



# Non-geographic numbers and Premium rate services

## Non-geographic numbers

These numbers usually start '03', '084', '087' or '09' and aren't linked to a specific location. This means you won't know where in the country you're calling unlike 'geographic' phone numbers, such as 0161 for Manchester, which always start with 01 or 02.

Some of these number ranges are called 'Service' numbers and they may be charged at a premium rate.

Many organisations use 03 numbers as an alternative to more expensive 08 numbers and, although they are non-geographic, 03 calls will always be charged in the same way and at the same price as geographic numbers.

080 numbers are also non-geographic numbers used by some organisations including some helplines and charities. Calls are free of charge from all residential landlines and mobiles, and will not be shown on your bill.

Some non-geographic numbers cost more than calling mobiles, 03 and geographic numbers, and most are excluded from any inclusive numbers or minutes within a call plan. Many non-geographic numbers will connect to a service which may be paid for by the cost of the call. These non-geographic numbers are called 'Service' numbers and they may be charged at a Premium Rate.

## Premium Rate Services

Also known as Phone-paid Services, these are the goods and services that you can purchase by charging the cost to your phone bill. Premium Rate Services use non-geographic numbers, and are charged at a higher rate than calls to geographic numbers and mobiles.

Premium Rate call services might include:

- recorded information – for example, traffic reports, competitions, voting and things that you can download, such as ringtones; and
- Live services – for example, advice lines and chat lines.

The company providing any of these services is known as a 'service provider'.

All calls that start with 09 are Premium Rate Services. Some calls to numbers that start with 087 are also Premium Rate. Directory enquiry services with numbers that start with 118 are also classed as Premium Rate Services.

## Cost of calling Service Numbers

Some Service numbers use an 'unbundled tariff' charging system which is made up of two separate parts so that you can see how much you will pay for each element of the call:

- The Access Charge is set and paid to BT and is charged in pence per minute. You can find the cost of your Access Charge on your bill.
- The Service Charge is set and paid to the service provider you are calling and they will usually be independent of BT. This must be made clear wherever its service is advertised.

The table below sets out how much the Service Charge will be for residential customers.

Number range	Cost of Service Charge (per minute)
087	No more than 13p
09	No more than £3.60*
084	No more than 7p
118	Maximum charge of £3.65 per 90 second call

\*Some 09 numbers charge a one-off call cost and, where this happens, that charge will not be more than £3.60

The cost of the Access Charge to 084, 087, 09 and 118 calls depends on the Calling Plan option that the call is made from and whether you call from a BT landline or BT Mobile. Residential customers can find out more information at [www.bt.com/specialnumbers](http://www.bt.com/specialnumbers).

## 070 personal numbers

These are designed to be used for personal or "follow me" services, where calls are diverted from another number. These are different from mobile numbers, and calls to them are more expensive. Small businesses and sole traders use 070 numbers to make it easy to manage calls. Personal numbers are also sold on a one-off basis, for example when someone is buying or selling a used car and doesn't want to advertise their private mobile or fixed line number on a website or magazine.

Calls to numbers starting 070 are charged in the same way as calls to mobiles from your landline. Where your calling plan includes free calls to mobiles, calls are charged at 5 pence per minute.

## Barring Premium Rate numbers

You may decide to bar calls to 09 numbers or specific Premium Rate Services from your phone as these may be costly or you do not want specific content to be accessed. This does mean that you won't be able to access any of these services.

If you're a residential customer and would like to bar the services, you can call us on 0800 800 150 between 8am and 8pm, Monday to Friday, and between 9am and 6pm on Saturdays or Sundays. This call is free from your landline.

Business customers can call us on 0800 800 152 between 8am and 6pm, Monday to Friday.

## Premium Rate text subscription services

Some services use shortcodes and premium rate SMS. Shortcodes are special numbers that are shorter than normal mobile phone numbers (usually five or six digits).

Shortcodes and premium rate SMS are often used for one-off services such as charity donations, competition entries and voting by text during TV shows. But they can also be used for subscription services such as news and sports updates, gambling or games. SMS text messages of this kind can only be sent out if you sign up to the service.

You can either be charged for each message you receive, or you might be charged at regular intervals, such as weekly or monthly.

Sometimes Shortcodes and premium-rate SMS are charged at your normal network rate, but more often they are premium rate services, which means you pay an additional fee. This can be anything from 25p to £10 per message, and the exact amount should be clearly displayed wherever you see the Shortcode promoted.

The company you are receiving the Shortcode messages from should let you know how to stop receiving them. Usually, you should simply be able to text 'STOP' to the Shortcode number you've been receiving the messages from.

## Complaints about Premium Rate Services

If you have an unexpected premium rate charge on your phone bill, the first step is to get in touch with the company running the premium rate service. The service provider should be able to explain the charges and tell you what to do to stop any recurring charges.

If you don't recognise the number, we can deal with number checking requests through the facilities provided on the Phone-paid Services Authority (PSA) website at [www.psauthority.org.uk/](http://www.psauthority.org.uk/)

Where possible, we can provide you with details of the service provider for the premium rate service number so you can contact them directly to make a complaint and ask for a refund.

We can also give you basic information about how premium rate services work, including whether the calls in question were on our own network or on the network of another provider. We can also explain, in general, how call charges are shared between the networks.

Alternative Dispute Resolution Scheme

If you remain unhappy with how a service provider deals with your complaint, you may be able to ask for your complaint to be dealt with under the Alternative Dispute Resolution Scheme. Contact the service provider for the premium rate service for details of how to make a complaint.

For full details of BT's complaints policy and how to make a complaint, visit <https://www.bt.com/help/home/complaints.html>.

## Phone-paid Services Authority

The Phone-paid Services Authority (PSA) is the regulatory body for premium rate services, and it publishes a Code of Practice that providers of premium rate services must follow. This includes rules on advertising and promoting premium rate services.

Once you've followed the complaints route as set out above – and if you are still unsatisfied with the outcome – the PSA may be able to help you if you have a complaint about a premium rate service.

They can investigate complaints about services and service providers and their website can help if you are trying to find out more about a service you have called or been charged for calling. However, the PSA cannot give compensation for calls made to recorded information premium rate numbers. It may be able to give details of the service provider, though.

The best way to contact the PSA is via their website. Alternatively, you can call them on 0300 30 300 20. They're open Monday to Friday, 9:30am to 5pm, excluding bank holidays.

## Further information

For more information about calling non-geographic and premium rate numbers, visit [www.bt.com/specialnumbers](http://www.bt.com/specialnumbers).

Business customers can find this information in our BT Price List at [www.bt.com/pricing](http://www.bt.com/pricing).

You can also phone us on 0800 800 150 between 8am and 8pm, Monday to Friday, and 9am and 6pm on Saturdays and Sundays. This call is free from your landline.

You can also visit Ofcom's website here which provides more information about the different number ranges and further information about the costs of these calls.

### Offices worldwide

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