

Transport for London
London Taxi and Private Hire



Voice Contact Requirement: Guidance for Private Hire Operators

On 25 May 2018, Transport for London (TfL) issued [TPH Notice 03/18](#), which confirmed that London private hire vehicle (PHV) operators are required to make someone available for passengers to speak to during their hours of business and at all times during a journey (known as the Voice Contact Requirement).

Private hire operators must comply with the Voice Contact Requirement by no later than **1 October 2018**.

We have now published guidance and information on how to comply with the requirement on our website www.tfl.gov.uk/ph-operators.

If you need any further advice about your private hire licence or licence application in light of this guidance, please email us at tph.enquiries@tfl.gov.uk or call our Licensing Team on 0343 222 4444 (Monday to Friday, 08:00 to 18:00).

A handwritten signature in black ink, appearing to be 'Graham Robinson', written in a cursive style.

Graham Robinson
Interim General Manager
London Taxi and Private Hire

10 September 2018

For previous Notices visit tfl.gov.uk/tph-news