



Bringing it all together

## Adopt a Kiosk – Frequently Asked Questions

### 1. What is the Adopt a Kiosk programme?

The Adopt a Kiosk programme is an innovative, initiative launched by BT. Where there is limited use of the public payphone service, Councils and registered charities can apply to take ownership of the telephone box(es) for just £1 thereby protecting the heritage of the community.

In summary, the kiosk will remain in situ as opposed to BT removing it as part of the ongoing programme of payphone removals. BT will remove the telephone equipment before transferring ownership to the local council, who will be responsible for ongoing maintenance and upkeep. There have been many innovative ideas for alternative uses, some of which are detailed on the case studies pages of this website.

### 2. Who can apply for the Adopt a Kiosk/Sponsored Kiosk programme?

Any recognised local authority, Parish / Community / Town council throughout England, Scotland and Wales can apply, as long as they comply with the terms and conditions of the programme.

Individuals cannot apply unless the kiosk is situated on private land. In this case it is the landowner who must apply.

Groups of individuals or companies cannot apply unless they are a registered charity.

### 3. How much does it cost to Adopt a Kiosk?

To comply with legal requirements, authorities will be required to purchase the kiosk from BT for a consideration of £1.00. However, where there is power present at the kiosk the Parish / Community / Town council has the option to take ownership of the power supply, or for BT to continue to supply the power free of charge on your behalf. See FAQ number 10 for further information.

### 4. How to apply to Adopt a Kiosk

All applications are submitted online. Review the "How to Apply" pages on this site before clicking through to Apply Now. Some kiosks are available to adopt now, whereas others will require the consent of your Local Authority. Where this is the case we will apply on your behalf, but adoption cannot be guaranteed and the application can take up to 90 days. Please be patient with us.

An application can also be made by e-mailing [payphones@bt.com](mailto:payphones@bt.com) where the team will check availability

### 5. What information is needed in order to apply for Adopt a Kiosk?

Anyone wishing to adopt should review the contractual agreements that are available to download from this site. A signed, completed contract needs to be submitted with the online application to:

**BT Payphones**  
**4th Floor – Monument Telephone Exchange**  
**11-13 Great Tower Street**  
**London**  
**EC3R 5AQ**

Please do not send contracts by recorded or special delivery as there is no one available to sign

Or alternatively by email to: [payphones@bt.com](mailto:payphones@bt.com)

## **6. Are there any planning regulations which need to be complied with?**

Anyone who wishes to adopt a kiosk must apply to the relevant authorities for the necessary consents to retain a kiosk. These may include your Local Authority or the Highways Agency. Each local authority varies in their approach to adoption, so please check with them for what permission is required if any.

## **7. Where are the contracts for Adopt a Kiosk?**

Copies of the contracts are available to download from the "How to Apply" pages.

## **8. What type of kiosk(s) can we Adopt? Are all kiosks available?**

All kiosk types are available for adoption. Please check the availability on our how to adopt pages

## **9. Can more than one kiosk be Adopted?**

Yes, you can choose to Adopt as many kiosks as you want, as long as you are representing a Parish / Community / Town Council or a registered charity.

## **10. What happens to the power connection?**

BT Payphones have reviewed their Adopt a Kiosk process.

Customers can now choose one of the following two options:

### **Option 1:**

BT Payphones will continue to be responsible for the electrical supply and any payments to the electricity companies for that supply. BT reserves the right to disconnect the electricity supply at some point in the future but BT will contact the kiosk owner should this become necessary.

At the point of transfer BT will ensure that the light is working but from then on BT will only be responsible for the underground cable up to the fuse box. Any future faults beyond this point will be the responsibility of the kiosk owner.

### **Option 2:**

The customer can choose to take over the responsibility for the electricity supply. Customers choosing this option will have to apply for an MPAN number from their electricity company. Please contact us should you wish to choose this option.

## **11. What is an MPAN number?**

A Meter Point Administration Number or MPAN number is a 21 digit reference number, used across the UK to determine electricity supply points.

Where the customer chooses to own the power connection BT will require the customer's un-metered MPAN number. The number is required to transfer the billing for a kiosks power supply. Local power companies will be able to supply this.

For further information on MPAN numbers click [here](#). Please note this is an external website and BT is not responsible for the information contained within.

Please contact us if you require more information on how to apply for an un-metered MPAN number.

## **12. What if the power supply has already been disconnected?**

Where a power disconnection has already taken place BT will not refund any payments made or reconnect the electricity.

## **13. What is the annual electricity cost for a kiosk?**

If the customer chooses to transfer the electricity supply over to themselves BT has no control over what electricity companies will charge for providing an un-metered supply for the lighting. This will vary depending on the electricity company chosen.

#### **14. Are Listed Kiosks included in the Adopt a Kiosk programme?**

Yes, listed kiosks are included in the programme, but please be assured that this consultation IS NOT for removal of the kiosk structure. The listed status of these kiosks is not being challenged. Both BT's and English Heritage's view is that Listed Building Consent should not be required for the removal and/or replacement of internal telephone equipment from listed kiosks, as the equipment has been updated repeatedly and is not part of the special interest of the kiosks. However, the decision as to whether consent is required for such works remains at the discretion of the individual local authority.

#### **15. How have BT communicated this programme to local authorities?**

BT has written to all local authorities across England, Scotland and Wales. Letters have been sent to both Planning Officers and Conservation Officers

#### **16. What local authorities have you contacted?**

BT has written to all local authorities across England, Scotland and Wales that have kiosks included in the current street removals programme. Letters have been sent to both Planning Officers and Conservation Officers.

In addition, we have written to MPs or Parish Councils where they specifically requested information on the proposals.

#### **17. Can councils apply to Adopt/Sponsor kiosks when they have already replied to a recent consultation?**

Yes, we will consult with Local Authorities once again if an application is received which requires a fresh consultation.

#### **18. Can we apply for a kiosk to be re-installed?**

Unfortunately it is not possible to re-install kiosks that have already been removed. If interested authorities should apply as early as possible in order to minimise the potential for kiosks to be removed.

#### **19. Can we replace a modern kiosk to a red kiosk?**

Sorry, the Adopt a Kiosk programme only applies to existing kiosks. Where there is already a kiosk in situ councils can apply to retain the housing only as opposed to the kiosk being removed as part of the street removals programme. We do not offer a facility to replace different kiosk types with red kiosks.

#### **20. Where can I get my free paint for my kiosk?**

If you have permission from BT to fit a defibrillator and it's on its way, you'll probably want to renovate your phone box with some new red paint! The British Coatings Federation is the sole Trade Association representing the UK paint manufacturers. One of its members would be happy to supply paint to you free of charge - please email your request. Further information is available here

<http://www.coatings.org.uk/where-can-i-get-some-paint-for-my-kiosk.aspx>