

Hello Milly

BT have started a new phone box consultation and have identified 71 public payphones across Cornwall that aren't being used enough and are proposing to remove them under the 90 day consultation process (consultation notices have been placed on these payphones).

There is one public payphone listed in Torpoint which is:

	Telephone Number	Address	Postcode	Average calls per month	Posting Completed Date	Agree Adopt Object	Reason for objection - based on need for telephony only not the kiosk
70	01752815210	PCO PCO1 GOAD AVENUE TORPOINT	PL11 2ND	1	11/03/2021		

Can Torpoint TC therefore consider if you wish to accept, object or adopt and advise me of your position by the 4<sup>th</sup> June?

BT have provided the following guidance:

- 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 of the spreadsheet 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.

#### 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](http://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.

With kind regards  
Catherine