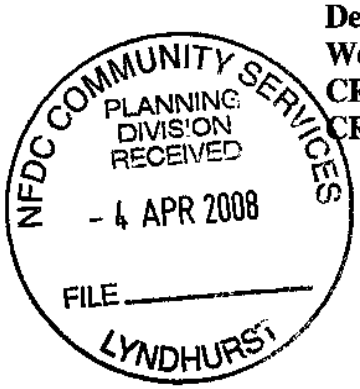
BT Payphones,
PP 05A23,
Delta Point,
Wellesley Road,
CROYDON,
CR9 2YZ.

Chief Planning Officer
New Forest District Council
Appletree Court
Lyndhurst
Hampshire
SO43 7PA



2 April 2008
TIME SENSITIVE - 90 Day Consultation period end date: 02 July 2008
Dear Chief Planning Officer

BT's proposal to re-align payphone provision to meet consumer demand.

As part of BT's Universal Service Obligation it is required to provide adequate coverage of public payphones. In recent years the needs of consumers have changed drastically with the increase in mobile phone ownership leading to a complete change in the communications culture throughout the UK - the number of calls made from BT payphones has more than halved in the last three years. Ninety nine per cent of UK homes now have a phone at home and 85 per cent have a mobile phone. There are currently 61,792 public payphones in Great Britain and 60% of these no longer cover their costs.

Striking a balance between the growing commercial pressures and providing an effective payphone service is vital, and BT has managed to keep its payphone business viable by careful management of costs. However, this challenge is becoming ever more demanding, so BT constantly needs to review payphone usage and on occasions looks to re-align the public payphone provision more closely to the reducing demand that still exists.

On the 14th March 2006 the Office of Communications (Ofcom) published a statement following their 2005 review of universal service in the Telecommunications market. Part of that statement (which can be viewed at www.ofcom.org.uk/consult/condocs/uso/uso_statement/) amended BT's obligations with regard to the removal of payphone service.

In compliance with those revised obligations BT is writing to you as part of a formal consultation process regarding BT's current programme of proposed public payphone removals.

One of the changes introduced following the review is that there is no longer a requirement for BT to consult on the removal of a public payphone which has another payphone within 400m. Out of courtesy we are advising you that there are a number of these payphones within New Forest District which we will be addressing over the forthcoming months. Additionally there are currently 42 public payphones which are little used by consumers and are therefore proposed by BT for removal under full consultation. Details of these boxes are shown on the enclosed sheets which include telephone number and address on a box by box basis.

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81 Newgate Street, London EC1A 7AJ
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This letter formally starts our consultation with you and the local community on these proposals. BT will place consultation notices in the relevant kiosks over the next three weeks to ensure that the local community are fully informed.

What you need to do next
The enclosed list details the payphones which BT wishes to consult on within New Forest District.

Part of Ofcom's review in 2005 states that it is the responsibility of the local authority to initiate its own consultation process to canvas the views of the local community, and that they would normally expect these consultations to involve other public organisations such as the parish or community councils.

Notifications of your final decision should include all justifications as BT may wish to challenge any unreasonable objections within the provisions of the appeals process.

Full guidance on the removal process can be viewed at the following URL:
http://www.ofcom.org.uk/consult/condocs/uso/uso_statement/removals.pdf
and a plain English version is available at:
http://www.ofcom.org.uk/consult/condocs/uso/uso_statement/uso_plain_english/removing_callboxes.pdf

- The consultation period will close on 7/2/2008 and responses received after this date will not be accepted. Please allow at least two days for postal delivery, and kindly note that proof of postage may be required in instances of dispute. If you are responding by email, please retain proof of despatch or apply a read receipt. Payphones will normally be removed as soon as practicable after the consultation period has ended.

We recognise that there may be concerns about our plans and that you may wish to discuss the content of this notification. Should your comments relate to a particular phone box, please clearly show the telephone number of the kiosk on your correspondence. This will ensure that we are able to deal with your enquiry efficiently.

- All correspondence should be addressed to us at BT Payphones, PP 05A23, Delta Point, Wellesley Road, Croydon, CR9 2YZ or via email to **btp.authorisation.team@bt.com**. Please note that all responses should be collated and channelled via a single point of contact for your authority.

