

Reference: 01579291

Information Requests
information.requests@ofcom.org.uk

24 March 2023

Freedom of Information request: Right to know request

Thank you for your request for information concerning public telephone boxes. Your request was received on 9 March 2023 and we have considered it under the Freedom of Information Act 2000 (the "FOI Act").

Your request

Could you tell me the following. How, many public telephone boxes, by region. are currently in operation.

How many of these boxes were out of operation for a week or more in 2022?At any one time what was the highest number of boxes that were not operational?

Our response

Ofcom does not hold this information.

Under Ofcom's rules, BT is required to publish the number of public call boxes in operation, but not the locations. You can find this figure here: [Service level - BT Payphones](#). BT must publish this information every twelve months, with the next update due on 1 April 2023.

If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely

Information Requests

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF