Number crunching:

- how much does a phone call really cost?

0800, 0870, 090, 020 – there are so many different phone numbers that keeping tabs on how much they cost to call can be confusing. So what do they all mean?

This is a guide to common phone numbers, some of the ways that they are used and the costs of calling them from a BT landline - other providers' prices may vary.

Prices may be lower or higher than the examples quoted below, particularly from mobile phones.

The prices below are indicative only and should not be used as a definitive list of call charges. You should check with your provider before you dial.

As well as a pence per minute rate, most fixed line providers charge a call setup fee to connect the call of 5 to 10p for some calls.

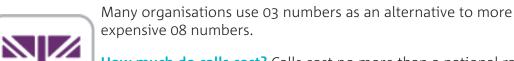
01 and 02 numbers – geographic numbers

These numbers relate to specific locations in the UK and are used for homes and businesses. For example, Huddersfield is 01484, Bath is 01225, Edinburgh is 0131 and London is 020.

How much do calls cost? Calls from a BT landline are typically charged between 1.5p and 4.5p per minute depending on the time of day (plus a call set-up fee) and are included in free call packages. Most providers

offer call packages that allow calls free of charge at certain times of the day.

03 numbers - UK wide geographic numbers



How much do calls cost? Calls cost no more than a national rate call (01 or 02) and must count towards any inclusive minutes in the same way. Calls cost up to 4.5p per minute from a BT landline during the day and are included in free call packages.

030 numbers - not-for-profit organisations

030 numbers are specially designed for not-for-profit organisations, charities and public bodies to offer consumers a single point of contact nationally. The BBC, the Met Police, the RSPCA, local councils, Ofcom and a number of government departments use 030 numbers.

How much do calls cost? They cost no more than calls to geographic (01 and 02) numbers and must be included in inclusive minutes and discount schemes. Calls cost up to 4.5p per minute from a BT landline

during the day and are included in free call packages.

07 - mobile numbers **How much do calls cost?** Calls to mobiles are charged between 6p and 18p per minute from BT landlines and are not included in free call packages. Call costs from mobiles vary according to the calling plan chosen and are often more expensive than calls from landlines. Calls between mobile phones are often included in free call packages. 070 – personal numbers These are different from mobile numbers and calls to them are more expensive. They can be used as a "follow me" service where calls are diverted to another number. Some small businesses and sole traders use them to make it easy to manage calls. Personal numbers are also sold on a one-off basis. For example, if you are buying or selling a used car and you do not want to advertise your private mobile or fixed line number on a website or in a magazine. How much do calls cost? 070 numbers can cost between 9p and 50p per minute from a BT landline and up to 75p per minute from a mobile phone, depending on the time of day you are calling. 08 numbers 0800 and 0808 Freephone A number of businesses and organisations use 0800 numbers including some helplines and charities such as Childline. **How much do calls cost?** Calls are normally free of charge from fixed lines but charges may apply from mobile phones. The operator must make an announcement before the call is connected telling the caller that they will be charged. Chargeable 08 Business Rate numbers These are used by businesses and organisations for sales, enquiry and customer service lines and for some pay-as-you go internet access services. Businesses and organisations generally receive a share of the call charge. 0843 and 0844 How much do calls cost? Calls are charged at up to 5p per minute for BT customers, calls from other providers may vary and cost more from mobile phones.

