



Ofcom's telephone charging rules for numbers beginning 08, 09 and 118.

From 1st July 2017, Ofcom changed the way all telephone companies including mobile operators, charge for calls to non-geographic and premium rate numbers.

The charges are now made up of 2 elements, a service charge and an access charge. The service charge is priced identically throughout the industry and should always be advertised clearly by the owner of the number. The access charge will vary from telephone suppliers including mobile network operators.

The new charges are designed to make calculating the cost of these calls simpler. By adding the service charge to the access charge, a caller should be able to accurately calculate the cost of the call. Because of the new composition of the charge, any bespoke pricing for such calls has been removed in the isolated incidences where it was previously included.

The changes mean that calls to 0800 and 0808 will finally be free of charge from mobiles and all landlines. LCC have always rated these calls free of charge for their customers. The cost of calling other non-geographic numbers will have changed and in many cases increase owing to the new rules.

You should also be aware that calls to these destinations from mobiles usually have a higher access charge than those from most landline operators.

LCC is passionate about providing value for money to its customers and is focussed on genuine, like for like competitiveness in the communications industry.