

Reference: 01794472

Information Requests
information.requests@ofcom.org.uk

25 March 2024

Freedom of Information request: Right to know request

Thank you for your request for information about the use of a public telephone box.

We received this request on 18 March 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

We have recently purchased the above property that includes within its boundary a listed building K6 phone box. While we would be very interested in purchasing this box we are aware that this would result in the removal of the telephone equipment from the box. We would like to enquire if this box is considered an "important" box by yourselves, before we approach the local parish council for their considerations also.

The box isn't in particularly good condition and sits directly in front of our property so we would welcome the opportunity to take it on and renovate it but only if this would not directly impact its use to the community, if at all. Would we be able to understand how many times this box has been used in say the last twelve months it would give us an idea of its need to the local area.

Our response

We do not hold information about how many times individual public call boxes have been used in the last twelve months.

It may be helpful to set out the circumstances in which BT public call boxes can be removed. See also this page on [our website](#) for details. BT cannot remove a public call box (i.e. the telephony equipment) if it is the last remaining in an area (i.e. more than 400 metres’ walking distance from the next public call box) and it meets one or more of these criteria:

- it is in a place without coverage from all four mobile network providers;
- it is located in an area with a high frequency of accidents or suicides;
- it has made 52 or more calls over the past 12 months; or
- there is other evidence that the box is reasonably needed at the site – for example if it is likely to be relied upon in the event of a local emergency, such as flooding, or if it is used to call helplines.

If a public call box that is the last at a site does not meet any of these four criteria, BT can consult with the relevant local authority on removing it. BT must take account of any views and evidence received from this consultation before deciding whether to remove the box.

Public call boxes that are not the last at a site can be removed by BT without consultation.

You may like to contact BT to ask if the public call box in question meets any of the criteria for retention. There is information about BT's adopt-a-kiosk scheme (which is not regulated by Ofcom) here: <https://business.bt.com/public-sector/street-hubs/adopt-a-kiosk-scheme/> and you can contact BT using the email address payphones@bt.com.

I hope this information is helpful. 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](#).