



Changes to the law and regulations regarding non-geographic phone numbers.

We are writing to let you know about upcoming changes designed to make the costs of calling non-geographic numbers clearer for end users.

As of July 1st 2015 Ofcom is introducing changes to the way these service numbers are charged. This notification gives you 30 days' notice and will explain how your price will change or what you need to do.

Freephone Numbers become free to call from mobile phones

As of 1st July 2015 0800 and 0808 Freephone numbers will now be free for people to call from mobile phones. Customers who receive calls on 0800/0808 numbers will pay a surcharge to receive calls from mobile phones which will be 5p per minute at all times.

Numbers starting 084 and 087

As of 1st July 2015 numbers that start 084 and 087 will also change. Your pricing will remain the same for these numbers but you must make it clear to your customers about the cost to call. If your number is advertised you will need to apply the following message to the advert:-

For 084 numbers "Calls will cost 7 pence per minute plus your phone company's Access Charge"

For 087 numbers "Calls will cost 13 pence per minute plus your phone company's Access Charge"

Charges must be clearly displayed at point of sale where your number is advertised.

If you have ported 084/087 numbers to us please check with the originating provider what the charge will be for calling the number.

If you are a reseller of City Numbers please ignore this pricing as your bespoke pricing was emailed to you last week.

For more information from the regulator please visit www.ukcalling.info

If you have any further questions about these changes please feel free to call us on 0121 748 0060.