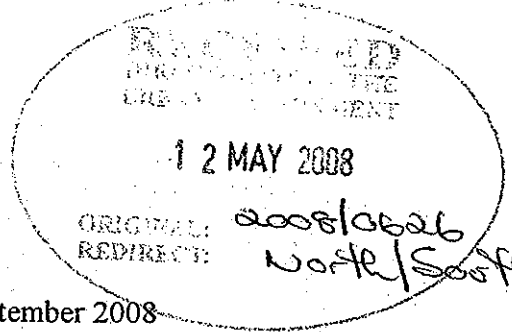


BT Payphones,
PP 05A23,
Delta Point,
Wellesley Road,
CROYDON,
CR9 2YZ.



Chief Planning Officer
Dudley Metropolitan Borough Council
Council House
Priory Road
Dudley
DY1 1HF



12 May 2008

TIME SENSITIVE - 90 Day Consultation period end date: 6 September 2008

Dear Chief Planning Officer

BT's 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 90 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 is writing to you as part of a formal consultation process regarding BT's current programme of proposed public payphone removals.

One of the changes introduced following the review is that there is no longer a requirement for BT to consult on the removal of a public payphone which has another payphone within 400m. Out of courtesy we are advising you that there are a number of these payphones within Dudley District which we will be addressing over the forthcoming months. Additionally there are currently 19 public payphones which are little used by consumers and are therefore proposed by BT for removal under full consultation. Details of these boxes are shown on the enclosed sheets which include telephone number and address on a box by box basis.



Notices will be posted on or before 8th June 2008, on which date the formal consultation period will start.

What you need to do next

The enclosed list details the payphones which BT wishes to consult on within Dudley District.

Part of Ofcom's review in 2005 states that it is the responsibility of the local authority to initiate its own consultation process to canvas the views of the local community, and that they would normally expect these consultations to involve other public organisations such as the parish or community councils.

Notifications of your final decision should include all justifications as BT may wish to challenge any unreasonable objections within the provisions of the appeals process.

Full guidance on the removal process can be viewed at the following URL:

http://www.ofcom.org.uk/consult/condocs/uso/uso_statement/removals.pdf

and a plain English version is available at:

http://www.ofcom.org.uk/consult/condocs/uso/uso_statement/uso_plain_english/removing_callboxes.pdf

The consultation period will close on 6 September 2008 and responses received after this date will not be accepted. Please allow at least two days for postal delivery, and kindly note that proof of postage may be required in instances of dispute. If you are responding by email, please retain proof of despatch or apply a read receipt. Payphones will normally be removed as soon as practicable after the consultation period has ended.

We recognise that there may be concerns about our plans and that you may wish to discuss the content of this notification. Should your comments relate to a particular phone box, please clearly show the telephone number of the kiosk on your correspondence. This will ensure that we are able to deal with your enquiry efficiently.

All correspondence should be addressed to us at BT Payphones, PP 05A23, Delta Point, Wellesley Road, Croydon, CR9 2YZ or via email to btp.authorisation.team@bt.com. Please note that all responses should be collated and channelled via a single point of contact for your authority.

Yours sincerely,

RICK THOMPSON
Project Liaison Office, BT Payphones