843 170 5555	7	5.8	57	19
Millwall	Championship	Ticket Office	0844 826 2004	7	5.8	57	19
Norwich City	Championship	Ticket Office	0844 826 1902	7	5.8	57	19
Queens Park Rangers	Championship	Ticket Office	0844 477 7007	7	5.8	57	19
Blackpool	League One	Ticket Office	0844 847 1953	7	5.8	57	19
Peterborough United	League One	Ticket Office	0844 847 1934	7	5.8	57	19
Southend United	League One	Ticket Office	0844 477 0077	7	5.8	57	19
Carlisle United	League Two	Ticket Office	0844 371 1921	7	5.8	57	19
Southampton	Premier League	Club / Shop	0845 688 9448 / 0845 688 9433	3	2.5	53	15
Cardiff City	Championship	Club / Ticket Office	0845 365 1115 / 0845 345 1400	3	2.5	53	15



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Notes

The clubs not listed either do not publish contact telephone numbers or use 01, 02 or 03 (geographic rate) numbers; these provide no financial benefit to the user.

The vast majority of callers incur no call charge when calling 01/02/03 numbers, 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.

It may be worth noting the difference between the benefit derived by the club and the cost incurred by a ‘typical’ mobile caller – some pay even more! That is why we stress the point that all use of 084/087 numbers is both **greedy and foolish**.

Whilst the “greed” is greater with the higher levels of Service Charge, the “foolishness” is seen more markedly with the lower levels. The two 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.

A version of this same table was published during the 2016/7 season – see [un-Fair Telecoms league table](#).

