fair telecoms campaign **news release**

Whirlpool recalls request to call premium rate number … and offers to refund call costs incurred by customers

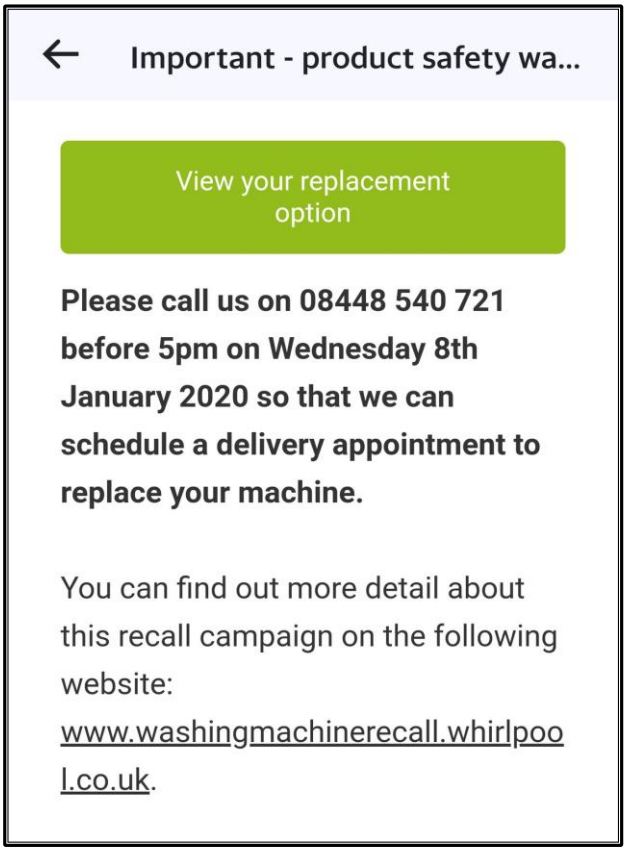
On Tuesday evening we became aware of Whirlpool acting in breach of the law, by inviting customers to call a 084 telephone number to arrange delivery of a replacement for a recalled machine.

A number of customers reported receiving messages such as that shown to the right ➔.

Regulations that came into effect on 13 June 2014 banned use of 084 (and 087/09) numbers for contact from customers. See Consumer Contracts Regulations.

We made contact with Whirlpool to point this out, also securing assistance from media organisations as they prepared to cover other issues relating to the recalls.

This morning, the issue was dealt with, as confirmed by the following statements from Whirlpool.



"We are aware of an administrative error that led to a small number of customers being advised to call a premium telephone number to arrange delivery of a replacement unit. The telephone line has now been closed.

"We have apologise[d] to those customers that received this communication and have asked that if they have been charged they should contact us directly so we can arrange a refund as soon as possible."

The **fair telecoms campaign** understands that a dedicated email address has been set up to handle requests for refunds - ccns@whirlpool.com.

It is important to note that providing a refund (in respect of the call charge for calling a 084 number) is in accordance with a statutory duty. The situation regarding other potential refunds in relation to the issue requiring the recall may not be so simple to resolve.

We are happy to acknowledge that administrative errors are a genuine and commonplace feature of life. Furthermore, only a tiny fraction of the call charge of up to 72p per minute associated with this number would have been gained by Whirlpool.

The latter point demonstrates the utter foolishness of using 084 and 087 numbers, even when this is permitted - see Now is the time to stop using 084 and 087 telephone numbers.

Please get in touch for further information or comment.

David Hickson

Thursday, 9 January 2020