



Chief Planning Officer  
Aberdeen City Council  
Ground Floor  
Marischal Collage  
Broad Street  
Aberdeen AB10 1AB

13<sup>th</sup> September 2016

Business Services Development	
Mail ID	35603
RECEIVED	12 SEP 2016
REPLY	/ /
Section	DM
Officer	AF

TIME SENSITIVE - 90 Day Consultation period end date: 11<sup>th</sup> December 2016

Dear Chief Planner,

Further to our previous letter, we are writing to you as part of a formal consultation process regarding our current programme of intended public payphone removals. This letter formally starts our consultation with you and the local community.

There are currently 31 public payphones in your area which have been identified and proposed for removal by BT under the 90-day consultation process and details of these payphones are shown below.

To ensure that the local community are fully informed, we have placed consultation notices on the relevant payphones, and a sample notice is enclosed. We have also included the date we posted these notices on the payphones. The consultation period will close on 11<sup>th</sup> December 2016. Unless you contact us to agree otherwise, responses received after this date will not be accepted.

This consultation process gives your local communities the opportunity to adopt a traditional red 'heritage' phone box and make them an asset that local people can enjoy. It's really simple to do and it costs just £1 - <http://business.bt.com/phone-services/payphone-services/adopt-a-kiosk/>

Overall use of payphones has declined by over 90 per cent in the last decade and the need to provide payphones for use in emergency situations is diminishing all the time, with at least 98 per cent of the UK having either 3G or 4G coverage. This is important because as long as there is network coverage, it's now possible to call the emergency services, even when there is no credit or no coverage from your own mobile provider.

You may also want to consider the recent Ofcom affordability report which found that most people do not view payphones as essential for most consumers in most circumstances - [http://stakeholders.ofcom.org.uk/binaries/research/affordability/affordability\\_report.pdf](http://stakeholders.ofcom.org.uk/binaries/research/affordability/affordability_report.pdf)

On the 14<sup>th</sup> March 2006 the Office of Communications (Ofcom) published a statement following their 2005 review of universal service in the Telecommunications market, which includes a requirement for payphone

provision to meet reasonable needs. Part of that statement amended our obligations with regard to the removal of payphone service - [http://stakeholders.ofcom.org.uk/consultations/uso/uso\\_statement/](http://stakeholders.ofcom.org.uk/consultations/uso/uso_statement/)

As stated in Ofcom's 2005 review, it is the responsibility of the local authority to initiate its own consultation process to canvas the views of the local community. They would normally expect these consultations to involve other public organisations such as the Parish or Community councils and work within the terms of the Communications Act 2003. This means that you must be able to objectively justify your decisions.

Full guidance on the removal process can be viewed at:

<http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/removals.pdf>

and a summary is available at:

[http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/removing\\_callboxes.pdf](http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/removing_callboxes.pdf)

The guidance also details the appeals process we must follow in case of unreasonable objections.

### **What you need to do next**

Please complete and return the attached annex with your decision on each payphone.

If the decision is that the local community wish to 'adopt', please provide their contact details and we'll do the rest.

If you wish to 'object', you'll need to complete the last column with your reasons, having reviewed all of the factors set out in Annex 1 of Ofcom's guidance (see link above), and the information sent to you in our previous letter.

If the information is incomplete for any payphone in the list, then we'll assume you have no objection to its removal and also that you do not wish to adopt it.

The best way to respond to us is by email at [btp.authorisation.team@bt.com](mailto:btp.authorisation.team@bt.com). Please retain proof that the email was sent or apply a read receipt. If you would prefer to respond by post please use the following address and allow at least two days for postal delivery:

#### **BT Payphones**

pp 4<sup>th</sup> Floor Monument TE  
11 – 13 Great Tower Street  
London  
EC3R 5AQ

You will need to obtain proof of postage from your local post office and be aware that we are unable to receive mail that requires a signature.

If you've got any questions then please get in touch with us by emailing [btp.authorisation.team@bt.com](mailto:btp.authorisation.team@bt.com).

