

Public Consultation Document

Telstra Reference No: 46428

Payphone ID: 02936118X7

Address: Outside 470 Crown Street, Surry Hills NSW 2010

It is proposed that a payphone be removed from:
Outside 470 Crown Street, Surry Hills NSW 2010.
(Payphone ID: 02936118X7)

The next nearest payphone is located:
Outside 70 Arthur Street near Bourke Street, Surry Hills NSW 2010
(Payphone ID: 02936138X2) which is approximately 180 metres away from
current site.

Telstra intends making a final decision on this proposal by **26th January 2022**.

Table 4: Legislative requirement Paragraph 13 (1) (b) of the Payphone Public Consultation Determination	Public Consultation Document—when an existing payphone is to be relocated in the same place or area of a type described in Division 1 of Schedule 1 of the Payphone Location Determination
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: <div style="border: 1px solid black; padding: 5px;"> <p>Telstra response:</p> <p>Due to a unique historic Council agreement, Telstra is proposing to relocate the payphone approximately 218 metres from its existing location outside 470 Crown Street, Surry Hills NSW 2010 to outside 359 Crown Street near Fitzroy Street, Surry Hills NSW 2010 ensuring it remains in an area described in Division 1 of Schedule 1 of the Payphone Location Determination. (In this case being a Commercial Area).</p> </div>
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 <div style="border: 1px solid black; padding: 5px;"> <p>Telstra response:</p> <p><u>Location of existing payphone:</u></p> <p>Outside 470 Crown Street, Surry Hills NSW 2010. https://goo.gl/maps/ToUJgDbi3wMn1xVT7</p> <p><u>Location of new Payphone:</u></p> <p>Outside 359 Crown Street, Surry Hills NSW 2010. https://goo.gl/maps/KchH4PDwq3yZPXhE9</p> </div>
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 <div style="border: 1px solid black; padding: 5px;"> <p>Telstra response:</p> <p>The existing payphone site is at the place or area (in this case (g) industrial or commercial areas) as described in Division 1 of Schedule 1 of the Payphone Location Determination and the payphone is to be relocated 230 metres at a new site within that same place or area.</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> <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</p> <p>Locked Bag 4850 Melbourne Vic 3001</p> <p>or by calling us on 1800 011 433 selection Option 2</p> <p>or email Payphones@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>https://www.acma.gov.au/payphones</p>
<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>Notification for the purposes of the <i>Privacy Act 1988</i></p> <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>