

Reference: 01995437

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

22 May 2025

Dear,

### Freedom of Information request: Right to know request

Thank you for your request for information about calling Freephone numbers from mobiles.

We received this request on 8 May 2025 and we have considered your request under the Freedom of Information Act 2000.

#### Your request

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*Please could you advise if there has been a change in regulation which now allows for companies like EE to charge for calling a Freephone number from a mobile?*

#### Our response

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Our [National Telephone Numbering Plan](#) sets out applicable tariff principles and maximum prices in respect of the UK telephone numbers available for adoption. This designates certain types of telephone numbers as ‘free to caller’ – these include phone numbers beginning with the digits 080 and 6-digit short numbers beginning with the digits 116.

The Numbering Plan defines ‘free to caller’ as meaning “one that can be accessed by a Consumer **at a retail price of zero** and, in the case of a Public Pay Telephone without having to use coins and cards”.

- ‘Consumer’ in this context means any natural person who uses or requests a Public Electronic Communications Service for purposes which are outside his or her trade, business, craft or profession.
- These rules were put in place for 080 numbers by our [12 December 2013 statement](#), with effect from June 2015. 116 numbers were already free to caller.
- Our [General Conditions rules](#) (Condition C3.10) also requires that calls to these free-to-caller numbers must not appear on customers’ phone bills.
- Please note, the 0500 number range was withdrawn by Ofcom with effect from 3 June 2017 and is no longer in use. This is set out in our [June 2014 statement](#).

I hope this information is helpful. If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

**Request an internal review**

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team ([information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)) to request an internal review.

**Taking it further**

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).