

We'd like to remove payphones in your area so please tell us your views. Our 90 day consultation ends on 14 July 2021

Dear Chief Planning Officer,

We're continually reviewing the demand for our payphones and we've identified 7 public payphones in your area that aren't being used enough. We're proposing to remove them under the 90 day consultation process. The list of payphones is attached.

To make sure that the local community are fully informed, we've placed consultation notices (including the posting date) on these payphones. I've attached a sample copy.

Want to keep a phone box?

With payphones being used less, communities are looking at new ways of using them.

Thousands have been turned into cafes, mini libraries and defibrillator sites. For just £1, most red boxes can be adopted. Plus, modern glass boxes can be adopted if communities want to house a defibrillator. Visit bt.com/adopt for more information.

Why do we want to remove payphones?

Overall use of payphones has declined by over 90 per cent in the last decade and the need to provide payphones for use in emergency situations is diminishing all the time, with at least 98 per cent of the UK now having mobile call coverage. This is important because as long as there is mobile network coverage, it's possible to call the emergency services, even when there is no coverage from your own mobile network provider.

Ofcom's [affordability report](#) found, several years ago, that most people no longer view payphones as essential for consumers in most circumstances.

What we're asking you to do

We'd really appreciate your help and feedback on whether the payphones are still needed.

Ofcom's [statement](#) gives local authorities the responsibility of consulting with local communities on removal of the payphone service. Ofcom normally expect these consultations to involve other public organisations such as parish or community councils and work within the terms of the Communications Act 2003.

What to do next

Please complete and return the attached annex with your decision on each payphone by email to btp.authorisation.team@bt.com. Please retain proof that the email was sent or apply a read receipt.

- ☐ Just select **agree** if you're happy for us to remove it.
- ☐ If the local community wish to **adopt**, please provide their contact details and we'll do the rest.
- ☐ If you decide to **object**, please complete the last column with your reasons. It's important that you objectively justify your decisions based on why the payphone service is still needed. Annex 1 in [Ofcom's full guidance about removing phone boxes](#) states that BT's Universal Service Obligation applies to the telephone, not the phone box. The guidance also details the appeals process we must follow for unreasonable objections. It would, for example, be inappropriate for a local authority to object to removal of a public call box on "heritage grounds" or because it is a local landmark.

We'll assume you have no objection to the removal of a payphone if information on the form is incomplete, not returned, or an adoption does not proceed. Please be aware that once removed, kiosks cannot not be re-instated.

If you've got any questions, please email us at btp.authorisation.team@bt.com.

Yours faithfully