

Dear [Redacted],

Transport for Wales Rail Services will look to change the 0845 numbers identified in your email to alternative numbers. We expect this to happen in the next few months as part of other changes to be made by our telecommunications provider.

Best regards

Transport for Wales

From: [Redacted]

On Behalf Of: Fair Telecoms Campaign

Sent: 06 May 2019 10:43

To: TfW Media Relations <media@tfw.wales>

Subject: Improper use of 0845 telephone number

Would you please offer a response to the following information.

The **fair telecoms campaign** seeks to draw media attention to deliberate breaches of the UK Government guidance – [HMG Guidance - Customer Service Telephone Lines - Use of Number Prefixes](#).

The guidance never to use 084 numbers for public contact with public bodies is widely adhered to. We commonly find that apparent breaches result from errors that are swiftly corrected.

We note a report of **0845 120 4676** being advertised as a contact number, including a photograph, through this tweet -

<https://twitter.com/NumberGuyUK/status/1124684076236136449>.

A call to this number led to it being answered and confirmed as being the correct number to call for **Transport for Wales**.

Calls to this number are subject to a "Service Charge" of 2p per minute, plus the "Access Charge" of up 58p per minute. A mobile user (i.e. anyone reading the notice) would typically pay 57p per minute to call this number. The "Access Charge" for the four major mobile providers is currently 55p per minute.

Regardless of whether this number may be actually operated by **KeolisAmey, Transport for Wales** is a public body and must accept primary responsibility.

Whichever is directly responsible is in breach of the Ofcom requirements - [How does UK Calling affect businesses?](#). These demand that the notice pictured include the advice - **"Calls cost 2p per minute plus your phone company's access charge"**.

We hope to hear that the number given will be changed (possibly to the widely publicised number - 0333 3211 202), rather than the notice(s) amended to comply with this regulation.

I look forward to a prompt response, indicating the action that will be taken and the relevant timescale.

regards

[Redacted]