



REAL DATA. REAL INSIGHTS.

DATABASE SPECIFICATION

UK Contact Centre Directory

Edition: 37th (June 2026)

Description: The UK Contact Centre Directory is a database of UK contact centres used for sales and marketing. The database has contact details for **15,681** operational and senior manager and directors.

TABLE 1: CONTACTS BY VERTICAL MARKET

Vertical market	Contacts
Engineering & Construction	302
Entertainment & Leisure	507
Finance	2,032
Food & Drink	408
Housing	519
Insurance	359
IT	1,134
Manufacturing	1,121
Medical	742
Motoring	291
Outsourcing & Telemarketing	571
Printing & Publishing	293
Public Services	1,558
Recruitment & Training	165
Retail & Distribution	1,450
Services	2,293
Telecoms	485
Transport & Travel	894
Utilities	557
Total	15,681

TABLE 2: CONTACTS BY AGENT POSITIONS (WHERE REPORTED)

Agent positions at that location	Contacts
<6	438
6-10	914
11-24	1,645
25-50	1,106
50-100	964
100-150	614
150-200	229
200-250	201
250-500	477
500-1000	248
1000+	723
Other (estimated 100+)	1,347
Undisclosed / unreported	6,775
Total	15,681

TABLE 3: CONTACTS BY JOB TITLE /ROLE

Job title / role	Contacts
Contact centre manager or equivalent	2,073
Contact centre director or equivalent	455
HR manager	288
Training manager	178
IT manager	545
Equipment buyer / Facilities Manager	300
Telephony Manager	98
Customer Experience Mgr/Dir	1,445
Other contacts	1,277
MD / CEO	852
Senior Operations Contact	4,651
Senior IT Contact	970
Senior Finance Contact	128
Senior HR Contact	140
Senior Customer Service Contact	836
Senior Marketing Contact	385
Senior Sales Contact	242
Other senior contacts	818
Total	15,681

Fields

- Company name
- Telephone number (company)
- Address
- Region
- Postcode
- Web address
- Vertical Market
- Agent positions at this contact centre
- UK agent positions
- Job Title
- Contact name
- E-mail (c. 100% of cases)
- LinkedIn profile URL (c. 91% cases)

Pricing

£4,500 + VAT 12-month subscription to the entire UK Contact Centre Directory, including any updates / additions.

Extracts of the UK Contact Centre Directory are available on a bespoke basis on request (e.g. by specific vertical markets, contact centre size bands and/or job roles).

Named contacts are charged at £0.50 + VAT each. Email smorrell@contactbabel.com for quote.

Minimum order value	None
Maximum order value	capped at £4,500 + VAT
Cost of count / delivery	None
Terms	unlimited usage for 12 month period. See www.contactbabel.com/privacy for terms of use
Delivery format	immediate via email, as Microsoft Excel or CSV file

GDPR notice

GDPR notice: The UK Contact Centre Directory has never been opt-in / consent-based, and cannot be as this would require knowing who the clients are in advance.

Users of the Directory should consider using 'Direct marketing as a legitimate interest' rather than consent in order to use it lawfully under GDPR. ContactBabel has carried out a legitimate interest assessment as recommended by the ICO and DMA for the Directory, which is available upon request.

While PECR is still in place, sending emails to UK business clients seems allowable without opt-in (see clauses 142-145).

The EU ePrivacy Regulation may change that depending on the final text and UK adoption, but GDPR itself relates to the holding and processing of the data, rather than relating to direct marketing.

Please note that this is our interpretation of the law based on what we have read, and does not constitute binding legal advice.

Specification correct as of: 8th June 2026. All figures subject to change without notice.

FOR COUNTS AND QUOTES, EMAIL
Steve Morrell

smorrell@contactbabel.com
+44 (0)1434 682244