fair telecoms campaign **briefing**

The un- fair telecoms football league table - 2019/20

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” (inc. VAT) is set by the club, applies to all calls and determines what the club earns.

Callers also have to pay an “Access Charge” set by their own telephone company. See this list of rates.
We use maximum rates of 20p per minute for landlines and 65p per minute for mobiles.

A new column shows those who penalise disabled fans, by requiring telephone booking.

Check club website for disabled booking info	Club (click for webpage)	League	Contact	Number(s)	pence per minute			
					Service Charge	Revenue to club	Typical cost	
							mobile	landline
	Celtic	Scottish Premiership	Club and Ticket Office	0871 226 1888	13	10.8	**78**	33
	Rangers	Scottish Premiership	Club and Ticket Office	0871 702 1972	13	10.8	**78**	33
	Derby County	Championship	Club and Ticket Office	0871 472 1884	13	10.8	**78**	33
£♿£	West Bromwich Albion	Championship	Club / Shop / Disability Access Officer	0871 271 1100 / 0871 271 9790 / 0871 271 1100	13	10.8	**78**	33
£♿£	Crystal Palace	Premier League	Ticket Office	0871 200 0071	12	10	**77**	32
	Leeds United	Championship	Club Switchboard	0871 334 1919	11	9.2	**76**	31

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							mobile	landline
	Brighton and Hove Albion	Premier League	Ticket Office	0844 327 1901	7	5.8	**72**	27
	Burnley	Premier League	Ticket Office	0844 807 1882	7	5.8	**72**	27
£♿£	Hibernian	Scottish Premiership	Ticket Office	0844 844 1875	7	5.8	**72**	27
	Fulham	Championship	Club Switchboard	0843 208 1222	7	5.8	**72**	27
£♿£	Millwall	Championship	Ticket Office	0844 826 2004	7	5.8	**72**	27
£♿£	Queens Park Rangers	Championship	Ticket Office	0844 477 7007	7	5.8	**72**	27
£♿£	Bolton Wanderers	League One	Club and Ticket Office	0844 871 2932	7	5.8	**72**	27
	Peterborough United	League One	Ticket Office	0844 847 1934	7	5.8	**72**	27
£♿£	Southend United	League One	Ticket Office	0844 477 0077	7	5.8	**72**	27
	Coventry City	League One	Ticket Office	0844 453 9134	7	5.8	**72**	27
	Portsmouth FC	League One	Secondary Ticket Office	0844 847 1898	7	5.8	**72**	27
	Southampton	Premier League	Club / Shop	0845 688 9448 / 0845 688 9433	3	2.5	**68**	23

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Updated February 2020

Whilst the length of this list continues to shrink, but remains disturbing, we have had to add another case - see the previous version.

Many cases continue to breach Ofcom requirements to accurately state the cost of calling – see How does UK Calling affect businesses?.

Cases where special facilities for disabled fans are obtained by calling premium rate numbers may be seen to represent **illegal discrimination**.

Notes

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 financial benefit to the user is wholly out of proportion to the consequent cost incurred by the caller, as shown. The "premium rate" mechanism, including the "Access Charge", is intended for use by those offering a genuine "phone-paid" telephone service.

For this and other reasons we have now published a briefing - "Now is the time to stop using 084 and 087 telephone numbers".

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. The same applies to telephone contact, other than for the purposes stated, for those in our league table.

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 only incurred by those who call any geographic rate number outside the terms of their chosen plan.

We therefore urge all clubs, indeed all organisations, to **cease the "greed" and "foolishness" represented by using 084 / 087 numbers**.

It may be that a supplementary "telephone booking fee" is deemed appropriate to cover the additional costs incurred when offering this service. There is however no need for it to be collected indirectly and indiscriminately, with the unnecessary overhead of the "Access Charge". See Collecting fees for telephone booking and ordering - why use of 084 and 087 numbers for this purpose is absurd

Versions of this same table were published during the 2018/9 season – see un - Fair Telecoms league table 2018/9 v4.

An indication of the progress achieved by this campaign can be seen by viewing the first published league table in 2016/7.