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Milly Southworth

21/03/24

From: Catherine Thomson < Catherine.Thomson@cornwall.gov.uk>

Sent:15 March 2024 08:44To:Milly SouthworthCc:Cllr John Tivnan

Subject: Goad Avenue - BT Public Call Box Consultation - Deadline 17 May 2024

Attachments: Cornwall Annex.xlsx

Information Classification: PUBLIC

Hello Milly

BT have started a new 90 day public call box (PCB) consultation to run until the end of May and they have identified 18 PCBs in Cornwall that they are planning to remove. BT have assessed these using the criteria in Ofcom's Review of the telephony universal service obligation. Please see attached the list of the PCBs they are planning to remove. BT have asked the Localism team to liaise with you on their behalf.

If you wish to 'agree, adopt, or object' to the plans for the PCB(s) in your Parish, please complete the attached annex, following the guidelines below:

- Just select agree if you're happy for BT to remove it.
- If you decide to **object**, you'll need to complete the last column with your reasons. Ofcom has changed their process for the removal of a telephone classed as "last at site" (no alternative within 400m) replacing local authorities' ability to veto the removal of a PCB with a clear, consistent set of criteria to protect PCBs from removal where they are still needed. All of the 18 kiosks subject to the review are classed as "last at site". BT have advised the PCBs which are located in rural areas, you may wish to check the Ofcom broadband checker to ensure they have used the correct postcode for where the kiosk is located https://checker.ofcom.org.uk/

Removal or relocation of PCBs including Last-at-a-Site PCBs (please refer to Review of the telephony universal service obligation)

- 3.2 Subject to Conditions 3.3 and 3.4, BT may remove or relocate a PCB.
- 3.3 BT may only remove or relocate a Last-at-a-Site PCB outside of the relevant Site where:
- (a) all UK-wide mobile network operators have coverage at the Site; or
- (b) the Site is not a high frequency accident or suicide location; or
- (c) fewer than 52 calls were made from the Last-at-a-Site PCB in the 12 months prior to the start of the relevant Representation Period; or
- (d) there is no other evidence of a reasonable need for a Public Call Box at the Site.

To make sure that the local community are fully informed, BT have placed notices (including the posting date) on these payphones.

Please email your response to helen.fincham@cornwall.gov.uk by 17 May 2024.

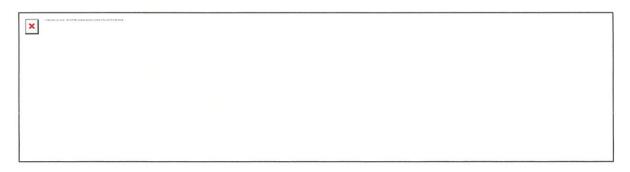
Following the consultation, Helen will email you with the BT decision and reasons and BT will publish the reasons on www.bt.com/payphones/service.

Please let me know if you have any queries.

With kind regards Catherine

Catherine Thomson | Community Link Officer, South East Cornwall CAP | Localism Team Cornwall Council | Communities and Public Protection catherine.thomson@cornwall.gov.uk | Tel: 07769 724877

www.cornwall.gov.uk | 'Onen hag oll'



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