



Chief Planning Officer
Exeter City Council
Planning Department
Civic Centre
Derby Road
Exeter
EX1 1NN

1st September 2016

TIME SENSITIVE - 90 Day Consultation period end date: 30th November 2016

Dear Chief Planner

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 10 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 30th November 2016. 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://business.bt.com/phone-services/payphone-services/adopt-a-kiosk/>

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

On the 14th 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 - http://stakeholders.ofcom.org.uk/consultations/uso/uso_statement/

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

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. 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 4th 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.

Yours sincerely



Rick Thompson
Payphone Planning Officer

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
01392279746	1PCO GLOUCESTER ROAD EXETER <i>EXDICK</i>	EX4 2EB	65	24/08/2016		
01392271385	1PCO ST. MARKS AVENUE EXETER <i>PENW</i>	EX1 2PX	62	24/08/2016		

Signature:

Area: Exeter

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

Exeter

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
01392460252	JUNCT SUMMERWAY & 1PCO MASEFIELD ROAD EXETER <i>PINHOE</i>	EX4 8HA	12	24/08/2016		
01392277281	1PCO IDE LANE EXETER <i>ALPHINGTON</i>	EX2 8UP	183	24/08/2016		
01392460059	1PCO HILL RISE EXETER <i>MINDING LAKE & WHIPSON</i>	EX1 3NF	142	24/08/2016		
01392460258	1PCO BIRCHY BARTON HILL EXETER <i>ST LOYES</i>	EX1 3ET	154	24/08/2016		
01392426939	1PCO ALPHINBROOK ROAD MARSH BARTON TRADING ESTATE EXETER <i>ALPHINGTON</i>	EX2 8QF	68	24/08/2016		
01392271473	1PCO KINNERTON WAY EXETER <i>EXWICK</i>	EX4 2BL	45	24/08/2016		
01392873557	1PCO HIGHFIELD CLYST ROAD TOPSHAM EXETER <i>TOPSHAM</i>	EX3 0DA	0	24/08/2016		
01392420837	1PCO ENNERDALE WAY EXETER <i>EXWICK</i>	EX4 2HY	51	24/08/2016		