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Andrew Gillespie *Head of Area Development - West*

Chairman
Town and Parish Councils

Date: 3 June 2008
Your Ref:
Our Ref:
Ask For: Andrew Gillespie
Direct Line: 01460 260426
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Dear Chairman

Notice of Consultation – Review of BT Pay phone provision in Area West Parishes

South Somerset District Council recently received a notice from BT advising us of a review of pay phone provision across South Somerset. We have become aware that parishes have not been informed directly, and BT is expecting the local authority to provide any feedback to BT on local views.

The purpose of this letter is to provide you with the information we have received, and to suggest that you provide any views / comments you wish make, back to SSDC, and in turn we will forward this on to BT.

The attached note sets out the information from BT, together with a list of affected parishes in Area West. You will see that BT have requested that local authorities act as a single point of contact. The deadline to reply direct to BT is 2nd July.

Please email your comments, with any justification for objecting, to supportwest@southsomerset.gov.uk or write to me at this address, to enable us to submit a collective response to BT's proposals.

I would be grateful for your reply, with any comments you wish to make by 20th June 2008.

Yours sincerely,

Andrew Gillespie
Head of Area Development – West

Information from BT – Proposal to re-align payphone provision to meet consumer demand.

As part of BT's Universal Service Obligation it is required to provide adequate coverage of public payphones. In recent years the needs of consumers have changed drastically with the increase in mobile phone ownership leading to a complete change in the communications culture throughout the UK - the number of calls made from BT payphones has more than halved in the last three years. Ninety nine per cent of UK homes now have a phone at home and 85 per cent have a mobile phone. There are currently 61,792 public payphones in Great Britain and 60% of these no longer cover their costs.

Striking a balance between the growing commercial pressures and providing an effective payphone service is vital, and BT has managed to keep its payphone business viable by careful management of costs. However, this challenge is becoming ever more demanding, so BT constantly needs to review payphone usage and on occasions looks to re-align the public payphone provision more closely to the reducing demand that still exists.

On the 14th March 2006 the Office of Communications (Ofcom) published a statement following their 2005 review of universal service in the Telecommunications market. Part of that statement (which can be viewed at: www.ofcom.org.uk/consult/condocs/uso/uso_statement/) amended BT's obligations with regard to the removal of payphone service.

In compliance with those revised obligations BT has now written to South Somerset District Council as part of a formal consultation process regarding BT's current programme of proposed public payphone removals.

BT are consulting out of courtesy only and are advising that there are a number of these payphones within Area West which they will be addressing over the forthcoming months. There are currently 15 public payphones within Area West, which are little used by consumers and are therefore proposed by BT for removal under full consultation. Details of these boxes affected in Area West are shown on the enclosed sheets, which include telephone number and address on a box by box basis.

BT will also place consultation notices in the relevant kiosks to ensure that the local community are fully informed.

Further guidance on the removal process can be viewed at http://www.ofcom.org.uk/consult/condocs/uso/uso_statement/removals.pdf

and plain English version at http://www.ofcom.org.uk/consult/condocs/uso/uso_plain_english/removing_callboxes.pdf

Payphones will be removed as soon as practicable after the consultation period has ended.

Contact details:

Rick Thompson, Project Liaison Office
BT Payphones, PP 05A23, Delta Point, Wellesley Road, CROYDON, CR9 2YZ
Btp.authorisation.team@bt.com

BT Phone Boxes affected in Area West

| Telephone Number | Address | Post Code | Parish |
|-------------------------|---|------------------|---------------------|
| 01460220327 | 1pc0, Tatworth, Chard, Somerset | TA20 2PB | Tatworth & Forton |
| 01460234220 | 1pc0, Littlehill, Buckland St Mary, Chard | TA20 3SS | Buckland St. Mary |
| 0146052190 | 1pc0, Donyatt Hill, Donyatt, Ilminster | TA19 0RZ | Donyatt |
| 0146052198 | 1pc0, Dowlish Wake, Ilminster | TA19 0NZ | Dowlish Wake |
| 0146052468 | 1pc0, Whitelackington, Ilminster | TA19 9EF | Whitelackington |
| 0146062044 | 1pc0, Culverhayes, Chard | TA20 2DR | Chard |
| 0146062233 | 1pc0, Forton, Chard, Somerset | TA20 2LZ | Tatworth & Forton |
| 0146063007 | 1pc0, Chaffcombe, Chard | TA20 4BE | Chaffcombe |
| 0146063086 | 1pc0, Montague Way, Chard | TA20 2BY | Chard |
| 0146072644 | 1pc0, Hewish, Crewkerne, Somerset | TA18 8QX | West Crewkerne |
| 0146072645 | 1pc0, Severalls Park Ave, Crewkerne | TA18 8DW | Crewkerne |
| 0146072761 | 1pc0, Church Lane, Haselbury Plucknett, Crewkerne | TA18 7RE | Haselbury Plucknett |
| 0146072812 | 1pc0, Wayford, Crewkerne | TA18 8QG | Wayford |
| 01823480412 | 1pc0, Ashill, Ilminster | TA19 9NE | Ashill |
| 01935862490 | 1pc0, Fordhay, East Chinnoek, Yeovil | BA22 9EE | East Chinnoek |