

**We plan to remove payphones in your area. You can make representations for 90 days, ending May 5<sup>th</sup> 2026.**

Dear Chief Planning Officer,

We're proposing to remove 3 public payphones in your area due to declining usage. These have been assessed using the criteria set out in Ofcom's [review of the Telephony Universal Service Obligation](#). Under the terms set by this review, we're obliged to notify the relevant public body (as defined on page 29).

Please find attached the list of payphones under review.

To make sure the local community is fully informed, we've placed notices (including the posting date) on these payphones. I've attached a sample copy.

**Please Note** – relevant public bodies are responsible for ensuring they submit any representations regarding this proposal before the proposal period ends. Please do not wait for BT's initial decision to be sent before responding.

### **Listed Kiosks**

Some of the kiosks identified may be **listed structures**. These would be shown in **red text** on the attached list. For these, we propose to **remove the telephony equipment and secure the kiosk**. We will not remove the kiosk itself.

### **Adoption Opportunity**

Most red kiosks can be adopted by local councils, registered charities and private landowners for just £1, transforming them into defibrillator stations, mini-libraries or other creative ventures. They can also adopt modern glass boxes if they want to house a defibrillator. More information is available at [bt.com/adopt](https://bt.com/adopt).

Adoption requests should be registered as soon as possible with [payphones@bt.com](mailto:payphones@bt.com), even if BT have not yet made an initial decision. **Please Note:** kiosks identified for removal could be removed shortly after a final decision has been made. Early registration of interest could mean adoptees avoid disappointment.

We will consider all representations received during the proposal period before making a final decision. Once a decision is made, we will notify you and publish the outcome at [www.bt.com/payphones/service](http://www.bt.com/payphones/service).

If you have any questions or wish to make representations, please contact us at [btp.authorisation.team@bt.com](mailto:btp.authorisation.team@bt.com).

Kind regards,  
BT Payphones Team