



Home Office

**Digital, Data and  
Technology**  
Lunar House  
Croydon CR9 2BY  
[www.homeoffice.gov.uk](http://www.homeoffice.gov.uk)

To: Telecom Operators

30 March 2020

Dear Operators

**Urgency to provide 101 Single Non-Emergency Number (SNEN) charges free to UK Citizens**

You will appreciate that in the current circumstances, with many Police stations having to close their doors to walk in traffic because of Covid-19, the Home Secretary is extremely keen to ensure that the 101 Single Non-Emergency Number (SNEN) is as accessible as possible to our citizens by being free at the point of use. Enabling citizens to use 101 SNEN, free of charge, to contact their local police force will also help manage impact on the critical 999 service during this time.

The Home Office would urge all operators to make the necessary changes to their services in order to make the 101 Single Non-Emergency Number free by the 1<sup>st</sup> April 2020. If any operator is unable to make the change by that date, we ask that you commit to refund customers for any 101 charges made after the 1<sup>st</sup> April 2020.

Thank you for your response to enable this to happen.

Yours sincerely

Matthew Philpott  
Director, Enterprise Technology