

## Your response

Confidential? – Y/N

None of this response is confidential.

## Public telephone boxes

Ofcom has excluded public telephone boxes (phone boxes) from its 2018 Annual Plan so the Campaign to Retain Payphones (CARP) is introducing them.

The present system of regulation of phone boxes is not fit for purpose and needs urgent reform. Ofcom claims that there is competition in the phone box market but CARP disputes this. Competition only exists in a few big cities. For the vast majority of phone box users there is only one choice, BT.

CARP wants community groups to be allowed to adopt phone boxes with the phone - not just the kiosk. Ofcom claims that the Universal Service Obligation (USO) prohibits this.

Ofcom is trying to have it both ways. When CARP asks for phone box prices to be regulated, Ofcom claims that it cannot do this because there is a free market.

When CARP asks Ofcom to promote the free market (by allowing community groups to adopt phone boxes with the phone) Ofcom claims that the USO prevents this, thereby admitting that there is not really a free market at all.

Because of Ofcom's failure either to regulate prices or to encourage competition, phone boxes are disappearing much faster than they need to.

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