



Chief Planning Officer  
Cornwall Council County  
Hall Treyew Road  
Truro  
TR1 3AY



09 July 2019

TIME SENSITIVE - 90 Day Consultation period end date: 07 October 2019

Dear Chief Planning Officer,

Further to our previous letter, we are writing to you as part of a formal consultation process regarding our current programme of intended public payphone removals. This letter formally starts our consultation with you and the local community.

There are currently 104 public payphones in your area which have been identified and proposed for removal by BT under the 90-day consultation process and details of these payphones are shown below.

To ensure that the local community are fully informed, we have placed consultation notices on the relevant payphones, and a sample notice is enclosed. We have also included the date we posted these notices on the payphones. The consultation period will close on 07 October 2019. Unless you contact us to agree otherwise, responses received after this date will not be accepted.

This consultation process gives your local communities the opportunity to adopt a traditional red 'heritage' phone box and make them an asset that local people can enjoy. It's really simple to do and it costs just £1 - <http://bt.com/adopt>

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 having either 3G or 4G coverage. This is important because as long as there is network coverage, it's now possible to call the emergency services, even when there is no credit or no coverage from your own mobile provider.

You may also want to consider the recent Ofcom affordability report which found that most people do not view payphones as essential for most consumers in most circumstances -

[http://stakeholders.ofcom.org.uk/binaries/research/affordability/affordability\\_report.pdf](http://stakeholders.ofcom.org.uk/binaries/research/affordability/affordability_report.pdf)

On the 14<sup>th</sup> March 2006 the Office of Communications (Ofcom) published a statement following their 2005 review of universal service in the Telecommunications market, which includes a requirement for payphone provision to meet reasonable needs. Part of that statement amended our obligations with regard to the

removal of payphone service

[https://www.ofcom.org.uk/data/assets/pdf\\_file/0021/34266/statement.pdf](https://www.ofcom.org.uk/data/assets/pdf_file/0021/34266/statement.pdf)

As stated in Ofcom's 2005 review, it is the responsibility of the local authority to initiate its own consultation process to canvas the views of the local community. They would normally expect these consultations to involve other public organisations such as the Parish or Community councils and work within the terms of the Communications Act 2003. This means that you must be able to objectively justify your decisions.

Full guidance on the removal process can be viewed at:

<http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/removals.pdf>

and a summary is available at:

[http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/removing\\_callboxes.pdf](http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/removing_callboxes.pdf)

The guidance also details the appeals process we must follow in case of unreasonable objections.

### **What you need to do next**

Please complete and return the attached annex with your decision on each payphone.

If the decision is that the local community wish to 'adopt', please provide their contact details and we'll do the rest.

If you wish to 'object', you'll need to complete the last column with your reasons, having reviewed all of the factors set out in Annex 1 of Ofcom's guidance (see link above), and the information sent to you in our previous letter.

If the information is incomplete for any payphone in the list, then we'll assume you have no objection to its removal and also that you do not wish to adopt it.

The best way to respond to us is by email at [btp.authorisation.team@bt.com](mailto:btp.authorisation.team@bt.com). Please retain proof that the email was sent or apply a read receipt. If you would prefer to respond by post please use the following address and allow at least two days for postal delivery:

#### **BT Payphones**

pp 4<sup>th</sup> Floor Monument TE  
11 – 13 Great Tower Street  
London  
EC3R 5AQ

You will need to obtain proof of postage from your local post office and be aware that we are unable to receive mail that requires a signature.

If you've got any questions then please get in touch with us by emailing [btp.authorisation.team@bt.com](mailto:btp.authorisation.team@bt.com).

