

Original wording...

Complain about a premium rate phone charge or text message

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You can report a company if you think they didn't make it clear that a phone number was premium rate. You can also complain about a premium text message service if you think the company didn't make the costs clear enough.

Premium rate numbers include 118, 0870, 0871, 0872, 0873, 070 and 09 numbers.

Service numbers also cost more than standard calls but aren't premium rate numbers. They begin 084, 087, 09 and 118. The cost of calling a service number combines what your phone company charges and what the company you're calling charges.

You can [find out how much calls should cost](#) on GOV.UK.

Helplines for products and services you've already bought can't charge more than the basic rate (exceptions are package holidays, timeshares and property).

You can report financial firms breaking this rule to the [FCA Consumer Helpline](#) and all other companies to [Trading Standards](#).

Suggestions...

Complain about a premium rate phone charge or text message

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Helplines for products and services you've already bought must use 'basic rate' numbers starting 01, 02 or 03 or 'free-to-caller' numbers starting 080. Sole traders and small businesses are additionally allowed to use standard mobile numbers starting 071-075 or 077-079.

You can report financial firms breaking this rule to the [FCA Consumer Helpline](#) and all other companies to [Trading Standards](#). Note: there are exemptions from these rules for gambling firms, package travel, timeshares and sale and rental of property.

Premium rate numbers are those that start 070, 084, 087, 090, 091, 098 and 118. They also include five- to seven-digit mobile shortcodes. The call cost includes an additional charge, or 'premium', paid to the benefit of the called party and their telecoms provider. Mobile shortcodes are also used for premium rate text message services.

Controlled Premium Rate Services (CPRS) are those using numbers starting 087, 09 or 118 and where the Service Charge element is more than 7p per minute or per call. CPRS also covers all chatlines, 'adult' entertainment services and internet dialler operated services, irrespective of call cost or prefix used. CPRS also includes voice and text mobile shortcodes and some numbers starting 070 and 076.

All users of numbers starting 084, 087, 09 and 118 must declare the Service Charge for their number in close proximity to the number wherever it is advertised or promoted. Users of other premium rate numbers must also declare the applicable call or message cost.

Complain to the company

If you have an unexpected premium rate charge on your phone bill, you should first get in touch with the company running the premium rate service to make a complaint and get a refund. Most companies will have a complaints procedure that you can follow.

If the charge came from you calling a telephone helpline, you won't get a full refund - you'll just get the difference between what you paid and what the call would've cost if you'd called a basic rate number.

If you don't recognise the number, you can use the [PhonepayPlus number checker](#). You can also check the cost of a call with [Ofcom](#).

If you're still not happy - report them to PhonepayPlus

You can report **premium rate numbers** to [PhonepayPlus](#), who will look into your problem and contact the company for you. This is a free service. You do need to have complained directly to the company first. [PhonepayPlus](#) can't refund you themselves, but will negotiate with the company on your behalf.

PhonepayPlus

Telephone: 0300 30 300 20
Monday to Friday, 9.30am to 5pm

Organisations using CPRS numbers without declaring the applicable call or message cost can be reported to the Phone-paid Services Authority. Organisations using other premium numbers (for example, those with a Service Charge at, or below, 7p per minute or per call) can be reported to ASA.

You can [find out how much calls should cost](#) on GOV.UK.

Complain to the company

If you have an unexpected premium rate charge on your phone bill, you should first get in touch with the company running the premium rate service to make a complaint and get a refund. Most companies will have a complaints procedure that you can follow.

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If you don't recognise the number, you can use the [Phone-paid Services Authority number checker](#). You can also check the cost of a call with [Ofcom](#).

If you're still not happy - report them to the Phone-paid Services Authority

You can report **problems with Controlled Premium Rate Services (including missing or misleading call costs)** to the [Phone-paid Services Authority](#), who will look into your problem and contact the company for you. This is a free service. You do need to have complained directly to the company first. [The Phone-paid Services Authority](#) can't refund you themselves, but will negotiate with the company on your behalf.

Phone-paid Services Authority

Telephone: 0300 30 300 20
Monday to Friday, 9.30am to 5pm