

CLEAR CHARGES BEFORE YOU DIAL

Do you ever dial numbers beginning 08, 09 or 118?

They're known as 'service numbers'. You might use them to contact companies and services over the phone.

The cost of calling these numbers varies a lot. Some cost a few pence, while some charge you several pounds.

That's why new rules are coming, to make the cost clear before you dial.



ONE CALL TWO PARTS

From 1 July, whenever you call a service number from a landline or a mobile, your call cost will be made up of two clear parts.

1. The 'access charge': This goes to your phone company for connecting you to the service you want.
2. The 'service charge': This is set by the organisation or service you are calling.

For the access charge, look on your phone bill or speak to your phone company. You'll find the service charge wherever the number is advertised.

So for the total cost of the call, simply add those two charges together.



FREEPHONE FROM MOBILES

Also from 1 July: calls to 'Freephone' numbers (which start 0800 or 0808) will be free from all consumer mobiles and landlines.

So no matter how you call them, it will always be free.

For more, visit ukcalling.info or contact your phone company



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