

Short dial codes

There are four prefix numbers for use with the Text Relay service:

- 18000 – making an emergency call
- 18001 – customers who are hard of hearing/hard of speech can make a call to any destination using this prefix and a relay assistant will intermediate
- 18002 – This is for regular phone users to call hard of hearing/hard of speech users
- 180015 – For fixed line (landline) customers where a Text phone is in use. This prefix bypasses the need for a Text Relay assistant so a Text Relay user can directly dial another text phone user

The matrix below indicates the destinations that are available to our customers when using Text Relay.

Only calls to 01, 02 and 07 destinations can be made using the 18002 and 180015 prefix. The main prefix for hard of hearing customers is 18001 where any calling destination should be dial able.

Key:

PAYM = Pay Monthly Customers

PAYG = Pay As You Go Customers

TMUK = T-Mobile customers

OUK = Orange Customers

Emergency Services (ZERO RATED)

Number dialled	EE PAYM	EE PAYG	TMUK PAYM	TMUK PAYG	OUK PAYM	OUK PAYG
18000 Official Emergency Service Text Relay Prefix	✓	✓	✓	✓	✓	service unavailable
18001 999	✓	✓	✓	✓	✓	service unavailable
18001 112	✓	✓	✓	✓	✓	service unavailable

Short codes (ZERO RATED)

Number dialled	Available Prefix	EE PAYM	EE PAYG	TMUK PAYM	TMUK PAYG	OUK PAYM	OUK PAYG
101 (Police)	18001	✓	✓	✓	✓	✓	service unavailable
111 (NHS)	18001	✓	✓	✓	✓	✓	service unavailable
105 (Electricity Helpline)	18001	✓	✓	x	x	X	service unavailable
116 xxx (Charity Helplines)	18001	✓	✓	x	x	✓	service unavailable
150 (Customer Services)	18001	✓	✓	✓	✓	✓	service unavailable
195 (Disability Directory Enquiries)	18001	✓	✓	x	x	x	service unavailable

Other Destinations (ZERO RATED)

Number dialled	Available Prefix	EE PAYM	EE PAYG	TMUK PAYM	TMUK PAYG	OUK PAYM	OUK PAYG
01	18001 18002 180015	✓	✓	✓	✓	✓	service unavailable
02	18001 18002 180015	✓	✓	✓	✓	✓	service unavailable
03	18001	✓	✓	X	X	✓	service unavailable
05	18001	✓	✓	X	X	✓	service unavailable
07 (excluding 070 – Personal Numbers and 076 – Radio Paging)	18001 18002 180015	✓	✓	✓	✓	✓	service unavailable
0800 / 0808	18001	✓	✓	✓	✓	✓	service unavailable

Other Destinations (DISCOUNTED RATE CHARGING)

Access Charge = 0p, Service Charge will be charged at the standard rate.

Number dialled	Available Prefix	EE PAYM	EE PAYG	TMUK PAYM	TMUK PAYG	OUK PAYM	OUK PAYG
084 (Non-Geographical)	18001	✓	✓	X	X	✓	service unavailable
087 (Non-Geographical)	18001	✓	✓	X	X	✓	service unavailable

09 (Premium Rate)	18001	✓	✓	X	X	X	service unavailable
118x (Directory Enquiries)	18001	✓	✓	X	X	✓	service unavailable

Other Destinations (STANDARD RATE CHARGING)

There is no discount applied to these destinations.

Number dialled	Available Prefix	EE PAYM	EE PAYG	TMUK PAYM	TMUK PAYG	OUK PAYM	OUK PAYG
00 (International)	18001	✓	✓	X	X	✓	service unavailable
(Channel Island – International Calls) 01481 01534 01624 07457 07509 07624 07781 07797 07839 07924 07937	18001	✓	✓	X	X	✓	service unavailable
070 (Personal Numbers) 076 (Radio Paging)	18001	✓	✓	X	X	✓	service unavailable