CONFIRMED on 24/10/08
This booklet is only indicative
please see plans for detailed
design under consideration
(PW) 27/10/08.





# The BT ATM Payphone

Matching customer demand for convenient access




Further information
To find out more about how BT Multimedia Solutions could benefit your organisation, please contact:

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# BT ATM Payphones

BT is the UK's largest payphones provider, with a license obligation to sustain a public service nationwide. Public Payphones play a vital role in Britain's communities, enhancing safety and social inclusion. BT operates just under 70,000 street payphones across the UK.




Recent innovations include the introduction of multimedia kiosks which have allowed customers to surf the internet, check emails, and access key local services on the high street.

Since 2003, BT has successfully trialled cash machines in a number of kiosk locations. The payphone network has proven to be an ideal way to meet the growing customer demand for convenient access to cash and we now want to offer this facility to other customers.

With around 70,000 payphones across the UK, BT can provide ready made ATM services where none currently exist or where customers need a more convenient alternative. The increased availability of cash will help to sustain communities and can increase the flow of cash to local businesses. Moreover, unlike many new cash machines based in a say, a shop or a pub, payphone kiosk ATMs can be available 24 hours a day, 7 days a week, 365 days a year and all are designed to fit with the local environment and meet rigorous safety standards.

## BT's pledge to you

We know that customers want easier access to cash machines but we also know that the installation of such machines must be properly planned and compatible with the local environment if they are to be welcomed by everyone.

BT is proud to have very high levels of customer satisfaction for a payphone network. BT has customers all over the UK who expect us to demonstrate the highest values of trust, integrity and openness. That is why BT pledges to:

1. Only provide ATM Payphones where there is a customer demand for new facilities
2. Concentrate new ATM Payphones in areas where there is no other easily accessible cash machine
3. Make it clear to customers, prior to their transaction, whether the ATM Payphone will charge a fee or be free
4. Consult with Local Authority Crime Prevention Design Advisers (CPDAs) and Crime Prevention Officers (CPOs) to determine the suitability of the site
5. Ensure that all ATMs are fitted with an ink dye protection system. When an attack is detected an indelible liquid stains everything – making the cash useless and providing evidence of crime
6. Continue to work with the Metropolitan Police Flying Squad and others on the ATM Security Working Group to develop best practice security guidelines for cash machines
7. Cost ATM Payphones in graffiti proof finish
8. Undertake detailed consultation with Local Planning Authorities for all ATM Payphones
9. Ensure our ATM Payphones are cleaned and maintained to BT standards




## Additional advantages of a BT ATM Payphone

- Accessible 24 hours a day, seven days a week, unlike many ATMs, found in locations such as shops, pubs, clubs and malls
- No major building work needed and no extra street clutter because the growing demand for cash machines can be met using existing structures and power supplies
- Reaches communities that do not have access to a cash machine because BT already has around 70,000 payphone sites throughout the UK
- Provision of ATM Payphones leads to an increased demand for cash which in turn can invest local businesses and the economy
- Where high street cash machines have disappeared due to bank or building society branch closures, BT ATM Payphones fulfill customers' needs
- The payphone and the ATM are fully accessible for disabled customers. Both devices are located on an external face of the kiosk, negating the need to negotiate a door

# Safety and crime prevention

> BT aims to provide as safe and secure an environment as is possible for both the user and installation. This is achieved by the way the ATMs are designed and installed.

Peter Hardy
Crime Prevention Design Advisor, Sussex Police




The security of our cash machines and the safety of others is always our prime concern. That is why there has been so much investment in the latest anti-crime technology. We always consult with Local Authority Crime Prevention Officers to determine the suitability of the site.

During 110 months of ATM Payphone operation, no reported criminal incidents occurred in connection with BT kiosk cash machines.

## Features to enhance Card-holder protection

- Minimise the problem of shoulder surfing by reducing the access area to the ATM, making the screen difficult for criminals to see
- Offer an option to clearly define a personal protective space behind the ATM user. This space will also reduce the risk of shoulder surfing
- Use an ATM which is designed to prevent card-skimming machines being attached

Arrange for our cleaning agents to check that illegal devices have not been affixed to the kiosk when completing the regular cleaning visits.

