



Public Consultation Document

Telstra Reference No. **39111**
Payphone ID. **02625718X2**
Address **Ainslie Avenue, Braddon ACT 2612.**

It is proposed that a coin card payphone be removed from the corner of Ainslie Avenue and Cooyong Street, Braddon, ACT 2612
(Payphone Id: 02625718X2)

The next nearest payphones are located outside 142 Bunda St, Canberra 2601 approximately 265 metres away from proposed removal location,
Payphone ID's: 02624917X2 and 02624918X2

Telstra intends making a final decision on this proposal by **4th November 2017**

**Table 3:
Legislative
requirement
Paragraph 13
(1) (b) of the
Payphone
Public
Consultation
Determination**

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

<p>i) Telstra’s reasons for the payphone removal proposal including facts upon which the proposal is based</p>	<p>Why we are proposing to remove this payphone</p> <div data-bbox="352 577 1506 763" style="border: 1px solid black; padding: 5px;"> <p>Telstra response:</p> <p>Telstra is concerned for the safety of the public, users of the payphone and the provider’s employees and agents and damage to Telstra’s asset within the construction zone where the payphone is currently located.</p> </div>
<p>ii) to the extent that it is available, and it is reasonable for Telstra to disclose it, evidence proving those facts</p>	<p>Evidence to prove the facts upon which this proposal is based</p> <div data-bbox="352 1263 1506 1554" style="border: 1px solid black; padding: 5px;"> <p>Telstra response:</p> <p>Telstra is concerned for the safety of the public, users of the payphone and its employees and agents. The area will be subject to heavy machinery engaged to demolish existing footpath and surrounding areas as part of the redevelopment of the area from public housing to private residential buildings and will take approximately 18 months.</p> <p>Telstra currently operates more than 8 payphones within a 600 meters radius of the payphone site to cover the needs of the community.</p> </div>
<p>iii) a statement about which criteria under paragraph 20 (1) (b) of the Payphone Location Determination are considered to apply to the proposed payphone removal</p>	<p>The criterion that applies to this proposed payphone removal</p> <div data-bbox="352 1659 1506 1973" style="border: 1px solid black; padding: 5px;"> <p>Telstra response:</p> <p>The location of the payphone is now within a construction zone where heavy machinery is operating in the demolition and excavation of the site. The site will remain unsafe until April 2019.</p> <p>Both power and telecommunications cabling was provided via the buildings being demolished. Telstra will be unable to obtain power and telecommunications from this site after the redevelopment is completed.</p> </div>

<p>iv) details of the means by which a complaint may be made by a person who wishes to make a complaint about the proposed removal of the payphone</p>	<p>How a complaint (or a request for further information) may be made</p> <div style="border: 1px solid black; padding: 10px; text-align: center;"> <p>Telstra response:</p> <p><i>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 communicated in writing to all stakeholders, parties that have made submissions and posted on the Telstra Payphone website. Complaints can be made through the</i></p> <p>Telstra Payphone Siting Manager Locked Bag 4850 Melbourne Vic 3001 or by calling us on 1800 011 433 selection Option 2 or email Payphone.Solutions@team.telstra.com</p> <p><i>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</i></p> <p>http://www.acma.gov.au/~media/Networks/Form/pdf/Payphone%20Complaints%20Form.pdf</p> </div>
<p>v) notification, for the purposes of the <i>Privacy Act 1988</i>, 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</p>	<p style="text-align: center;">Notification for the purposes of the <i>Privacy Act 1988</i></p> <p style="text-align: center;"><i>ACMA guideline</i></p> <p>In addition to complying with the requirements of the <i>Privacy Act 1988</i>, Telstra must include a notification that if a complaint is made to Telstra, the personal information of the complainant may be disclosed to the ACMA for the purposes of resolving the complaint.</p> <div style="border: 1px solid black; padding: 10px; text-align: center;"> <p>Telstra response:</p> <p>Telstra advises that the personal information of the complainant may be disclosed to the ACMA for the purpose of resolving the objection.</p> </div>