



BT fined by Ofcom for 118 (Directory Enquiry Call) overcharging by EE

We are pleased to note that **Ofcom** has today confirmed that **BT** was subjected to a fine of £245,000 (including a 30% discount) for a breach of General Conditions.

In response to demands from the **fair telecoms campaign**, **Ofcom** introduced new measures to address a series of problems with Directory Enquiry (118) services - see [Campaigning Success - Progress with attainment of our Recommendations in relation to Directory Enquiry Services](#).

EE, part of the **BT Group**, was found to have explicitly breached the key requirement, a price cap, having had sufficient notice and having confirmed its ability to comply.

Full details of the case and the penalty are published today by **Ofcom** at - [Investigation into BT's compliance with the 118 price cap](#).

David Hickson of the **fair telecoms campaign** comments -

“We are pleased that this breach has been identified and dealt with, although doubt about the legitimacy and fairness of many DQ and call connection services remains.

“We are keen to see that close scrutiny of compliance by all operators is in place, as this case presents no evidence of such scrutiny”.

Please get in touch for further details and comment.

