

**Notice of Motion to Corporate Committee on
Tuesday 8 November 2022**

Council Phone Charges

Committee understands that phone calls to Moray Council services are currently charged at normal rates.

Committee understands that these charges can vary from 16p to 65p per minute from a landline and outside inclusive mobile minutes allowance, according to Ofcom.

Committee recognises that the phone charges can be a barrier to accessing services, particularly for people on low income.

Committee instructs officers to bring forward a report on the implementation of free phone numbers for Council services users.

Committee further instructs officers to bring forward a report on the implementation of free web-based methods of contacting Council services such as web chats and instant messaging

Proposer: Jérémie Fernandes

Seconder: Theresa Coull