

**Response to “Future of telephone numbers – 1 Dec 2023”**

The important issue of the continuing use of 084 / 087 numbers has been dropped from the list of topics on which Ofcom is now consulting.

As will be understood, this is of great concern to the **fair telecoms campaign**.

By way of response, I offer a copy of a media release being issued today, which may contain points of some relevance to the “future of numbering” team, from which I am sadly now totally disengaged.

A copy of the media release follows.

I will be pleased to engage in conversation on any points.

I can confirm that this response is presented by David Hickson for the **fair telecoms campaign**.

I am content should Ofcom wish to publish any part of this.



**Ofcom allows the 084 / 087 rip-off to continue**

The **fair telecoms campaign** has long been pressing for misuse of 084/087 numbers to end.

In 2019, **Ofcom** proposed to cease use of these ranges¹, subject to any possible suggestion that their use could ever be valid. We note however that no such responses to the relevant consultation were published, whereas support was provided from many respondents².

Ofcom has rightly noted that use of these ranges has diminished significantly over recent years, in all cases due to measures related to the campaigning efforts of the **fair telecoms campaign**.

We are however very disappointed that, without giving any reasons for this decision, **Ofcom** has decided that use of these ranges may indeed continue. A consultation on related matters³, with no reference to the possibility of ceasing use of the ranges, does however close today.

Now is perhaps a good time to update our lists of particularly poor cases of misuse. These cover:

- [Charity helplines \(funded by the user of the service!\)](#)
- [Local authority telephone payment lines \(e.g. for Council Tax\)](#)
- [Football Club booking lines](#)

The links above are to the 2019 versions of these lists. SEE OVERLEAF FOR THE UPDATED LISTS

We are delighted to see that 66 of the 99 organisations featured there are no longer advertising 084 / 087 numbers on their websites, but disappointed to find that the 33 listed overleaf still are.

In the absence of appropriate action by **Ofcom** we are left to resume our campaigning efforts on this topic. This will have to include updating and strengthening a release we issued at the time of the initial **Ofcom** proposal in 2019, which is now abandoned - [Now is the time to stop using 084 and 087 telephone numbers](#).

¹ See the [\(first\) Ofcom consultation of 11 April 2019](#), section 4, 4.47-4.52 in particular, and the related consultation questions.

² See our [response to these points](#), "Use of the 084 / 087 ranges" (page 4).

³ See [Future of telephone numbers - Further Consultation](#), there are no relevant references.

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These organisations levy a “Service Charge” of up to 13p per minute on callers to the declared numbers. Because of this premium, callers also incur an Access Charge, to the benefit of their telephone service provider, of up to 70p per minute.

(Please get in touch for precise detail on the amounts involved)

Charities

- [The Churches Conservation Trust \(0845 303 2760 *\)](#)
- [Ectopic Pregnancy Foundation \(0845 070 4636 *\)](#)
- [Fair Play for Children \(0843 289 2638 *\)](#)
- [Freedom Charity \(0845 607 0133 *\)](#)
- [Herpes Viruses Association \(0845 123 2305 *\)](#)
- [Migraine Action \(0845 6011 033 *\)](#)
- [National Bullying Helpline \(0845 225 5787 *\)](#)
- [Yes to Life \(Your options for cancer\) \(0870 163 2990 \)](#)
- [Network 81 \(0845 077 4055 *\)](#)
- [PROStaid \(0844 800 7801 *\)](#)
- [Tymes Trust \(children and young people with ME\) \(0845 003 9002 *\)](#)
- [Yes to Life \(Your options for cancer\) \(0870 163 2990 \)](#)

N.B. Those marked with a ‘*’ fail to comply with the requirement to state the Service Charge and advise of the “Access Charge”.

Local Authorities

- [Barrow-in-Furness Borough Council \(0845 603 1510 - C Tax\)](#)
- [Lancaster City Council \(0845 6017297 - C Tax\)](#)
- [Trafford Metropolitan Borough Council \(0845 371 9901 - C Tax\)](#)
- [Amber Valley Borough Council \(0845 3723801 - C Tax\)](#)
- [Broxtowe Borough Council \(0845 835 0144 - ALL\)](#)
- [Melton Borough Council \(0845 6018609 - C Tax\)](#)
- [Staffordshire County Council \(0845 045 0929 - ALL\)](#)
- [Breckland Council \(0845 600 1936 - C Tax\)](#)
- [Broxbourne Borough Council \(0845 601 7620 - C Tax\)](#)
- [Southend-on-Sea Borough Council \(08702 406650 - C Tax\)](#)
- [London Borough of Barnet \(0845 356 3456 - Rent\)](#)
- [Transport for London - Buses \(0844 544 7173 - Fare\)](#)
- [Transport for London - DLR \(0844 544 6990 - Fare\)](#)
- [Transport for London - Other \(0870 067 1303 - Fare\)](#)
- [Transport for London - Rail \(0844 544 7906 - Fare\)](#)
- [Transport for London - Underground \(0844 544 8458 - Fare\)](#)
- [Swindon Borough Council \(0845 6035058 - C Tax\)](#)

Leading Football Clubs

- [Celtic \(0871 226 1888 - Club and Ticket Office\)](#)
- [Rangers \(0871 702 1972 - Club and Ticket Office\)](#)
- [Derby County \(0871 472 1884 - Club and Ticket Office\)](#)
- [Fulham \(0843 208 1222 - Club Switchboard\)](#)