



# The un- fair telecoms football league table - 2018/9

This table identifies clubs from the Premier League, Championship, Leagues One & Two and Scottish Premiership who impose premium charges on fans to 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. See [this list of rates](#).

We use ‘typical’ rates of 13p per minute for landlines and 55p per minute for mobiles. Some are greater.

Club (click for webpage)	League	Contact	Number(s)	pence per minute			
				Service Charge	Revenue to club	Typical cost	
						mobile	landline
<a href="#">Celtic</a>	Scottish Premiership	Club and Ticket Office	0871 226 1888	13	10.8	68	26
<a href="#">Rangers</a>	Scottish Premiership	Club and Ticket Office	0871 702 1972	13	10.8	68	26
<a href="#">Derby County</a>	Championship	Club and Ticket Office	0871 472 1884	13	10.8	68	26
<a href="#">West Bromwich Albion</a>	Championship	Club / Shop	0871 271 1100 / 0871 271 9790	13	10.8	68	26
<a href="#">Crystal Palace</a>	Premier League	Ticket Office	0871 200 0071	12	10	67	25
<a href="#">Leeds United</a>	Championship	Club Switchboard	0871 334 1919	11	9.2	66	24





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				Service Charge	Revenue to club	Typical cost	
						mobile	landline
<a href="#">Fulham</a>	Premier League	Club Switchboard	0843 208 1222	7	5.8	62	20
<a href="#">Bolton Wanderers</a>	Championship	Club and Ticket Office	0844 871 2932	7	5.8	62	20
<a href="#">Rochdale</a>	League One	Club and Ticket Office	0844 826 1907	7	5.8	62	20
<a href="#">Brighton and Hove Albion</a>	Premier League	Ticket Office	0844 327 1901	7	5.8	62	20
<a href="#">Burnley</a>	Premier League	Ticket Office	0844 807 1882	7	5.8	62	20
<a href="#">Hibernian</a>	Scottish Premiership	Ticket Office	0844 844 1875	7	5.8	62	20
<a href="#">Millwall</a>	Championship	Ticket Office	0844 826 2004	7	5.8	62	20
<a href="#">Queens Park Rangers</a>	Championship	Ticket Office	0844 477 7007	7	5.8	62	20
<a href="#">Peterborough United</a>	League One	Ticket Office	0844 847 1934	7	5.8	62	20
<a href="#">Southend United</a>	League One	Ticket Office	0844 477 0077	7	5.8	62	20
<a href="#">Coventry City</a>	League One	Ticket Office	0844 453 9134	7	5.8	62	20
<a href="#">Carlisle United</a>	League Two	Ticket Office	0844 371 1921	7	5.8	62	20
<a href="#">Southampton</a>	Premier League	Club / Shop	0845 688 9448 / 0845 688 9433	3	2.5	58	16



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**Updated 27 February 2019**

The length of this list continues to shrink, but remains disturbing. Many cases continue to breach Ofcom requirements to accurately state the cost of calling – see [How does UK Calling affect businesses?](#).

### 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. This applies to telephone contact with those listed, other than for the purposes stated in the list.

Most 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, O2, Three and EE (with its various brands) apply an “Access Charge” of 55p per minute. Virgin Mobile has recently increased its charge to 58p per minute. For landlines it is between 10p and 15p per minute, with BT currently being the most expensive.

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 typically pay up to 58p per minute for them to do so.

A version of this same table was published during the 2017/8 season – see [un-Fair Telecoms league table](#).

