



Telephone

You can call us on 0300 111 7000 between 9am and 5pm, Monday to Friday. This number is also available for emergencies between 5pm to 9am every day, including weekends and Bank Holidays.

Email

[Email our Customer First team.](#)

Fax and text phone

You can send a fax to us on 0300 111 7001. You can also contact us via a text phone by dialling 18001 and then 0300 111 7000 to be connected. There are no additional charges. However, the duration of the call may be longer.

Call charges

Mobile phones: calls to 0300 111 7000 are charged at standard landline rates. Calls are free if callers have 'free inclusive minutes' as part of their package. Landlines: calls are charged at the standard local rate for those calling from 0121 locations and the standard national rates from elsewhere, e.g. 01922. Free local/national calls included in rental packages also apply when calling on the customer first number 0300 111 7000.
