fair telecoms campaign **briefing**

Telephone numbers used for contact with Premier League and Championship Football Clubs - REVISITED

A few things have changed since we first prepared a table similar to that shown below – see the document published on 20 September 2014.

- Many of the clubs have switched their numbers, often following the simple example set by Preston North End – see this web page, but **use of 084 and 087 numbers still continues**.
- The regulatory situation has also changed. Businesses are now prohibited from using premium (084/087/09) numbers for contact from customers.
- Most significantly the revenue taken by the user of any 084 or 087 number – known as the **"Service Charge"** - now has to be declared for all to see. The list (shown overleaf) is therefore able to show the **Service Charges** imposed by the clubs.

Callers to 084 and 087 (or indeed 09 and 118) numbers also incur a fixed rate "**Access Charge**" set by their own telephone service provider. From **landlines this is typically around 11p per minute**, from **mobiles typically around 50p per minute**. *(These are typical charges, not the maximum.)*

For this reason, we think it not only **greedy**, but also **foolish** to impose a charge in this way. In many cases the telephone company, and even the Exchequer (in VAT), is making more than the person who chose to set the charge! *Somewhat perversely, the lower the **Service Charge**, the greater the foolishness, because a lower proportion of the premium is going to benefit the club!*

Where a **geographical (01/02) or geographical rate (03) number** is used there is **no Service Charge or Access Charge**. For the vast majority of callers the call will be inclusive in their call plan. Calls to these numbers outside the terms of their chosen plan will incur a severe "penalty charge".

David Hickson

Monday, 17 October 2016

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The following table shows the 'per minute' **Service Charge** component of the cost for speaking to the club and for booking, or enquiring about, tickets by telephone. To obtain the full call cost, the **Access Charge** (e.g. 55p per minute for Vodafone customers) must be added.

Details of the premium charge should be seen by following the link on the name of the club.

Premier League	Club	Tickets
Arsenal	NA	NA
Bournemouth	NA	NA
Burnley	13p	13p
Chelsea	NA	NA
Crystal Palace	NA	12p
Everton	NA	NA
Hull City	NA	NA
Leicester City	NA	NA
Liverpool	NA	7p
Manchester City	NA	NA
Manchester United	NA	NA
Middlesbrough	7p	7p
Southampton	3p	3p
Stoke City	NA	NA
Sunderland	13p	13p
Swansea City	NA	7p
Tottenham Hotspur	NA	NA
Watford	NA	NA
West Bromwich Albion	NA	NA
West Ham United	NA	13p

sky BET CHAMPIONSHIP	Club	Tickets
Aston Villa	NA	NA
Barnsley	NA	NA
Birmingham City	NA	NA
Blackburn Rovers	NA	NA
Brentford	3p	3p
Brighton and Hove Albion	NA	7p
Bristol City	NA	NA
Burton Albion	NA	NA
Cardiff City	3p	3p
Derby County	13p	13p
Fulham	7p	7p
Huddersfield Town	NA	NA
Ipswich Town	NA	NA
Leeds United	11p	11p
Newcastle United	7p	7p
Norwich City	NA	7p
Nottingham Forest	NA	NA
Preston North End	NA	NA
Queens Park Rangers	NA	7p
Reading	NA	NA
Rotherham United	7p	7p
Sheffield Wednesday	NA	NA
Wigan Athletic	NA	13p
Wolverhampton Wanderers	13p	13p