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What Is 118 800?

118 800 is a new service that allows a person to search for other people's mobile phone numbers. The company behind 118 800 acquired numerous databases of mobile phone numbers and user details from various third parties. Please be assured that the networks are not involved in this.

How Does It Work?

To find a phone number you are required to provide a name and location of the person you want to contact. If the recipient is on the 118 800 database, 118 800 will contact them to ask if they wish to receive the call from the user. If accepted, the user will be charged £1 for the connection. The recipient does not get charged.

118 800 will not give out any personal information to the user and will only transfer them to the recipient if the recipient accepts the call.

Am I in their database? Can I "opt-out"?

Your phone number may be in their database should you have allowed a third party to use it. You may have done so in instances where you have signed forms, registered with websites etc.

If you wish to "opt-out" of 118 800 and become ex-directory, you can do so by visiting www.118800.co.uk and clicking on the "Ex-Directory" link at the top of the homepage. You will then need to input your mobile phone number, followed by some text required for a security validation. Finish by clicking submit.

You will then be sent a text message containing a 5 digit code that can be entered into the following webpage that loads. (This text can take a while to come through so keep the webpage open). You should then see a Thank You page and confirmation that your number is now ex-directory.

Please note, 118 800 may take up to 4 weeks to process this request!

Should you have any further queries please contact Pioneer Communication Solutions on 0870 2000 333 or email marketing@pioneer-comms.net.