



KCOM Group Limited

Payphones Reporting

1 April 2025 – 31 March 2026

The Universal Service Obligations ensure people across the UK have access to a baseline level of communication services, including public payphones. In the Hull Area, KCOM is the Universal Service Provider.

Repairs to public payphones can be reported on 151 or by emailing payphones@kcom.com. We do our best to repair faulty payphones or damage caused by thieves and vandals, but we need your help. Please let us know about payphones that are out of order or any other concerns you may have. We will try to get them working again as quickly as possible or, where necessary, work with the local authorities to address any concerns.

KCOM is required to report on the provision and repair of its payphones and the removal of any payphones. This report provides details of the required metrics.

Provision and Repair	
Total number of payphones provided on 31 March 2026	266
Total number of payphones not in working order on 31 March 2026	80 **
Total number of payphones reported as faulty or damaged 1 April 2025 – 31 March 2026*	611
Total number of payphone repairs completed 1 April 2025 – 31 March 2026	611
Average time taken (from a fault being reported to its repair) for repairs to faulty or damaged payphones to be completed 1 April 2025 – 31 March 2026	1.76 days

* This includes all reports of faults or damage, including damage which would not impact on the ability to make a call from the payphone.

** During this reporting period a system change occurred which may have inflated this figure. Upon testing a small sample of these faults 75% of PCOs were error free and would not stop a call being made.

Removal of Payphones*	
Total number of proposals made to remove a Last-at-a Site payphone 1 April 2025 – 31 March 2026	0
Total number of Last-at-a-Site payphones which have been removed or relocated 1 April 2025 – 31 March 2026	0
Last-at-a-Site payphones removed or relocated after being subject to a request for a review of KCOM’s decision which was declined	0
Last-at-a-Site payphones removed or relocated after being subject to a review which upheld the decision	0
Total number of Last-at-a-Site payphones which have not been removed or relocated outside of the relevant Site 1 April 2025 – 31 March 2026 which were subject to successful representations made during the Representation Period	0
Total number of Last-at-a-Site payphones which have not been removed or relocated outside of the relevant Site 1 April 2025 – 31 March 2026 which were subject to successful representations made during the Representation Period subject to a Review which overturned the Decision	0

*Where KCOM wishes to remove a payphone and there is not another payphone within 400m walking distance it must consult with the Local Authority. These payphones are known as “Last-at-a-Site” payphones. Following a 90 day consultation period KCOM will provide notice of its decision and the Local Authority has a 21 day period in which to request a review. KCOM will then decide whether or not there is reasonable justification to reconsider the decision.