fair telecoms campaign **briefing**

‘Free’ Charity Helplines that impose “Service Charges” on callers by use of 084 / 087 telephone numbers

The helplines listed below continue to use 084 / 087 telephone numbers. All of these impose a Service Charge on callers, to the benefit of the party called. This is in addition to the premium “Access Charge” applied by the caller's telephone company on all calls to 084/087/09/118 numbers. For mobile callers this is typically 50p per minute, for landline callers around 11p per minute.

Vodafone has an Access Charge of **55p per minute** – its customers will be paying between 56p and **62p per minute** to call these numbers.

The maximum financial benefit to the charity is the “Service Charge” with VAT removed. This is dwarfed by the benefit to the caller’s telephone company and in many cases by the benefit to the Treasury from the total VAT on the call charge - see The ‘insanity’ of using 084 or 087 numbers.

The list shows the level of the Service Charge imposed (pence per minute) and provides a link to the webpage where the number given is advertised. *The sheer foolishness of using this means of subsidising costs could be said to be greater when the level of Service Charge is lower!*

It is now a regulatory reqirement for the correct “Service Charge” level to be declared wherever the number is given, along with an indication that the caller’s telephone company will add their “Access Charge”. Those who appear to be breaching this requirement are marked with a ‘*’

Aanchal Women's Aid	*	0845 451 2547	1ppm
Action Deafness	*	0844 593 8443	4ppm
Aid for the Aged in Distress	*	0870 803 1950	7ppm
Anxiety Alliance	*	0845 296 7877	3ppm
Anxiety UK	*	0844 477 5774	7ppm
ARCH (Abortion Recovery Care & Helpline)	*	0845 603 8501	5ppm
Ataxia	*	0844 644 0606	7ppm
Battersea Dogs and Cats Home	*	0843 509 4444	7ppm
Battle Against Tranquillisers	*	0844 826 9317	7ppm
The Churches Conservation Trust	*	0845 303 2760	2ppm
Cry-Sis Helpline	*	0845 122 8669	2ppm
Ectopic Pregnancy Foundation	*	0845 070 4636	2ppm
Education Otherwise	*	0845 478 6345	3ppm
ERIC (the children’s continence charity)	*	0845 370 8008	7ppm
Fair Play for Children	*	0843 289 2638	7ppm
False Allegations Support Organisation	*	0844 335 1992	7ppm
The Family Survival Trust	*	0845 603 7121	5ppm
Fibromyalgia Action UK	*	0844 887 2444	5ppm
Freedom Charity	*	0845 607 0133	5ppm
Herpes Viruses Association	*	0845 123 2305	2ppm
Hope for Justice	*	0845 519 7402	7ppm
JUMP Children's Charity	*	0843 658 0162	7ppm
Maternity Action		0845 600 8533	5ppm
Migraine Action	*	0845 6011 033	5ppm

National Bullying Helpline	*	0845 225 5787	7ppm
National Kidney Federation	*	0845 601 0209	5ppm
National Deaf Children's Society (fundraising)	*	0845 231 1617	3ppm
Natural Parents Network (NPN)	*	0845 456 5031	3ppm
Network 81	*	0845 077 4055	2ppm
No Panic	*	0844 967 4848	5ppm
OCD Action	*	0845 390 6232	5ppm
OCD-UK	*	0845 120 3778	2ppm
Omega (End of Life Care)	*	0845 259 3163	7ppm
PANDAS (Pre and Post Natal Depression)	*	0843 289 8401	7ppm
PROSTaid	*	0844 800 7801	7ppm
Reach (Children with Upper Limb Deficiency)	*	0845 1306 225	3ppm
RoadPeace	*	0845 450 0355	2ppm
Royal Association for Deaf People (textphone)	*	0845 688 2628	3ppm
RP Fighting Blindness	*	0845 123 2354	2ppm
SAMM (Support After Murder and Manslaughter)	*	0845 872 3440	2ppm
SCARD (Support & Care After Road Death & Injury)	*	0845 123 5542	2ppm
South West Grid for Learning Trust (Revenge Porn Helpline)	*	0845 6000 459	5ppm
St John Ambulance		0870 010 4950	2ppm
Tymes Trust (children and young people with ME)	*	0845 003 9002	7ppm
United Christian Broadcasters	*	0845 604 0401	5ppm
Winston's Wish		0845 203 0405	2ppm
Yes to Life (Your options for cancer)		0870 163 2990	2ppm

We are pleased to note that the following, which previously appeared on this list, have now adopted “geographic rate” or “free” helpline numbers:

Action Against Medical Accidents, Alcoholics Anonymous, Beat (beat eating disorders), British Red Cross, Carers Trust Coeliac UK, The Compassionate Friends, Cruse Bereavement Care, Dementia UK (Admiral Nursing DIRECT), The Farming Community Network, Grandparents plus, Harbour Centre (for victims of rape), HemiHelp, Kidney Cancer UK, La Leche League GB Ltd, The Lesbian & Gay Foundation, MND Connect (Motor Neurone Disease Association), National Centre for Domestic Violence, OCD UK, The Patients Association, Samaritans, The Pituitary Foundation, Saneline, Scouts, Sleep Apnoea Trust, Tackle Prostate Cancer, VoiceAbility (ICMA advice)

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