

The Fair Telecoms Campaign

Guide To

Important Telephone Number Changes

(mostly government departments and their agencies, public services and important helplines)

- for editors, sub-editors and journalists.

Introduction

Following various changes in regulation and guidance published in 2013, 2014 and 2015, most organisations previously using premium rate 084 or 087 numbers for various inappropriate purposes have since changed their numbers.

In most cases, the new number starts 03 or 080.

In several cases, the new number is a memorable three- or six-digit 'access code' starting with a '1'.

The Fair Telecoms Campaign pressed both for the changes in regulation and for compliance with the new rules, but notes that some organisations have done little to raise awareness of their new numbers.

The tables on the following pages detail the various number changes and the dates they took effect.

Call charges

Calls to numbers starting 01, 02 and 03 are 'inclusive' in allowances from landlines and mobiles else charged at 'geographic rate'.

Calls to numbers starting 080 are free-to-caller from landlines and mobiles.

Calls to numbers starting 084, 087 and 09 have two parts to the call cost. There's an Access Charge set by and paid to the benefit of the caller's landline or mobile provider and a Service Charge set by and paid to the benefit of the called party and their telecoms provider.

Calls to 101 are charged at 15p per call from landlines and mobiles. Every police force also offers an alternative 01, 02 or 03 number.

Calls to 105 and 111 are free-to-caller from landlines and mobiles.

Calls to numbers starting 116 are free-to-caller from landlines and mobiles.

Service	New Number	Old Number	Date of Change	Notes
Banks, Card Companies and Insurers	Mostly the 0345 number that matches the old 0845 number. Check official website for details.	Various 0845 and other numbers.	Regulations published by FCA ^[1] required change by 26 October 2015.	FCA regulations effective 26 October 2015 ban the use of 084 and 087 numbers for existing customer contact. Most banks and insurers have swapped their 0845 lines over to the matching 0345 number. Others have chosen some other 01, 02, 03 or 080 number. Check official websites for new numbers.
Childline	116111 ^[2]	0800 1111 ^[3]		Both numbers (116111 and 0800 1111) are currently operational and both numbers are free-to-caller on all landline and mobile providers.
Citizen's Advice Consumer Helpline ^[4] (formerly Consumer Direct)	0345 404 0506	0845 404 0506	12 June 2014	If you find a retailer, trader or passenger transport company operating an 084 or 087 number for post-sales enquiries in breach of consumer regulations, you can report it here. A common typo is 0345 040506 with a digit missing.
Citizen's Advice Adviceline ^[5]	0344 411 1444	0844 411 1444	July 2014	
Crimestoppers ^[6]	0800 555 111		Since 1982	A common typo is 0845 555 111. Crimestoppers has never used an 0845 number.
DWP ^[7]	Various 0345 numbers. Check official gov.uk website for details.	Various 0845 numbers.	17 March 2014	DWP changed their 0845 lines over to cheaper 0345 numbers on 17 March 2014. If you call one of the old 0845 numbers, a recorded announcement tells you to hang up and re-dial the new 0345 number.

Service	New Number	Old Number	Date of Change	Notes
Environment Agency (EA) Floodline ^[8] ^[9]	0345 988 1188	0845 988 1188	4 February 2014	
Fax Preference Service (FPS) ^[10]	0345 070 0702	0845 070 0702	October 2015	
Government Departments and Agencies	Various 0300 and 0345 numbers. Check official gov.uk website for details.	Various 0845 and 0870 numbers.	Cabinet Office Guidance ^[11] published 26 December 2013 requires 01, 02, 03 or 080 numbers.	The vast majority of former users of 084 and 087 numbers have since changed to the matching 034 or 037 number or to a new 01, 02, 03 or 080 number.
HMRC ^[12]	Various 0300 and 0345 numbers. Check official gov.uk website for details.	Various 0845 and 0870 numbers.	Numbers changed in several batches from April to October 2013	HMRC changed their 0845 and 0870 numbers over to cheaper 0300 and 0345 numbers in several batches between April and October 2013. The old 0845 and 0870 numbers were de-commissioned on 30 June 2015 and now return 'Number Unobtainable' tone.
Local Authorities	Various 0300 and 0345 numbers. Check official gov.uk website for details.	Various 0845 and 0870 numbers	Cabinet Office Guidance ^[13] published 26 December 2013 requires 01, 02, 03 or 080 numbers.	The vast majority of former users of 084 and 087 numbers have since changed to the matching 034 or 037 number or to a new 01, 02, 03 or 080 number.

