

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.

Key:

PAYM = Pay Monthly Customers

PAYG = Pay As You Go Customers

TMUK = T-Mobile customers

OUK = Orange Customers

EE & TMUK PAYM 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)	
	05	
	0800/0808	
	084	Standard Rates
	087	
	070 (personal numbers)	
	076 (radio paging)	
	09 (premium rate)	Access charge: Free, Service Charge : Standard
	118 xxx (directory enquires)	Free
	116 xxx (charity helplines)	
	150 (customer services)	
	195 (disability directory)	
	101 (non-emergency police)	
	111 (non-emergency NHS)	
	105 (Electricity helpline)	
	00xx	Standard Rates
Channel Island destinations (01481, 01534, 01624, 07457, 07509, 07624, 07781, 07797, 07839, 079324, 07937)		
18002	UK Landline (01, 02)	Free
	UK Mobile (07)	
	070 (personal numbers)	Standard Rates

EE & TMUK 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)	
	05	
	0800/0808	
	084	Standard Rates
	087	
	070 (personal numbers)	
	076 (radio paging)	
	09 (premium rate)	Access charge: Free, Service Charge : Standard
	118 xxx (directory enquires)	Free
	116 xxx (charity helplines)	
	150 (customer services)	
	195 (disability directory)	
	101 (non-emergency police)	
	111 (non-emergency NHS)	
	105 (Electricity helpline)	
00xx	Standard Rates	
Channel Island destinations (01481, 01534, 01624, 07457, 07509, 07624, 07781, 07797, 07839, 079324, 07937)		
18002	UK Landline (01, 02)	Standard Rates
	UK Mobile (07)	
	070 (personal numbers)	

OUK TEXT RELAY SERVICES (PAYG/PAYM)

Number dialled	Available Prefix	OUK PAYM	OUK PAYG
18000 (Official Emergency Service Text Relay Prefix)	-	✓	service unavailable
999	18001	✓	
112		✓	
Number dialled	Available Prefix	OUK PAYM	OUK PAYG
101 (Police)	18001	✓	service unavailable
111 (NHS)		✓	
105 (Electricity Helpline)		✗	
116 xxx (Charity Helplines)		✓	
150 (Customer Services)		✓	
195 (Disability Directory Enquiries)		✗	
Number dialled	Available Prefix	OUK PAYM	OUK PAYG
01	18001	✓	service unavailable
	18002		
	180015		
02	18001	✓	
	18002		
	180015		
03	18001	✓	
05		✓	
07 (excluding 070 – Personal Numbers and 076 – Radio Paging)	18001	✓	
	18002		
	180015		
0800 / 0808	18001	✓	
Number dialled	Available Prefix	OUK PAYM	OUK PAYG
084 (Non-Geographical)	18001	✓	service unavailable
087 (Non-Geographical)		✓	
09 (Premium Rate)		✗	
118x (Directory Enquiries)		✓	
Number dialled	Available Prefix	OUK PAYM	OUK PAYG
00 (International)	18001	✓	service unavailable
(Channel Island – International Calls) 01481, 01534, 01624, 07457, 07509, 07624, 07781, 07797, 07839, 07924, 07937		✓	
070 (Personal Numbers) 076 (Radio Paging)		✓	