

Manx Telecom

Public Call Box Services Guidelines

Date: February 2012

1. Purpose & Scope of Document

This document sets out guidelines for the provision by Manx Telecom of public call box services.

It provides information for use by Manx Telecom management, the Isle of Man Communication Commission, customers and other interested parties, and ensures compliance with Condition 35.4 of Manx Telecom's licence.

This document is available on the Manx Telecom website.

2. Definition

“Public Call Box” means a Public Pay Telephone which is permanently installed on public land and to which the public has access at all times.

“Public Pay Telephone” means a telephone available to the general public, for the use of which the means of payment may include coins and/or credit/debit cards and/or pre-payment cards, including cards for use with dialling codes.

“Call Box Services” means the repair and maintenance of Public Call Boxes, and the provision of Publicly Available Telephone Services to and from such Public Call Boxes.

3. The Aims of Manx Telecom in Providing Call Box Services

3.1. Meet Licence Obligations

Manx Telecom has certain licence obligations regarding the provision of public pay telephones and call box services. These obligations are set out in condition 6 and condition 35 of the Manx Telecom licence.

3.2. Minimise Cross Subsidisation

Call Box Services run at a net loss. Manx Telecom should aim to limit loss making payphones that increase cross-subsidies from other product areas. Exceptions to this are outlined in section 4.

4. Principles of the Public Payphone Service

4.1. Service Provisioning Principles

Manx Telecom will provide public pay telephones in publicly accessible areas. The choice of housing will be at the discretion of Manx Telecom, subject to condition 6.3 (disabled access).

The number of public pay telephones and their distribution are detailed in Appendix A, including public phones used for emergency calls only. Manx Telecom will continue to maintain individual pay telephones until such time as their annual revenue falls below £10. In such cases where annual revenue falls below this value Manx Telecom may act to remove the unit in accordance with sections 4.5. and 4.6.

Requests for additional pay telephones, or for pay telephones to be moved, will be considered, however Manx Telecom reserve the right to refuse or to ask for relevant costs to be reimbursed.

4.2. Service Availability

Manx Telecom aims to have 98% of pay telephones working at any time.

Once a fault is reported, Manx Telecom will endeavour to clear the fault within two working days. Faults involving acts of vandalism may take longer.

4.3. Service Standards

All public pay telephones will be cleaned on a regular basis, appropriate to each pay telephone's use.

The cash will be collected from pay telephones on a regular basis, appropriate to each pay telephone's use.

Acts of vandalism will be reported to the Police and the appropriate local authority. Manx Telecom will work with the authorities where appropriate, to help ensure the local community value the pay telephone service in their area.

4.4. Pricing Principles

The cost of calling from a pay telephone will be structured in an easily understandable, banded fashion.

Wherever possible, calls will be charged at the same rate at all times, regardless of time of day or day of the week. A minimum call charge will apply to all calls except to Freephone numbers operated by charities and calls to emergency services on 112 and 999.

4.5. Customer Communication

All public pay telephones will have a notice displaying information as required by condition 6.2 of the licence.

Any proposed pricing changes will be available from Manx Telecom's retail outlet and placed on the Manx Telecom website with 21 days notice.

A notice will be placed in any pay telephone that is being withdrawn from service and the appropriate local authority will be informed by post, 60 days before the removal is planned.

If objections are received to a proposed removal by the appropriate local authority within the 60 day period, Manx Telecom may negotiate with the local authority for the purpose of inviting financial contribution up to and including all annual costs, minus any generated revenue.

Costs include the provision of the pay telephone mechanism, pay telephone housing, annual maintenance (including painting where appropriate, fault repair and repair from acts of vandalism), electricity, regular cleaning and, where appropriate cash collection and processing.

4.6. Communication Commission Notification

Manx Telecom will review the revenue from individual pay telephones at the end of each calendar year. Should a pay telephone's annual revenue fall below £10, the unit will be removed, provided the following conditions are met:

- The unit is not deemed to be for emergency use only and therefore does not generate revenue. Such units are identified in Appendix A.
- There is generally reasonable mobile coverage in the area.
- The unit is not being separately funded by a local authority.

The Communication Commission will be informed of any planned changes including, provision, removal, change of location or material changes to the design of Manx Telecom's public call box services.

