

Short dial codes

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

- **18000** – making an emergency call
- **18001** – customers who are hearing or speech impaired can make a call to any destination using this prefix and a relay assistant will translate text to speech and vice versa
- **18002** – This is for regular phone users to call hearing or speech impaired 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 or speech impaired customers is 18001 where any calling destination should be accessible.

EE PAYM & PAYG Next Generation Text Service

Prefix	Number Dialed	Cost
18000	N/A (Direct access to the 999/112 Emergency Services)	Free
18001	UK Landline (01, 02, 03)	Free
	UK Mobile (07)	Free
	05	Free
	0800/0808	Free
	084	Standard Rates
	087	Standard Rates
	070 (personal numbers)	Standard Rates
	076 (radio paging)	Standard Rates
	09 (premium rate)	Access charge: Free, Service Charge : Standard
	118 xxx (directory enquires)	Access charge: Free, Service Charge : Standard
	116 xxx (charity helplines)	Free
	150 (customer services)	Free
	195 (disability directory)	Free
	101 (non-emergency police)	Free
	111 (non-emergency NHS)	Free
	105 (Electricity helpline)	Free
00xx Channel Island destinations (01481, 01534, 01624, 07457, 07509, 07624, 07781, 07797, 07839, 079324, 07937)	Standard Rates	
18002	UK Landline (01, 02)	Free
	UK Mobile (07)	Free
	070 (personal numbers)	Standard Rates