Yours sincerely

**Rick Thompson**  
**Payphone Planning Officer**

British Telecommunications plc  
Registered office:  
81 Newgate Street  
London EC1A 7AJ  
Registered in England No 1800000  
[www.bt.com](http://www.bt.com)

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
81	01736763262	BEACH CARAVAN PARK NEAR SHOP PCO2 TWO CHIMNEYS CARA PARK PRAA SANDS PENZANCE	TR20 9SP	16	03/07/2019		
82	01736795169	JCN CARNELLIS RD PCO1 STENNACK ST. IVES	TR26 1QH	6	02/07/2019		
83	01736795192	PCO PCO1 PENBEAGLE ST. IVES	TR26 2HB	5	02/07/2019		
84	01736795466	OPP HALESTOWN INN PCO1 HALSETOWN ST. IVES	TR26 3NA	0	02/07/2019		
85	01736850254	WAYLEAVE PP26 PCO1 GWINEAR LANE GWINEAR HAYLE	TR27 5LA	0	02/07/2019		
86	01736871201	WAYLEAVE PP703 PCO1 SENNEN PENZANCE	TR19 7AD	0	02/07/2019		
87	01752822201	PCO PCO1 KING STREET MILLBROOK TORPOINT	PL10 1AP	4	05/07/2019		
88	01752843672	PCO PCO1 ALAMEIN ROAD SALTASH	PL12 4HR	38	05/07/2019		
89	01752851338	WAYLEAVE PP260 PCO1 CHURCH ROAD TIDEFORD <del>SALTASH</del>	PL12 5HW	0	05/07/2019		
90	01840212224	PCO PCO1 WEST DOWN ROAD DELABOLE	PL33 9DT	1	04/07/2019		

British Telecommunications plc  
Registered office:  
31 Newgate Street  
London EC1A 7AJ  
Registered in England No 1800000  
www.bt.com





2 May 2019



Jane Rumble  
Director Consumer Policy  
[publiccallboxes@ofcom.org.uk](mailto:publiccallboxes@ofcom.org.uk)

Dear Sir/Madam,

**Public call box removals**

BT is currently engaged in a round of public call box removals and may be contacting you to seek your views, in accordance with regulatory obligations imposed by Ofcom. This letter gives more information about your role as a relevant local authority under those obligations and some factors you may wish to consider in your response.

Under Universal Service obligations set by Ofcom, BT must provide public call boxes in order to meet the reasonable needs of end-users in terms of geographical coverage, the number of public call boxes and the quality of call box services.

A public call box is a public pay telephone which is permanently installed on public land and to which the public has access at all times. This definition excludes many public pay telephones in locations such as stations.

If BT proposes to remove the last public call box at a site, it must notify the relevant local authority, and it cannot remove the box if the local authority objects in writing within 90 days (the 'local veto'). A site is defined as any area within a walking distance of 400 metres from that public call box. This means that a box could be nearer than 400 metres away as the crow flies, but not easily accessible because of an obstacle such as a railway line.

The process for removal of such public call boxes is set out in a Direction and Guidance published by Ofcom. We are writing to draw your attention to the Direction and Guidance and to respond to some questions that have been raised with us.

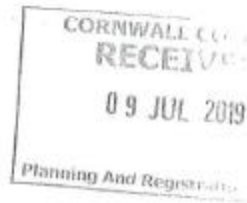
Direction: <http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/callboxdirection.pdf>

Guidance: <http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/removals.pdf>

***Why does BT seek to remove some public call boxes?***

Public call box use has been in heavy decline, and 20% of public call boxes have not been used to make a call in the last twelve months. Mobile take-up and coverage are both high - 94% of adults personally use a mobile phone and 98% of premises have 3G/4G coverage. Mobile 'roaming' for emergency calls has been in place since 2009, meaning that where a caller has no signal from their provider, a 999 call will be switched automatically to another provider's network if there is one available.

Notice date:



## PUBLIC NOTICE

# Payphone kiosk removal

### Hello.

Our information shows that this phone box has had very little use over a significant period of time.

We're therefore proposing to remove this phone box. There is a consultation period of 42 days from the above date.

**Please contact your Local Authority if you have any comments.**

If you'd like to know where the nearest alternative payphone is, or who your local authority is please contact us on:

**0800 661 610 option 1**

This number is only able to provide alternative payphone details and the name of your local authority.