



Another scam by the 118 118 guys

The Sun has today released part 2 of its series of revelations of scams around 118 numbers – see [Pensioner hit with £111 bill after being tricked into calling a premium 118 number](#).

We introduced the Sun and Terry Reeves to one another because we felt that maximum publicity was necessary to warn others of the devious tricks being played by the companies which operate 118118, 118820 and multiple other 118 services.

These companies which operate various premium rate services also have allocations of ordinary (geographic) numbers in every part of the UK. When calling one of these numbers, as a result of misdialling (or perhaps even worse, as may be revealed shortly) one hears a message inviting a call to a 118 or another premium-rate number.

To quote a current example of the message:

“The number you dialled is no longer in use, so we suggest that you hang up and dial the Directory Enquiries number 118 ...”

Whilst one might normally smell a rat, defences may be down when trying to get connected on a telephone call, leaving us vulnerable to pressure from an authoritative voice message. The message seems to offer a route to the person we were trying to contact, as we would believe that they must have changed their number.

Action by regulators (possibly prompted by the **fair telecoms campaign**) seems to have led to a number of these scams being halted, but there are still many in operation.

We have a full list of the number ranges used by these companies and can offer long lists of numbers which will still yield these messages. We also have recordings of examples, as do others.

As further regulatory action is pending, some discretion may need to be shown in covering this story. It may however be of great benefit to assist other victims of this scam to come forward, so to add to the pool of evidence and perhaps help them to receive compensation.

Do please get in touch for further information and comment.

