

Manx Telecom

Personal Communications Product Group

# Public Call Box Services Guidelines

Date: October 2005

## 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.

Relevant content from this document will be communicated to the public via the Manx Telecom code of practice published on the Manx Telecom website and paper directory.

## 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

It is important that payphones run as close to profit as possible to ensure the service can be sufficiently maintained going forward.

Manx Telecom should aim to limit those loss making payphones that need cross-subsidies from other payphones or 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).

A customer should be no more than half a mile walk from a pay telephone in the Island's major towns (Douglas, Castletown, Port Erin, Peel, Ramsey) and no more than 5 miles drive from a pay telephone in all other areas, excluding the Mountain Road between Ramsey and Onchan where a 10 mile drive applies.

The volume of usage will determine the density of pay telephones above that required in 4.1 para 2. 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 placed in the local newspapers and 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, 60 days before the removal is planned.

#### 4.6. Communication Commission Notification

Manx Telecom will review the revenue from each pay telephone on an ongoing basis. Should a pay telephone's annual revenue fall below the average annual cost of maintenance, the unit will be reviewed.

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.

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.

If objections are received to a proposed removal by the appropriate local authority within the 60 day period outlined in 4.5, Manx Telecom may negotiate with the local authority for the purpose of inviting financial contribution for the retention and upkeep of the pay telephone.

## 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 <sup>rd</sup> October 2005
1.1	G.Shimmin	October 2005	References to a “Section” of the MT licence changed to “Condition” where appropriate.