



Your response

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Some of the most vulnerable telephone customers are users of public telephone boxes but they are currently given no consideration whatsoever.

CARP recommends:

- 1) There should be no further removals of public telephone boxes. People with a physical disability may have difficulty in walking a long distance to a phone box. See Section 2.22 of the consultation document.
- 2) There should be a free directory enquiry service for users of public telephone boxes. See Section 2.9 of the consultation document
- 3) The printed information inside public telephone boxes should be in large print in black on white. At present, it is in small print in white on black and is illegible to people with less than perfect eyesight. See Section 2.9 of the consultation document.