



BT Payphones
Kazoo PR
Third Floor
6 Ramillies Street
London
W1F 7TY

Dear Sir/Madam,

We are writing to you about the BT phonebox(es) in your area. The phone(s) currently have very low or no usage and are included in our current removal plan, as detailed in the attached schedule.

It is clear that the phones are not being used so as an alternative to removal we would like you to consider adopting them for your community for just £1. You can do this as part of BT's hugely successful Adopt a Phonebox initiative. The programme is an innovative idea which has great feedback from community and parish councils. If you decide to adopt the kiosk, we would remove the telephony, and ownership of the kiosk structure would be transferred to you. You can then use the kiosk in whichever way you think would be best for your local area.

Your phonebox has probably been a feature of your community for decades. Feedback has told us that there is a huge fondness for the traditional red kiosk, and that it is seen by many as a British cultural design icon. We believe that adoption is the most practical way to ensure that your local red telephone kiosk structures are protected for many years to come and are not at risk from any future removal programmes. Due to declining use, BT needs to constantly review the number of public payphones it provides. Adopting your kiosk will keep the structure safe for future generations.

There have already been more than 1000 kiosks adopted in the UK since the scheme started in 2009. Kiosks have been adopted and given a new life from Yorkshire to Somerset, and all participants have experienced great local publicity and interest and a rise in community spirit. Phone boxes have been turned into art galleries, book exchanges and school learning projects. There have even been heart defibrillators installed in phoneboxes, in areas where it may take time for an ambulance to reach the town or village. The response has been hugely positive as the kiosk is preserved and provides more value to the community than a little-used payphone. The associated information shows some brilliant examples of this. In the case of defibrillators in kiosks, one site has already proved a true life saver.

We hope you enjoy reading about the ways other communities have found a new life for their phoneboxes, and that you find the information useful. You can visit the Adopt a Phonebox website at <http://www.payphones.bt.com/> for more information, and if you have any questions please get in touch.

Yours faithfully,

Rose Hobson

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0207 479 4310

Adopt a Kiosk

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[Case Studies](#)
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Adopt a part of your local heritage



Frequently asked questions

What you need to know about adopting a kiosk ▶

Contact us

If you have any questions not answered in our FAQs, you can get in touch with us [here](#) ▶

BT supports the Community Heartbeat Trust which has placed defibrillators in adopted kiosks. This is bringing life-saving services closer to people, when every second counts. Find out more about the [Community Heartbeat Trust](#).



Connecting communities past, present and future

The red telephone box is a British design classic. And many of these iconic boxes, as well as more modern boxes are getting a new lease of life as part of our innovative Adopt a Kiosk programme.

This gives towns and villages up and down the country the chance to do something useful with their phonebox. Some of the projects already underway have really helped bring local people closer together – providing a focal point for the community.

How do I Adopt a Kiosk?

For many towns and villages, the phonebox is part of the community's history and identity. People just don't want to have an empty space where the phonebox once stood.

If you want to protect it for future generations, you can apply to take ownership of it. Then, we'll remove just the phone and leave the box in place.

You can see how many other towns and villages in the UK have adopted their local phonebox on our [Adopt a Kiosk map](#).

What can I do with a phonebox?

That's entirely up to you. There have been some fantastic projects up and down the country. These include phoneboxes being turned into grocery shops, wildlife information centres and art galleries. The Community Heartbeat Trust charity has even installed defibrillators in some local boxes.

So whether it's something that would bring a bit of culture, a practical solution or just a little joy and

inspiration to your community, we'd love you to consider adopting.

How do I apply?

We've tried to make the process as quick and easy as possible. Find out what you need to do to [Adopt a Kiosk here](#) ▶

Apply now ▶

Find out if your local phonebox is available to adopt and start the process.