

Consultation title	Directory Enquiries (118) Review
Full name	Name Withheld
Representing (delete as appropriate)	Self

Your response

Question	Your response
Question 1: Do you agree with our assessment of harm?	Yes. Call charges have spiralled out of control since July 2015.
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?	Yes, but even this level seems a little on the high side representing some £124 per hour. Even an expensive tradesperson charges far less than this.
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?	Yes. Providers seem to be able to put up prices on a whim. There should be no undue delay on this enforced reduction.
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.	