

**From:** monica.greenall

**To:** Finch-Saunders, Janet (Aelod Cynulliad | Assembly Member) <[Janet.Finch-Saunders@assembly.wales](mailto:Janet.Finch-Saunders@assembly.wales)>

**Subject:** BT Ref: 9262 Your Ref: JF571 Janet Finch-Saunders AM re phone box in Cwm Penmachno

Many thanks for your letter

I've taken a look and I'm pleased to tell you, the payphone kiosk has been removed from our street rationalisation program.

After we completed further mobile network tests, BT have decided that coverage in this area is indeed very patchy, therefore the kiosk will remain.

I've also requested for a payphone engineer to visit the pay phone and check the equipment. A line fault had put the phone out of service and the phone itself seems to have developed a fault.

I can assure you, the payphone will be fixed in the near future.

Any payphones that need to be repaired can be reported to our dedicated payphone team on 0800 661610 Monday to Friday 08.30 -17.00 hrs or by email [customer.serv.payphones@bt.com](mailto:customer.serv.payphones@bt.com).

I hope you find this information helpful. Please do get in touch if you wish to talk to me further about this case.

Thanks,

**Mrs Monica Greenall**

**BT Redcare and Payphones HLC  
Enterprise**

**e-mail: [payphones.crs@bt.com](mailto:payphones.crs@bt.com)**

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