

**From:** Catherine Thomson <[Catherine.Thomson@cornwall.gov.uk](mailto:Catherine.Thomson@cornwall.gov.uk)>  
**Sent:** Friday, March 15, 2024 8:45 AM  
**To:** Sinead Burrows <[sinead.burrows@saltash.gov.uk](mailto:sinead.burrows@saltash.gov.uk)>  
**Cc:** [cllr.sheila.lennox-boyd@cornwall.gov.uk](mailto:cllr.sheila.lennox-boyd@cornwall.gov.uk)  
**Subject:** Grenfell Avenue - BT Public Call Box Consultation - Deadline 17 May 2024

Information Classification: PUBLIC

Hello Sinead

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 the local community wish to **adopt**, please provide the contact details of the interested organisation, and BT will do the rest. (Communities can adopt most red boxes for £1. They can also adopt modern glass boxes if they want to house a defibrillator. Visit [bt.com/adopt](https://bt.com/adopt) for more information).
- 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](mailto: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](https://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](mailto:catherine.thomson@cornwall.gov.uk) | Tel: 07769 724877

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