



Public Consultation Document

Telstra Reference No: 60531
Payphone ID: 07559246X2
Address: 28 Vista Street
Surfers Paradise Qld 4217

It is proposed that a payphone be removed from outside:
28 Vista Street, Surfers Paradise Qld 4217
(Payphone ID: 07559246X2)

The next nearest payphone is located outside:
29 Enderley Avenue, Surfers Paradise Qld 4217
(Payphone ID 07553811X2) which is approximately 130 metres from the
current site.

The removal of the payphone has been prompted by Telstra due to significant redevelopment in the area, including the proposed removal of the power supply pole. The payphone is no longer feasible to operate, and there is no suitable location nearby. Additionally, the demand for the service is low, given the excellent mobile coverage from all carriers and the presence of an alternative public telephone within 130 meters with three other payphones available within 400 metres.

Telstra intends making a final decision on this proposal by:
5th August 2026.



Legislative Requirement Paragraph 13 (1) (b) of the Payphone Public Consultation Determination

Public Consultation Document – when Telstra cannot continue to reasonably operate a payphone at the site

- i) Telstra's reasons for the payphone removal proposal including facts upon which the proposal is based.

Why we are proposing to remove this payphone.

Telstra's Response

The removal of the payphone has been prompted by a developer due to significant redevelopment in the area, including the removal of the power supply pole. The payphone is no longer feasible to operate, and there is no suitable location nearby. Additionally, the demand for the service is low, given the excellent mobile coverage from all carriers and the presence of an alternative public telephone within 130 meters. Due to the redevelopment works and access not being available during the construction phase Telstra is concerned for the safety of the public, users of the payphone and the provider's employees and agents.

- ii) to the extent that it is available, and it is reasonable for Telstra to disclose it, evidence proving those facts

Evidence to prove the facts upon which this proposal is based.

Telstra's Response

Versatile Constructions has contacted Telstra regarding construction works scheduled through to September 2030, which will impact public access to the payphone at this site. Removal has been requested to ensure the safety of both the public and construction personnel, and to allow for the installation of gantry/hoarding structures and vehicle access required for the redevelopment.

The developer works will also necessitate the removal of the existing power pole, which provides the continuous 240-volt supply required for payphone operation. An alternative payphone is available within close proximity at 130 metres distance, and a recent site walk did not identify any suitable relocation option that meets Telstra's or the developer's requirements.

- iii) to the extent that it is available, and it is reasonable for Telstra to disclose it, evidence proving those facts

The criterion that applies to this proposed payphone removal

Telstra's Response

Telstra cannot continue to reasonably operate the payphone at the site.



- iv) details of how a person can complain about the proposed removal of the payphone

How a complaint (or request for further information) may be made.

Telstra response:

Should you wish to make a complaint regarding the decision, it must be made within 20 working days of the final decision which will be posted on the Telstra Payphone website. Complaints can be made through the

Telstra Payphone Siting Manager
Locked Bag 4850
Melbourne Vic 3001

or by calling us on 1800 011 433 selection Option 2
or email payphones@team.telstra.com

To make a written objection to the ACMA regarding a Telstra payphone complaint, it must be within 10 working days from when the primary universal service provider provided its written response to the complaint

www.acma.gov.au/payphones

Telstra advises that the personal information of the complainant may be disclosed to the ACMA for the purpose of resolving the objection.

- v) notification, for the purposes of the Privacy Act 1988, that should a person make a complaint, Telstra may be required to disclose the complainant's personal information (as contained in the complaint) to the ACMA.

Notification for the purposes of the Privacy Act 1988

Telstra response:

Telstra advises that the personal information of the complainant may be disclosed to the ACMA for the purpose of resolving the objection.