

Directory Enquiries (118) Review

Campaign to Retain Payphones (CARP)

Question 1: Do you agree with our assessment of harm?

CARP is concerned that it is impossible to access ANY directory enquiry service from a "no coin" phone box. The credit/debit card service provided by Creditcall Telecom Services does not accept numbers beginning 118 and the free directory enquiry service 0800 118 FREE, or 0800 118 3733, is also inaccessible from BT's "no coin" payphones. Ofcom should insist on directory enquiry services being made available from all payphones. Directory enquiry calls from "no coin" payphones should preferably be free.