



## **Public Consultation Document**

**Telstra Reference No.46633**

**Payphone ID. 03979157X2**

**Address: 28 Heyington Crescent, Noble Park North, VIC 3174**

It is proposed that a payphone be removed from:  
Outside 28 Heyington Crescent, Noble Park North, VIC 3174  
Payphone ID: 03979157X2

The next nearest payphone is located:  
Outside 399 Dandenong Road, Noble Park, VIC 3174  
Payphone ID: 03954620X2  
(Approximately 900 metres away from current site)

Telstra intends making a final decision on this proposal by **2<sup>nd</sup> February 2022**

**Table 2:  
Legislative  
requirement  
Paragraph  
13(1)(b) of the  
Payphone  
Public  
Consultation  
Determination**

**Public Consultation Document—when there is demonstrated community support to remove the payphone from the site**

<p>i) Telstra’s reasons for the payphone removal proposal including facts upon which the proposal is based</p>	<p><b>Why we are proposing to remove this payphone</b></p> <div style="border: 1px solid black; padding: 10px; background-color: #f0f0f0;"> <p style="text-align: center;">Telstra response:</p> <p>Telstra has received a petition from City of Greater Dandenong with 31 signatures requesting the removal of this payphone. Usage of the payphone is low. The area has great mobile phone reception of all carriers and an alternate payphone is approximately 900 metres away.</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><b>Evidence to prove the facts upon which this proposal is based</b></p> <div style="border: 1px solid black; padding: 10px; background-color: #f0f0f0;"> <p style="text-align: center;">Telstra response:</p> <p>Telstra has received a petition containing the names, addresses and signatures of 31 people supporting the removal of this payphone.</p> <p>Evidence of this petition is available on request via email at <a href="mailto:payphones@team.telstra.com">payphones@team.telstra.com</a></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><b>The criterion that applies to this proposed payphone removal</b></p> <div style="border: 1px solid black; padding: 10px; background-color: #f0f0f0;"> <p style="text-align: center;">Telstra response:</p> <p>There is demonstrated community support to remove the payphone from this site.</p> </div>

Telstra is also required to comply with the Payphone Complaint Rules Determination.

<p><b>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</b></p>	<p><b>How a complaint (or a request for further information) may be made</b></p> <p style="text-align: center;">Telstra response:</p> <p style="text-align: center;"><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 Telstra Payphone Siting Manager Locked Bag 4850 Melbourne Vic 3001 or by calling us on 1800 011 433 selection Option 2 or email <a href="mailto:Payphones@team.telstra.com">Payphones@team.telstra.com</a></i></p> <p style="text-align: center;"><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 style="text-align: center;"><a href="https://www.acma.gov.au/payphones">https://www.acma.gov.au/payphones</a></p>
<p><b>iii) 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</b></p>	<p><b>Notification for the purposes of the <i>Privacy Act 1988</i></b></p> <p style="text-align: center;">Telstra response:</p> <p style="text-align: center;">Telstra advises that the personal information of the complainant may be disclosed to the ACMA for the purpose of resolving the objection.</p>

end