

# The Public Call Box Direction

## Schedule

**Modification of a Direction imposed on British Telecommunications plc and Kingston Communications (Hull) plc under Condition 3 in Parts 2 and 3 of a Notification published by the Director General of Telecommunications on 22 July 2003 pursuant to the Electronic Communications (Universal Service) Regulations 2003 ('the 2003 Direction').**

### Part 1: Definitions and Interpretation

1.1 For the purpose of interpreting this Direction the following definitions shall apply:

“Relevant Public Body” means:

- a) In relation to England, the relevant local District Council (in two-tier local authority areas), London Borough Council, Metropolitan Council, Unitary Council, the Corporation of London or the Council of the Isles of Scilly;
  - b) In relation to Northern Ireland, the Unitary District;
  - c) In relation to Scotland, the Unitary Council;
  - d) In relation to Wales, the County or County Borough Council; or
- any successor bodies or organisations from time to time.

“Site”, in relation to a Public Call Box, means any area within a walking distance of 400 metres from that Public Call Box; and

“The Universal Service Notification” means a Notification published by the Director General of Telecommunications on 22 July 2003 pursuant to the Electronic Communications (Universal Service) Regulations 2003 designating British Telecommunications plc and Kingston Communications (Hull) plc as universal service providers and confirming the universal service conditions;

“Universal Service Provider” means British Telecommunications plc and Kingston Communications (Hull) plc”;

1.2 Except insofar as the context otherwise requires, words or expressions shall have the meaning assigned to them in this Direction (including in the Parts) and otherwise any word or expression shall have the same meaning it has in the Act the Universal Service Notification (including in the Annexes) the Universal Service Regulations or the Condition as appropriate.

1.3 For the purpose of interpreting this modified Direction:

- (a) Headings and titles shall be disregarded; and
  - (b) The Interpretation Act 1978 shall apply as if this Direction were an Act of Parliament.
- 1.4 This Direction shall take effect on the day it is published.

## **Part 2: The Direction**

### **Complete removal of Public Call Boxes and/or Call Box Services from a Site**

- 2.1 The Universal Service Provider shall not remove or re-site any of its Public Call Boxes and/or cease to provide Call Box Services where such removal re-siting or cessation of provision would result in the complete removal of Public Call Boxes and/or Call Box Services from a Site unless the requirements set out in paragraphs 2.2 to 2.4 of this Direction have been satisfied.
- 2.2 The Universal Service Provider shall display a notice in a prominent place on the Public Call Box which it proposes to remove or re-site and/or to which it intends to cease to provide Call Box Services informing the public of the proposed change and setting out ('the payphone notice'):
- a) The nature and effect of the proposal;
  - b) The period within which members of the public may make representations about the proposal, which shall be 42 days after the day on which the notice is first displayed;
  - c) A free-call telephone number which can be used by the public to check the location of the nearest alternative Public Call Box providing Call Box Services; and
  - d) The Relevant Public Body to whom representations may be made about the proposal.
- 2.3 The Universal Service Provider shall give written notice of its proposed removal or re-siting of a Public Call Box and/or the cessation of the provision of Call Box Services to the Relevant Public Body setting out ('the written notice'):
- a) The nature and effect of the proposal;
  - b) Any information in support of the proposal;
  - c) The date on which the payphone notice was first displayed on the Public Call Box (and provide a copy);
  - d) A web link to Ofcom's guidance on procedures for the complete removal of public call boxes and/or call box services from a site; and
  - e) That objection may be made to the Universal Service Provider by the Relevant Public Body.
- 2.4 The Universal Service Provider shall not bring its proposal into effect if it has received any written objection to the proposal by the Relevant Public Body within the period ending 90 days after the day on which notice was given under paragraph 2.3.

## Cash payment

- 2.5 The Universal Service Provider shall ensure that at least 70 per cent of Public Call Boxes providing Call Box Services shall offer cash payment facilities.

## Request for new Public Call Boxes

- 2.6 In considering a request for the provision of a new Public Call Box and related Call Box Services in order to meet the reasonable needs of a local community the Universal Service Provider shall take into account:

- a) The size of the local community which is said to require the provision of a new Public Call Box and related Call Box Services;
- b) The quality of housing which exists in the said local community; and
- c) The distance from an existing Public Call Box to the proposed new Public Call Box.

- 2.7 The Universal Service Provider shall allocate a score to the proposal as appropriate by reference to each of the factors in paragraph 2.6 and shall decide whether or not to grant the request on the basis of the total score. The available scores are:

Size of community	Score	Housing type	Score	Access to existing PCB	Score
<100	1	Quality private	0	Within 5-10 minutes walk	1
100-200	2	General private	2	Within 10-15 minutes walk	3
200-500	3	Private rented or multi-occupancy	4	No provision within one mile	4
500+	4	Good social housing	4	No provision within three miles	5
		Poor social housing	6	No provision within six miles	6

- 2.8 Where the total score is 10 or more the Universal Service Provider shall grant the request for a new Public Call Box and related Call Box Services. Except in exceptional circumstances, where the total score is eight or less the Universal Service Provider need not grant the request. Where the total score is nine the Universal Service Provider shall give due consideration to the request and shall grant the request if appropriate.