



### **Public Consultation Document**

**Telstra Reference No:** 53269  
**Payphone ID:** 07492721X2  
**Address:** 190 Bolsover Street, Near Denham Street,  
Rockhampton Qld 4700

It is proposed that a payphone be removed from outside 190 Bolsover Street, Near Denham Street, Rockhampton Qld 4700 (Cabinet ID: 07492721X2).

The next nearest payphone is located outside the 96 East Street, Rockhampton Qld 4700 and is approximately 140 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 **24<sup>th</sup> January 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 removal proposal including facts upon which the proposal is based</b>	<p><b>Why we are proposing to remove this payphone</b></p> <p>a.</p> <div data-bbox="453 515 1549 846"> <p>Telstra response:</p> <p>Telstra is unable to reasonably operate this payphone without power. The previous power supply has been removed due to building construction requiring replacement of the power supply to payphone.</p> <p>The cost to source power from an alternate location across the road has been quoted at greater than \$10,000.</p> <p>An alternate payphone is located approximately 140 metres away outside 96 East Street, Rockhampton Qld 4700.</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> <p>&gt;</p> <div data-bbox="453 952 1549 1182"> <p>Telstra response:</p> <p>Continuous 240-volt power is required to operate a payphone. Since the disconnection of the point of supply to this site Telstra has received a quote in excess of \$10,000 to restore power. With an alternate payphone available within close proximity, Telstra believes this cost to be excessive to restore power to one payphone.</p> </div> <p>&gt;</p>
<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> <p>&gt; ‘Telstra cannot continue to reasonably operate the payphone at the site.’</p> <div data-bbox="453 1464 1549 1601"> <p>Telstra response:</p> <p>Telstra cannot continue to reasonably operate the payphone at the site.</p> </div>

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

#### ACMA guideline

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](mailto: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 it's written response to the complaint*

[www.acma.gov.au/payphones](http://www.acma.gov.au/payphones)

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*

#### ACMA guideline

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