**DC18-149 22 May 2018**

News Release



**BT SLASHES THE COST OF CALLING 118500 DIRECTORY ENQUIRIES**

***One minute call cut by 57% makes BT’s 118500 service***

***the best value compared with major providers***

BT is cutting the cost of calls to its 118500 directory enquiries service from 1 June 2018.

The new price will make BT’s 118500 considerably cheaper than the main 118 directory enquiry services from all the major providers.

BT is reducing the price of 118500 to 77p a call plus £1.55 a minute from 1 June 2018. The current price is £2.75 a call plus £2.75 a minute, with a minimum charge of one minute. \*This means the cost of a one minute call to 118500 will be reduced from £5.50 to £2.32 - a reduction in price of 57

per cent.

Nick Hale, MD of BT’s Ventures division, said: “We think customers will welcome this news. We take real pride in 118500’s fast, friendly and accurate service. We listened to customers’ feedback and we’ve decided to cut the price significantly to make 118500 the best value of all the major

118 services.”

BT guarantees that calls to its directory enquiry services are handled by experienced advisors in the UK. 118500 customers can ask for an unlimited amount of numbers and advisors can also connect customers to the number they want. Additionally, BT will text numbers to customers’ mobiles for free. 118500 offers UK residential and business number searches as well as classified

business searches.

BT’s 118404 service for Welsh speaking customers is priced at the same rates as 118500 and so will also be reduced in line with the new prices announced today.

BT also offers free online directory enquiry services at [www.bt118500.com](http://www.bt118500.com)

and [www.thephonebook.bt.com](http://www.thephonebook.bt.com) as well as a “no frills” phone service on 118707 that is £1.45 a call for one number.

BT also offers a free service on 195 aimed at customers who cannot read or hold the phone book due to an impairment, illness or disability. Qualifying customers have to apply to BT and register for the service. Registered 195 customers can be connected to the number they want at the same rate as if they had dialled it themselves.

**Enquiries about this news release should be made to the BT Press Office on its 24-hour number: 020 7356 5369. From outside the UK dial + 44 (0)20 7356 5369 or email** [**newsroom@bt.com**](mailto:newsroom@bt.com)**.**

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**Notes to editors**

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| **Price from 1 June** | **77p a call plus £1.55 a minute**  Minimum one minute charge applies. | **One minute call = £2.32** |
| **Current price** | **£2.75 a call plus £2.75 a minute**  Minimum one minute charge applies. | **One minute call = £5.50** |

Prices include VAT and are plus the customer’s telephone service provider’s Access Charge (excludes BT payphones).

**About BT**

BT’s purpose is to use the power of communications to make a better world. It is one of the world’s leading providers of communications services and solutions, serving customers in 180 countries. Its principal activities include the provision of networked IT services globally; local, national and international telecommunications services to its customers for use at home, at work and on the move; broadband, TV and internet products and services; and converged fixed-mobile products and services.  BT consists of four customer-facing units: Consumer, Enterprise, Global Services and Openreach.

For the year ended 31 March 2018, BT Group’s reported revenue was £23,723m with reported profit before taxation of £2,616m.

British Telecommunications plc (BT) is a wholly-owned subsidiary of BT Group plc and encompasses virtually all businesses and assets of the BT Group. BT Group plc is listed on stock exchanges in London and New York.

For more information, visit [www.btplc.com](http://www.btplc.com)