

Contact: Connor Willis
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email: Connor.Willis@durham.gov.uk
Your ref:
Our ref: PRE90/20/00360



11th February 2020

Dear Councillor,

Proposed removal of telephone box

At: The Parade, Pelton, DH2 1NF
For: BT

Over the past decade there has been a decline of 90% in payphone usage as a result of Significant changes in communication in the UK, 98% of the UK now has either 3G or 4G coverage. This is important because such coverage makes it possible to call the emergency services, even when there is no credit or no coverage from your own mobile provider. Furthermore, a recent Ofcom report has found that most people do not view payphones as essential for most consumers in most circumstances.

As part of BT's Universal Service Obligation, it is required that payphone provision is to meet reasonable needs, however BT constantly needs to review payphone usage and on occasions look to realign public payphone provision more closely to the reducing demand that still exists.

It has been identified that a BT payphone in your area is no longer required and therefore could be removed. BT has asked Durham Council County to collate any comments regarding the matter and to relay these back to BT for consideration. Details of the phone box in question are detailed below:

Address: The Parade, Pelton, DH2 1NF
Number of calls in last 12 Months: 33

If you wish to object you will need to state your reasons why.

BT offers local communities the facility to adopt a traditional red 'heritage' phone box and make them an asset that local people can enjoy for just £1 thereby protecting the heritage of the community.

In order to be taken into account, any comments should be made in writing to the above address or via email to planning@durham.gov.uk clearly stating the address of the kiosk on your correspondence within 14 days of the date of this letter.

I trust the above information is of assistance to you.

Yours faithfully

Connor Willis
Planning Officer

Regeneration and Local Services

Durham County Council, Planning Development (North), Room 4/86-102, County Hall, Durham,
DH1 5UL Main Telephone: 03000 262 830