Yours sincerely



Rick Thompson  
BT Payphones

British Telecommunications plc  
Registered office  
81 Newgate Street  
London EC1A 7AJ  
Registered in England No 1800000  
[www.bt.com](http://www.bt.com)

## Aberdeen City

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
01224313145	O/S 98 STRONSAY DR STRONSAY DRIVE ABERDEEN	AB15 6JD	194	17/08/2016		
01224314623	PCO PITMEDDEN TERRACE ABERDEEN	AB10 7HR	475	17/08/2016		
01224316341	O/S RUBISLAW MOTORS QUEENS RD ABERDEEN	AB15 4ZR	3	17/08/2016		
01224318621	JCT HAMMERFIELD AVE MANNOFIELD SHOPS GREAT WESTERN RD ABERDEEN	AB10 6UZ	241	17/08/2016		
01224318720	JCN KINGS GATE WOODHILL RD ABERDEEN	AB15 5JW	0	17/08/2016		
01224318823	JCN SPRINGFIELD ROAD COUNTESSWELLS RD ABERDEEN	AB15 7XU	1	17/08/2016		
01224626048	O/S MORRISONS KING ST ABERDEEN	AB24 5AH	1712	17/08/2016		
01224643723	NORCO CAR PARK IPOCO BERRYDEN RD ABERDEEN	AB25 3SQ	286	17/08/2016		

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
01224681757	PCO UPPER MASTRICK WAY ABERDEEN	AB16 5JT	272	17/08/2016		
01224683109	JCT PROVOST FRASER DRIVE KETTLEHILLS CRESCENT ABERDEEN	AB16 5TL	92	17/08/2016		
01224684920	PCO PCO HEATHRYFOLD PLACE ABERDEEN	AB16 7ED	207	17/08/2016		
01224691968	DAVISON GARDENS SPRINGHILL RD ABERDEEN	AB16 7TB	0	17/08/2016		
01224692007	PCO QUARRY RD ABERDEEN	AB16 5UU	47	17/08/2016		
01224703404	PCO GREENBRAE DRIVE BRIDGE OF DON ABERDEEN	AB23 8NH	67	17/08/2016		
01224703965	PCO JESMOND AVE BRIDGE OF DON ABERDEEN	AB22 8UB	9	17/08/2016		
01224706116	PCO ABERDEEN EXHIBITION AND CONFERENCE CENTRE EXHIBITION AVENUE BRIDGE OF DON ABERDEEN	AB23 8BL	0	17/08/2016		

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
01224712643	PCO COMPLEX KEPPEHILLS RD BUCKSBURN ABERDEEN	AB21 9PL	13	17/08/2016		
01224724248	PCO DYCE DRIVE KIRKHILL IND EST / DYCE ABERDEEN	AB21 0GT	6	17/08/2016		
01224732078	PUBLIC CALL OFFICE NORTH DEESIDE RD PETERCULTER	AB14 0UL	0	17/08/2016		
01224732105	O/S 1 MILLTIMBER BRAE MILLTIMBER BRAE EAST MILLTIMBER	AB13 0DN	0	17/08/2016		
01224733581	PCO JOHNSTON GARDENS NORTH PETERCULTER	AB14 0LD	55	17/08/2016		
01224740200	PCO PUBLIC CALL OFFICE/FIVE MILE GARAGE KINGSWELLS ABERDEEN	AB15 8PD	2	17/08/2016		
01224773141	PCO WELLHEADS ROAD FARBURN INDUSTRIAL ESTATE DYCE ABERDEEN	AB21 7HG	87	17/08/2016		
01224824343	PCO DENMORE RD BRIDGE OF DON ABERDEEN	AB23 8JW	34	17/08/2016		

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
01224826731	PCO FAIRVIEW STREET DANESTONE ABERDEEN	AB22 8ZP	1	17/08/2016		
01224867778	OPP WATERWHEEL INN PCO BIELDSIDE ABERDEEN	AB15 9EN	0	17/08/2016		
01224868300	JCT GOLF & NORTH DEESIDE RDS IPCO GOLF RD BIELDSIDE ABERDEEN	AB15 9DL	23	17/08/2016		
01224868474	PCO QUARRY RD CULTS ABERDEEN	AB15 9EX	0	17/08/2016		
01224895385	PCO DEEVALE GARDENS ABERDEEN	AB12 5PB	86	17/08/2016		
01224896808	PCO GARDNER DRIVE ABERDEEN	AB12 5SP	1	17/08/2016		
01224898871	PCO GIRDLNESS RD ABERDEEN	AB11 8DG	49	17/08/2016		

Signature: .....

Area: Aberdeen City

British Telecommunications plc  
Registered office:  
81 Newgate Street  
London EC1A 7AJ  
Registered in England No 18000000  
www.bt.com

Notice date:



## PUBLIC NOTICE

# Payphone kiosk removal

**Hello.**

Our information shows that this phone box has had very little use over a significant period of time.

We're therefore proposing to remove this phone box. There is a consultation period of 42 days from the above date.

**Please contact your Local Authority Planning Department if you have any comments.**

If you'd like to know where the nearest alternative payphone is, or who your local authority is please contact us on:

**0800 661 610 option 1**

This number is only able to provide alternative payphone details and the name of your local authority.