

**To receive a BT consultation and consider any actions and associated expenditure.**

Email received from Community Link Officer:

BT have started a new 90 day consultation to run until the end of April 2025 and they have identified 54 public payphones in Cornwall that are no longer needed. BT have assessed these using the criteria in Ofcom's Review of the telephony universal service obligation. Please see attached the list of payphones that BT are planning to remove, which includes two in Saltash. The Localism team are liaising with Town and Parish Councils on behalf of BT.

If Saltash TC wish to 'agree, adopt, or object' please complete the attached annex, following the guidelines set out by BT below:

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 54 kiosks subject to the review are classed as "last at site". Review of the telephony universal service obligation A2. Guidance on public call boxes, sets out the criteria for assessing whether a "last at a site" PCB can be removed - page 103.

Please note, the kiosks highlighted in red text in the attached annex are listed. BT is not planning to remove these kiosks; instead, they will only be removing the telephony mechanism inside the box. If the kiosks are unadopted, they will be locked to prevent misuse, but they will remain in place to maintain their aesthetic appearance.

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/>

To make sure that the local community are fully informed, BT have placed notices on these payphones.

Please email your response by **21 April 2025**.

**End of report**

**Community Link Officer**