

Requesting new Public Call Boxes

In considering a request for the provision of a new Public Call Box in order to meet the reasonable needs of a local community BT and Kingston 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.

The BT and Kingston shall allocate a score to the proposal as appropriate by reference to each of the factors above 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

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