



### **Public Consultation Document**

**Telstra Reference No:** 52991  
**Payphone ID:** 08855370X2  
**Address:** 18 Buick Drive, American River, SA 5221

It is proposed that a payphone be removed from outside 18 Buick Drive, American River, SA 5221 (Payphone ID: 08855370X2).

The next nearest payphone is located at 44 Tangara Drive, American River, SA 5221 and is approximately 1540 metres away from the current site.

This proposal was prompted by the disconnection of power to the site and the excessive cost to restore power to a new point of supply and proximity to an alternate payphone.

Telstra intends making a final decision on this proposal by the **17<sup>th</sup> Jan 2024**.

<b>Table 3: Legislative requirement</b> <b>Paragraph 13 (1) (b) of the Payphone Public Consultation Determination</b>	<b>Public Consultation Document—when Telstra cannot continue to reasonably operate the payphone at the site</b>
<b>i) Telstra’s reasons for the payphone<sup>a</sup> removal proposal including facts upon which the proposal is based</b>	<p>Why we are proposing to remove this payphone</p> <div data-bbox="453 479 1546 734"> <p>Telstra response:</p> <p>Telstra is unable to reasonably operate this payphone without power. The current power supply connection is being fed from a pole that has a defect due to condition and requires replacement. The cost to replace this power pole or source power from an alternate location has been quoted at greater than \$10,000. An alternate payphone is located approximately 1540 metres away at 44 Tangara Drive, American River, SA 5221.</p> </div>
<b>ii) to the extent that it is available, and it is reasonable for Telstra to disclose it, evidence proving those facts</b>	<p><b>Evidence to prove the facts upon which this proposal is based</b></p> <div data-bbox="453 837 1546 1037"> <p>Telstra response:</p> <p>Continuous 240-volt power is required to operate a payphone. Telstra has received a quote more than \$10,000 to restore power. With an alternate payphone available within proximity, Telstra believes this cost to be excessive to restore power to one payphone.</p> </div>
<b>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</b>	<p><b>The criterion that applies to this proposed payphone removal</b></p> <p><i>ACMA guideline</i></p> <p>The format for this statement should be as follows:</p> <div data-bbox="453 1279 1546 1456"> <p>&gt; ‘Telstra cannot continue to reasonably operate the payphone at the site.’</p> <p>Telstra response:</p> <p>Telstra cannot continue to reasonably operate the payphone at the site.</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><b>How a complaint (or a request for further information) may be made</b></p> <p><i>ACMA guideline</i></p> <p>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.</p> <p>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).</p> <p>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.</p> <div data-bbox="453 562 1546 1048" style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <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</i></p> <p style="text-align: center;">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></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 it’s written response to the complaint</i></p> <p style="text-align: center;"><a href="http://www.acma.gov.au/payphones">www.acma.gov.au/payphones</a></p> </div>
<p>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</p>	<p><b>Notification for the purposes of the <i>Privacy Act 1988</i></b></p> <p><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 data-bbox="453 1285 1546 1422" style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <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> </div>