



## Premium Rate Services and Non-Geographic Numbers

These numbers can start with 03, 08, 09, 070, 116 and 118. They aren't linked to a specific location which means you won't know where in the country you're calling, unlike geographic phone numbers which always start with 01 or 02. Many organisations use 03 numbers as an alternative to more expensive 084 and 087 numbers. 03 numbers are non-geographic numbers, but they are charged at the same rate as geographic numbers and are usually included in call allowances.

080 numbers are also non-geographic numbers, but they are used by charities and organisations that run helplines. Calls to 080 ranges are free of charge from UK landlines and mobiles and will not show on your itemised bill.

### 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 can be voice or text and use non-geographic numbers. They are usually charged at a higher rate than calls to geographic numbers and mobiles.

Premium rate services might include:

- Digital downloads, such as ringtones.
- SMS subscription services.
- Live services such as advice lines and chat lines.

Voice services that start with 09 are premium rate services, as are some voice call services starting with 087. Directory enquiry services starting with 118 are also classed as premium rate services. 084 and 087 numbers are typically used for banks, utility companies, customer helplines, government departments and voting in TV shows.

### Barring Premium Rate numbers

You may decide to bar voice calls to 09 numbers from your phone. Call us on 150 and we will set the bar for you.

### Third party premium rate services

You may see charges on your bill from other companies. These occur when you've requested a service, or voted, or entered a competition, or purchased digital content and agreed that these charges be applied to your EE bill.

These are not EE services and are charged by the company that provided these services. They will appear on your bill under 'Services from other companies'. These services use shortcodes and premium rate SMS. Shortcodes are special numbers that are often shorter than normal mobile phone numbers (usually three to nine digits long). They 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. 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.

### Phone-paid Services Authority (PSA)

Phone-paid Services Authority (PSA) is the regulatory body appointed by Ofcom to regulate the content, goods and services charged to a phone bill. PSA investigates complaints about the advertising, content and overall operation of premium rate services. It has the power to fine companies and bar access to their services if they breach their code of practice. If you have a complaint you should contact the service provider first. If they don't resolve your query to your satisfaction you should contact us and we will investigate. You can contact PSA by phone: 0300 30 300 20 or online: [www.psa.org.uk](http://www.psa.org.uk).

### Non-Geographic numbers

116 and 080 numbers

Calls to 0800, 0808 and 116 numbers are free in the UK. 116 helpline services include:

- 116000 Hotline for Missing Children
- 116111 Childline
- 116123 Samaritans

03, 02 and 01 numbers

Many organisations use 03 numbers such as 0300, 0344 or 0345 as an alternative to more expensive 084 and 087 numbers. Calls to 01, 02 or 03 numbers will come out of your inclusive minutes.

### Personal numbers

These begin with 070 and are designed to be used for "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.

## Access and Service charges

When calling premium rate and non-geographic numbers you'll be charged an access charge and a service charge. The access charge is the amount charged by EE and the service charge is charged by the organisation you're calling. The amount of the service charge is set by them and should be stated anywhere the number is advertised. The access charge and service charge will appear separately in the itemised section of your bill but may not be listed next to each other. Although they'll be included separately in the total number of calls and duration of calls shown on your bill, the amount you're charged will be unaffected.

The access charge is set and paid to EE and is charged in pence per minute. You can find the cost of your access charge on your bill.

	Per minute charge inclusive of VAT unless otherwise stated
EE pay monthly mobile customers	55p
EE SIM only mobile customers	55p
EE pay as you go and Flex customers	44p
EE Broadband and Phone customers	11p
EE Small Business Customers	46p (excl. VAT)

## Service charges

The service charge is set and paid to the service provider you are calling, and they will usually be independent of EE. This must be made clear wherever its service is advertised. Service charges are available on ee.co.uk.

## 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 EE's complaints policy and how to make a complaint, visit <https://www.ee.co.uk/home/complaints.html>.

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