

Dear Sir,

With regard to your review of 118 service I respectfully suggest that OFCOM should consider banning such services from undertaking to connect the call.

Two years ago, my elderly mother in law received a charge of over £70 for the connection of a call by a friend who had been in a car accident. He called 118118 to find the number for his insurer and did not understand the consequences, resulting in an extended call resulting in the charge.

Older people cannot always comprehend what is said about the cost message delivered during the call and as a result of fear and panic under certain circumstances accept unwittingly and bear a huge burden of unaffordable cost as a result.

I respectfully ask you to consider this matter during your consultation.

Yours Sincerely
Anthony Payne