

## Number Patterns

When taking messages that include telephone numbers, a good habit to get into is writing down the numbers in the correct manner. The benefit of this is that mistakes are minimised.

### Geographical numbers

Towns and cities in the UK can have 3, 4 or 5 digit codes.

- Some large cities, such as London, have 3 digit codes. Be aware that the London code is now **020** followed by an 8 digit phone number best laid out as follows: 020 **xxxx** xxxx.

The eye recognises smaller groups of digits more easily.

- Other major towns have four digit codes and 7 Digit Numbers and are best laid out as in this example for Bristol: 0117 **xxx** xxxx.
- Other UK towns have 5 digit codes starting 01 and are normally laid out as in this example for York: 01904 **xxx** xxx.

### Mobile phones and other 07 numbers

All UK mobile phone numbers now start with 07.

Mobile phones have 5 figure codes starting 077, 078 or 079 the correct format being:

07xxx **xxx** xxx

### Non-geographical numbers

We now also have many non-geographical numbers which, like mobile phone numbers, mean that the full number always needs to be dialed. They are normally followed by 7 digits. If you have less than 7 then check that you have the number down correctly: 0800 **xxxx** xxx

These are the most common ones:

0800	Free to the caller
0808	Free to the caller
0330	Charged at the same rate as 01 and 02 numbers
0845	Charged at Local Rate
0870	Charged at National Rate
0906	Charged at a Premium Rate