

Dear sir or madam,

The replacement of the 192 Directory Enquiries service with the current mess is unforgivable. Consumers have no idea how much they are paying.

The introduction of multiple 118 providers was unnecessary meddling, breaking something that wasn't broken. No one woke up one morning and thought "I wish instead of one number to ring, with a simple price structure, there were two dozen random providers, most of whom will charge like a wounded bull". It was totally unjustified and does not benefit consumers. A solution without a problem.

BT's 192 service was never glamorous, but the operators took great pride in their jobs and provided an excellent service. The best thing you could do is bring this back to how it was before the change which took place in 2003, i.e. have one number – say 192 – and one clear, capped price per call.

Yours faithfully,

Robin Lee LCGI ICTTech MIET MIES