Yours sincerely,

RICK THOMPSON
Project Liaison Office, BT Payphones

New Forest District

Telephone Number	Address	Post Code	Agree/ Object	Comments/Reasons
01425474697	Pco, Hightown Rd, Ringwood	BH24 1NH		
01425478805	Pco, Rockford, Ringwood	BH24 3NA		
01425479071	Pco, Field Way, Ringwood	BH24 1QL		
01425479609	Pco, Hangersley Hill, Hangersley, Ringwood	BH24 3JP		
01425652073	Ashford Close, Pco, Station Rd, Fordingbridge	SP6 1JN		
01425672243	Pco, Croft Rd, Neacroft, Christchurch	BH23 8JS		
01425672415	Pco, Burley Rd, Bransgore, Christchurch	BH23 8AY		
01590612323	Pco, Chapel Lane, East Boldre, Brockenhurst	SO42 7WP		
01590626217	Pco, Main Rd, East End, Lymington	SO41 5ST		
01590672254	Pco, Queen Elizabeth Ave, Lymington	SO41 9HN		
01590674115	Pco, Ramley Rd, Lymington	SO41 8HF		
01590674220	Pco, Royden Lane, Boldre, Lymington	SO41 8PE		
01590674226	Pco, Bath Rd, Lymington	SO41 3RU		
01590682211	Pco, Middle Rd, Tiptoe, Lymington	SO41 6FX		
01590682221	Pco, Station Rd, Sway, Lymington	SO41 6BA		
01590682616	Pco, Kings Lane, Sway, Lymington	SO41 6BQ		

Signature: ……..

Area: New Forest District

Job Title: ……..

Please return this to:

BT Payphones, PP 05A23, Delta Point, Wellesley Road, CROYDON, CR9 2YZ

by **02 July 2008**

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New Forest District

Telephone Number	Address	Post Code	Agree/ Object	Comments/Reasons
01725510890	Pco, Forest Rd, Redlynch, Salisbury	SP5 2PU		
01725512230	Pco, Salisbury Rd, Breamore, Fordingbridge	SP6 2EA		
01725512360	1pco, Woodgreen, Fordingbridge	SP6 2AR		
01725518234	Pco, Cornpits Lane, Damerham, Fordingbridge	SP6 3HS		
01725518249	1pco, Damerham, Fordingbridge	SP6 3HE		
01725519263	Pco, Martin, Fordingbridge	SP6 3LF		
01794390415	Pco, Lyburn Road, Nomansland, Salisbury	SP5 2DG		
02380282133	Pco, Southampton Rd, Lyndhurst	SO43 7BU		
02380282284	Pco, Lyndhurst Rd, Brockenhurst	SO42 7QH		
02380292481	Pco, Woodlands Rd, Woodlands, Southampton	SO40 7GF		
02380292490	Pco, Alpine Rd, Ashurst, Southampton	SO40 7AN		
02380812103	Pco, Winsor Rd, Winsor, Southampton	SO40 2HJ		
02380812293	Pco, Pound Lane, Copythorne, Southampton	SO40 2PD		
02380813107	Pco, Newbridge, Cadnam, Southampton	SO40 2NW		
02380813198	Pco, Bramshaw Garage, Bramshaw, Lyndhurst, Hants	SO43 7JF		
02380813318	Pco, Newtown, Minstead, Lyndhurst	SO43 7GH		

Signature: .....

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New Forest District

Telephone Number	Address	Post Code	Agree/ Object	Comments/Reasons
02380845009	Pco, Main Rd, Dibden, Southampton	SO45 5TB		
02380846272	Pco, Jones Lane, Hythe, Southampton	SO45 6AW		
02380848642	Pco, Manor Rd, Dibden, Southampton	SO45 5TJ		
02380863609	Pco, Briarwood Road, Totton, Southampton	SO40 8WF		
02380863610	Pco, Old Magazine Close, Marchwood, Southampton	SO40 4SD		
02380863836	Pco, Woodlands Rd, Woodlands, Southampton	SO40 7GB		
02380872590	Pco, Ringwood Rd, Totton, Southampton	SO40 7DY		
02380891047	Pco, Calshot Rd, Calshot, Southampton	SO45 1BB		
02380891211	Pco, Lepe, Exbury, Southampton	SO45 1AD		
02380891594	Pco, Whitefield Rd, Holbury, Southampton	SO45 2HP		

Signature: .....

Area: New Forest District

Job Title: .....

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