- Careful and consultative Site Selection process
- Experienced surveyors visit each prospective site to assess its suitability
- Special consideration is given to aspects such as the proximity of other street furniture to the kiosk, street lighting, the width of the footpath and the proximity of poorly lit areas or bushes
- Cash delivery companies will also make an assessment of the risks for their operatives before approving a site

## Note Degradation System (Ink dye protection, Fluiditi)

- All BT ATM Payphones are fitted with a note degradation system. If an attack is detected this system automatically sprays the cash with an indelible ink making the cash useless and providing evidence
- The system is active from the moment the cash leaves the depot meaning that both the cash and the security operative have the greatest level of protection
- Note degradation protection also operates on a battery, so that if the power supply to the kiosk fails the protection system would still be active

## Physical security

- To deter ram-raiders our kiosks are fitted with metal plinths and foundation anchoring that have been rigorously tested

## Tracking systems

- Tracking systems can be fitted to kiosks so that, in the unlikely event that a kiosk was actually removed, the police can monitor its whereabouts and improve the chances of recovery and securing a conviction




## ATM Security Working Group

- BT works with Independent ATM Distributors (IADI) who are members of the ATM Security Working Group which considers crime and security issues relating to cash machines
- It is chaired by the Metropolitan Police Flying Squad and has published security guidelines for stand-alone ATMs which BT uses and which have contributed to improved safety

## Graffiti, fly-posting and cleaning

- BT takes very seriously issues of anti-social behaviour, such as graffiti, fly-posting, vandalism and litter which are off-putting to our customers
- BT spends approximately £20 million annually on cleaning and maintaining payphone housings and £250,000 in removing unsightly and offensive prostitute cards
- We are funding trials with local authorities on measures to discourage fly posting
- We treat ATMs in graffiti-proof finish easing the removal of spray paints

## Consultation

- BT will undertake a detailed consultation with Local Planning Authorities for all ATM Payphones
- We will also consult with Local Authority CPDAs and CPOs to determine the suitability of a site before installation

# Maintenance

BT Payphones adheres to very high standards in maintaining and cleaning our estate of payphones. The frequency of cleaning of payphones depends on usage and need, ranging from monthly to daily.

In addition to this, ATM Payphones are subject to a two-tier maintenance process which is both effective and secure:

- First Line Maintenance: Any minor issues that arise with the operation of an ATM Payphone that do not necessitate component replacement, such as note jams and receipt printer issues, will be detected and dealt with in a matter of hours.

- Second Line Maintenance: When an ATM needs to be serviced or a component in the machine replaced, security will be assured through the removal of cash cassettes from the ATM. Cassettes will then be housed inside a safe within a specially designed secure vehicle. Only once maintenance work has been completed will cash cassettes be re-loaded into the ATM Payphone.

- Critical Events: BT is always on call to respond to the specific concerns of customers. If at any time a member of the public reports that a site is in a dangerous condition or that there has been an attempted or actual theft from an ATM Payphone, we pledge that it would be attended within 4 hours. This is applicable 24 hours a day, 365 days of the year.



# About BT Payphones

The payphone network is a national asset and an important access point for emergency and other vital services, including Childline which receives around 20% of calls from distressed children from payphone kiosks.

We are investing in the long-term sustainability of the network to meet modern communications needs. We will continue to reappraise the service we provide and look to new revenue streams so that we can secure a commercially viable network for the future.

Innovative services – While staying committed to our core telephony service, we believe payphones have great potential to serve changing communications patterns and provide innovative solutions to public needs. In addition to our new ATM product we are also developing the following customer services.

Internet access for all – BT has invested in 1,400 Internet Kiosks, providing internet, e-mail and text messaging access for all. We believe our network will be vital in delivering universal access to internet and government services without creating street clutter.

Wireless Broadband (Wi-Fi) – Since October 2005, access points have been installed in broadband enabled payphones to bring wireless broadband onto the streets of Britain. These 'hotspots' allow people with suitably equipped PCs or PDAs to connect to the internet (without wires) when in close proximity to these payphones.

CCTV – We are investigating the potential to develop public payphones to house outward-facing CCTV cameras that could enhance the capabilities of public CCTV networks run by the police and local authorities, even in rural areas and at lower costs compared to conventional systems.

Advertising – Payphone advertising provides important revenue that will help us sustain and develop the network for the long term. We take into account safety issues when choosing locations and designing adverts.



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