



Branch Secretaries' Circular

13 February 2018
Volume 7

Dear Branch Secretary

GOOD NEWS RE LANDLINE CHANGES

In December I wrote to you (BSC 16) to ask you to alert members to changes Post Office Ltd were making as part changing your landline provider. The impact of this change would have been an end to split-billing, and the current PO line only being available for calls to PO approved numbers (the white list). Calls to non PO approved numbers would have to be made on a separate landline or mobile.

As I said in BSC 16 this demonstrated a complete misunderstanding of the reality of running a sub post office.

At conference, Tom Moran, Network Development Director, confirmed this plan has been abandoned following significant pressure from the NFSP. In a statement to *The Subpostmaster* Post Office Ltd said:

“Following further consideration from the feedback we have received and discussions we have had with the NFSP, we are suspending implementation of the white list/call blocking on phone lines that were previously part of the split billing process in the expectation that future usage does not exceed the previous levels of calls made by postmasters for which they were charged by BT.

“We believe that this will enable postmasters to continue to use the phone lines for calls in the UK in the same way as prior to the transfer of the lines from BT to Verizon but as the split billing arrangement will no longer be in place, these call costs will not be passed on to postmasters.

“We will continue to monitor usage and providing this usage level does not increase, this arrangement will continue indefinitely. Please note that calls to premium numbers (starting 090) or international numbers will not be possible. Calls to business rate numbers starting 08 – such as the main NBSC and HRSC numbers - will be permitted.”

Yours sincerely

LYNN ECCLES

Director of Communications and Strategy