

Your response

Ofcom has ignored customers of public telephone boxes. This is particularly sad because they include the poorest and most vulnerable customers, such as children and old people.

It is unfair that phone box customers are massively overcharged for calls to mobiles and non-geographic numbers.

It is unfair that phone box customers are excluded from the ban on credit/debit card surcharges.

It is unfair that many phone boxes, particularly in rural areas, do not accept coins. Phone box customers are among the people least likely to have credit/debit cards.

It is unfair that the printed information in phone boxes is difficult to read because the print is too small and it is printed in white on black instead of black on white. This makes it illegible to partially-sighted people.

CARP would like Ofcom to appoint a person with specific responsibility for public telephone boxes.