Document History

Version	Prepared By	Release Date	Notes/Amendments from Previous Version
Draft	G. Shimmin	May 2005	Draft for comments
Draft 2	R Slee	June 2005	Amended 4.1 – drive time Added to 4.1 – choice of housing Added to 4.6 – local authority contribution
1.0	G.Shimmin	October 2005	Amended 4.1 – walking and drive ‘times’ changed to equivalent distances, as requested by Communication Commission Approval – Document approved at Communications Commission meeting 3 rd October 2005
1.1	G.Shimmin	October 2005	References to a “Section” of the MT licence changed to “Condition” where appropriate.
2.0	G.Shimmin	August 2011	Updated and amended
2.1	G.Shimmin	February 2012	Appendix A updated to reflect withdrawal of kiosk from the Bretany estate

Appendix A

Payphone Address	Payphone Type
Lord St Bus Station	Public
Hutchinson Sq	Public
Outside Hilton Hotel	Public
O/S Queen Victoria House	Public
o/s old Crescent Leisure Centre	Public
o/s old Crescent Leisure	Public
York Rd	Public
Port Jack Onchan	Public
Hutchinson Sq	Public
York Road	Public
Broadway	Public
Kensington Rd - old hospice grounds	Public
Crellins Hill-outside museum.	Public
O/S Hilton Hotel	Public
Dalton Street	Public
Desmesne Road / Westmoreland Road	Public
O/S Post Office willaston	Public
Castle Hill	Public
Outside sea terminal	Public
Hailwood Avenue	Public
Broadway	Public
Neighbourhood Centre (Cat with no Tail) Hailwood Av	Public
Prospect Terrace	Public
Regents St	Public
Nobles Hospital A & E	Restricted Access
Regents St	Public
Stephensons Way	Public
Close Fletcher	Public
O/S Heron public house	Public
Onchan Precinct avondale rd	Public
Lord St (opp Trading Standards)	Public
Brunswick Road	Public
Queens Prom	Public
O/S Sea Terminal	Public
Groves Road	Public
Upper Royal Avenue	Public
Queen Victoria House vic st	Public
Bray Hill/Thorny Road	Public
Summer Hill	Public
School Road	Public
Fenella Av Willaston	Public
Barrule Road	Public
Glencrutchery Road	Public
Hillberry Road	Public
Cronkbourne Village	Public
Newtown	Public
Behind Grandstand (Camping Area)	Restricted Access

Tynwald Mills	Public
O/s Foxdale Post Office	Public
Greeba Bridge	Public
Glen Helen	Public
St Johns Bus Shelter	Public
Nr Hamilton Close, Lower Foxdale	Public
The Hope	Public
Glen Elfin Road, May Hill	Public
Market Square	Public
Memorial Gardens	Public
Port E Vullen	Public
Stanley Mount	Public
Market Square	Public
North Shore Road	Public
Jurby Rd	Public
Old Auto Exchange albert sq	Public
Dreemskerry	Public
Corony Bridge	Public
O/S Shoprite	Public
The Crofts	Public
Ballabeg, C'town	Public
Bounday wall, Hillcroft, Ballamodha	Public
College Green	Public
School Hill Estate	Public
old castletown rd	Public
Market Sq	Public
Cross Four Ways	Public
Ballasalla Roundabout	Public
Janets Corner	Public
o/s Derbyhaven sub Post Office	Public
o/s St Marks Post Office	Public
Douglas Road	Public
Ronaldsway Airport [security area]	Restricted Access
Farrants Way	Public
Ronaldsway Airport	Restricted Access
Ronaldsway Airport	Restricted Access
o/s Colby Post Office	Public
Bradda Way	Public
Station Road.	Public
Shore road	Public
Queens Road	Public
Four Roads	Public
Ballafesson Cross Roads	Public
Marashen Crescent.	Public
Cregneash Village	Public
Peel-Colby Rd, Ballakilpheric Chapel	Public
Ballakilley (Ponyfields)	Public
Bay View Road	Public
O/S MEA Showrooms, Station Road	Public

West Quay	Emergency Only
Peel Prom	Public
Patrick Village	Public
Derby Rd	Public
Peveril Terrace	Public
Albany Road	Public
North View / Roxwell Tce.	Public
Glen Maye Post Office	Public
Dalby	Public
Belle Vue Park/ Ramsey Road	Public
Braaid Cross Roads	Public
The Strang	Public
Union Mills P.O.	Public
Crosby P.O.	Public
Manx Electric Railway Station	Public
Pinfold Hill	Public
Baldrine	Public
Orrys Mount	Public
OPP / Glen Mona Hotel	Public
Old Laxey	Public
Kirk Michael Exchange	Public
Barragarrow Chapel	Public
St Judes	Public
Bride	Public
Andreas Village	Public
Sulby Village	Public
O/S Sulby Exchange	Public
Ballaugh Cronk	Public
Mountain View	Public
Sandygate	Public
The Threshold	Public