



Consultation response form

Ofcom Diversity and Inclusion Programme 2018-2022

Campaign to Retain Payphones (CARP)

Rex Hora, Chairman of CARP

None of this response is confidential

Your response

Confidential? – No

The Campaign to Retain Payphones (CARP) represents a minority group - users of public telephone boxes or payphones. This group is very badly treated by BT (which is the near-monopoly provider of payphones) but, despite repeated requests from CARP, Ofcom refuses to do anything to help.

The bad treatment to which I refer includes:

- grossly excessive charges for calls to mobile phones and to 0845 and 0870 numbers
- removal of coin boxes from most rural payphones which forces users to use credit/debit cards and pay a massive surcharge
- failure to provide directory enquiry services from "no coin" payphones
- inadequate printed information in phone boxes
- what little printed information is provided is printed in very small type in white on black and is illegible to partially-sighted people

Please ask Ofcom to give a fair hearing to phone box users, who are a vulnerable group.

- End -