

Reference: 02166117

Information Requests
information.requests@ofcom.org.uk

27 February 2026

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning payphones.

We received this request on 20 February 2026 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

“I am writing to request information regarding public payphones within the following local authority areas:

- * Manchester*
- * Liverpool*
- * Chester (Cheshire West and Chester)*
- * Cheshire East*
- * Warrington*
- * Trafford*
- * Stockport*
- * Salford*

As part of ongoing research into public telephone kiosks (including K6, KX100, KX+, and other BT kiosk types), we would be grateful if you could provide:

- 1. A list of all current public payphones within the above areas.*
- 2. The dial-in telephone number for each payphone.*
- 3. The full address or precise location of each kiosk.*
- 4. The kiosk type (e.g., K6, KX100, etc.), if available.*
- 5. Confirmation of any recently removed or scheduled-for-removal payphones in these areas.*

We would appreciate the information in electronic format (Excel or CSV where possible).”

Our response

We do hold some limited information from 2021 in scope of your request which was obtained for the purpose of our 2021/22 [review of the telephony universal service obligation](#). We do not hold information in response to points 4 and 5.

We consider that the limited information we hold is exempt from disclosure under section 44 of the FOI Act. In particular, section 44(1)(a) of the FOI Act exempts disclosure of information if its disclosure is prohibited by or under any enactment. Section 393 of the Communications Act 2003 (“the Act”) prohibits the disclosure of information about a particular business which has been obtained in exercise of a power conferred by, among other legislation, the Act, so long as that business continues to be carried on, unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Act is met, neither of which applies here. Section 44 of the FOI Act is an absolute exemption and therefore is not subject to a public interest test.

However, please note that there is some publicly available information that you may find helpful. The number of public telephone boxes in operation (and information on closures) is published by BT here: [Service level - BT Payphones](#). KCOM’s reports are published here: [payphone reporting](#).

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](#).