

Reference: 01916588

Information Requests
information.requests@ofcom.org.uk

4 December 2024

Freedom of Information request: Right to know request

Thank you for your request for information about historical data on numbers of telephone boxes and calls.

We received this follow-up request on 13 November 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

The link you provided me with gives a number of operational BT phones boxes on the last day of March 2024, but there is no way I can see of looking at historical data.

Do you have access and can you provide me with historical figures for the number of operational phone boxes so that I can assess the decline in their numbers?

Our response

We note that this is a follow-up request to [Numbers of telephone boxes and calls](#).

Ofcom does not hold year-on-year figures.

To be helpful, our 2021 [consultation](#) referenced this [article](#), which stated that there were 92,000 public call boxes (PCBs) in the UK in 1992 and approximately 40,000 in 2017. Paragraph 3.7 of our 2022 [statement](#) says that between 2017 and 2020, BT removed nearly 20,000 PCBs.

Paragraph 2.11 of our 2022 [statement](#) says that PCB call minutes decreased from around 800 million in 2002 to 7 million in 2020 and 4 million in 2021/22.

As advised in our previous response, we do not hold information on public call boxes other than those operated by BT and KCOM.

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

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).