

## Consultation response form

<b>Consultation title</b>	<b>Directory Enquiries (118) Review</b>
<b>Full name</b>	Graham Carter
<b>Representing (delete as appropriate)</b>	Self

## Your response

<b>Question</b>	<b>Your response</b>
<b>Question 1: Do you agree with our assessment of harm?</b>	Yes. I took over the financial responsibilities of an elderly person who kept forgetting the telephone number of friends. She used 118 118 because she could remember that and then was “persuaded” to use their follow on service. Her phone bills were over £700 a quarter. 118 numbers could not be barred on the service she was using and the service provider wrote to her about her high call charges. I changed the service provider to BT and barred 118 calls. Her quarterly bill dropped to less than £80. I believe 118 118 takes advantage of vulnerable people and is profiting for their ability to charge what they wish for services.
<b>Question 2: Do you agree with our view that the proposed cap on the service charge for a call to a 118 number of £2.58 (ex VAT) per 90 seconds of the call is an effective and proportionate to remedy the harms identified?</b>	Yes, but the follow on service needs to be capped as well.
<b>Question 3: Do you agree with our view that an overall implementation period of four months following Statement will be a sufficient time for providers to introduce the proposed cap?</b>	Yes

**Question 4: Do you have any comments on the notifications at Annex 10 and the draft modification set out within them? Where you disagree with the proposed modification, please explain why.**

No