Service	New Number	Old Number	Date of Change	Notes
Missing People ^[14]	116000	0500 700 700		The new 11600 number is free-to-caller on all landline and mobile providers. The old 0500 number is free to call from landlines, but mobile providers charge up to 55p per minute. Both numbers remain operational but <i>the 0500 number will be changed or discontinued by 3 June 2017.</i> ^[15]
National Rail Enquiries ^[16]	0345 748 4950	0845 748 4950	17 May 2015	
NHS Direct (England) was replaced by NHS111 ^[18]	111	0845 46 47	Various dates, by region, but no later than 31 March 2014	The NHS Direct service in England closed down on 31 March 2014. ^[17] The NHS non-emergency number is now 111. The new 111 number is free-to-caller on all landline and mobile providers.
NHS Direct Wales ^[19]	-	0845 46 47	Future date – will change to 111	NHS Direct in Wales continues to use the premium rate number 0845 46 47. Calls cost 2p per minute plus your phone provider's Access Charge. The 111 number does NOT work in Wales (yet!).
NHS 24 (Scotland) ^[20]	111	0845 424 2424	29 April 2014	NHS 24 in Scotland changed their premium rate 0845 number to 111. The new 111 number is free-to-caller on all landline and mobile providers.
Police Forces in England and Wales ^[21]	101 and an 01, 02 or 03 number	Various 0845 and other expensive numbers.	Various dates between 2009 and 2014.	Calls to 101 cost 15p per call on all landline and mobile providers. Some people are unable to call 101. Wherever 101 is mentioned, the 01, 02 or 03 number must be mentioned alongside. See list here .

Service	New Number	Old Number	Date of Change	Notes
Police Scotland ^[22]	101 and 01786 289 070	0845	Before April 2013.	Calls to 101 cost 15p per call on all landline and mobile providers. Some people are unable to call 101. Wherever 101 is mentioned, the 01786 number must be mentioned alongside.
Police Service of Northern Ireland (PSNI) ^[23]	101 and 028 9065 0222	0845 600 8000	24 March 2014	Calls to 101 cost 15p per call on all landline and mobile providers. Some people are unable to call 101. Wherever 101 is mentioned, the 028 number must be mentioned alongside.
Power Cuts and Blackouts Emergency Helpline ^[24] (except Northern Ireland)	105	Various 0800 and 0845 numbers.	May 2015	Multiple telephone numbers for the various power distribution companies have been replaced by a single, memorable, three-digit access number. Calls to 105 are free-to-caller on all landline and mobile providers.
Public Services	Various 0300 and 0345 numbers. Check official website for details.	Various 0845 and 0870 numbers.	Cabinet Office Guidance ^[25] published 26 December 2013 requires 01, 02, 03 or 080 numbers.	The vast majority of former users of 084 and 087 numbers have since changed to the matching 034 or 037 number or to a new 01, 02, 03 or 080 number.
Retailers, Traders and Passenger Transport Companies	Various 01, 02, 03 and 080 numbers. Check official website for details.	Various 084 and 087 numbers.	Regulations published by BIS ^[26] required change by 13 June 2014.	The vast majority of former users of 084 and 087 numbers have since changed to the matching 034 or 037 numbers or to a brand new 01, 02, 03 or 080 number.
Samaritans ^[27]	116123	0845 790 9090	22 September 2015	The new 116123 number is free-to-caller on all landline and mobile providers.

Service	New Number	Old Number	Date of Change	Notes
Telephone Preference Service (TPS) ^[28]	0345 070 0707	0845 070 0707	October 2015	
TPS (‘registration by text message’ service)	85095 ^[29]	78070	2 June 2016	Text messages sent to the new 85095 mobile shortcode are free-to-sender. Text messages sent to the old 78070 number cost “one standard rate message”. Messages should contain both the keyword ‘TPS’ and a valid email address.
Traveline ^[30] (England and Scotland)	-	0871 200 2233	Future date – will change to an 03 number	Traveline in England and Scotland continues to use the premium rate number 0871 200 2233. Calls cost 12p per minute plus your phone provider’s Access Charge.
Traveline ^[31] (Wales)	0300 200 2233	0871 200 2233	1 April 2016	
Victim Support ^[32]	0808 168 9111	0845 30 30 900	Late 2014	The new 0808 number is free-to-caller on all landline and mobile providers.

On 26 December 2013, the Cabinet Office published guidance for central government departments, their agencies and private partners and other public sector organisations recommending they replace their premium 084 and 087 numbers with cheaper 03 numbers, see [Customer service lines: government guidance](#).

On 13 December 2013, BIS published the Consumer Contracts Regulations 2013 and they came into force on 13 June 2014. Regulation 41 requires retailers, traders and passenger transport companies to use numbers starting 01, 02, 03 or 080 for post-sales helplines, see [Consumer Contracts Regulations 2013: Regulation 41](#).

The FCA has since extended the rules to cover financial services such as banks, card companies and insurers. The regulations were published on 23 July 2015 and came into force on 26 October 2015, see [FCA Policy Statement 15/19, Chapter 3](#).