



Public Consultation Document

Telstra Reference No. 41079
Payphone ID. 03583108X2
Address 534 Wyndham St Shepparton VIC 3630

It is proposed that a payphone be removed due to a major redevelopment project of the area undertaken by Greater Shepparton Council.

Outside 534 Wyndham St, Shepparton, Victoria 3630.
Cabinet Id: 03583108X2

The next nearest Coin and Card payphone is located at: 525 Wyndham St, Shepparton, Victoria 3630. Cabinet Id: 03583109X2. (Approximately 100 metres away from the proposed location.)

Telstra intends making a final decision on this proposal by **4th December 2018**

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

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

For the payphone concerned, Telstra must clearly state why it cannot reasonably operate the payphone at the site. It must also include the facts upon which the proposal is based—for example, these could include:

- > reference to any of the applicable criteria in subsection 20 (4) of the Payphone Location Determination:
 - a. Telstra has taken all reasonable steps required to obtain the relevant approvals and does not continue to hold, or is unable to obtain, relevant approvals for the operation of a payphone at the payphone site;
 - b. Telstra has taken all reasonable steps required to obtain the relevant approvals and does not continue to hold, or is unable to obtain, relevant approvals for access to the payphone site; or
 - c. Telstra is concerned for the safety of the public, users of the payphone and the provider’s employees and agents.

Telstra response:
Telstra received a submission from Greater Shepparton Council that a major redevelopment project of the area where the payphone is located will be undertaken for a period of 1.5 years

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

If Telstra has nominated criterion (c) above, to the extent that it is available, and it is reasonable for Telstra to disclose it, the evidence that it may provide includes:

- > why Telstra is concerned for the safety of the public, users of the payphone and/or its employees and agents.

Telstra response:
The Greater Shepparton Council provided Telstra the plans and project scope for the works. Heavy machinery will be operating in the area where the payphone is located. The area will also be barricaded off for the safety of the community.

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

The criterion that applies to this proposed payphone removal

The format for this statement should be as follows:

- > ‘Telstra cannot continue to reasonably operate the payphone at the site.’

Telstra response:
The payphone will not be accessible to the community for the term of the project.

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

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

In this section, Telstra must include details about how a complaint (or a request for further information) may be made to Telstra about the proposed payphone removal.

Telstra must provide contact details of its complaints-handling section including a phone number and details of the method by which a person may make a written complaint (such as an email address, or link to an online complaints form).

This section should also include information (including time frames) about how a person may make a written objection to the ACMA if they are not satisfied with Telstra's response to their complaint.

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 communicated in writing to all stakeholders, parties that have made submissions and 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

<https://www.acma.gov.au/theACMA/payphone-complaints>

iii) 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*

In addition to complying with the requirements of the *Privacy Act 1988*, 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.

Telstra response:

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

end