



Public Consultation Document

Telstra Reference No. 53290
Payphone ID. 02444122X1
Address. RTBU Holiday Park, Ellmoos Road,
JERVIS BAY NSW (JBT) 2540

It is proposed that a payphone be removed from inside:
RTBU Holiday Park, Ellmoos Road, Jervis Bay NSW 2540.
(Cabinet ID: 02444122X1).

The next nearest payphone is located outside 95 Village Road, Jervis Bay NSW (JBT) 2540. (Payphone ID: 02444212X2) which is approximately 12kms away from the current site.

Telstra intends making a final decision on this proposal by the **15th January 2024**.



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 <div><p>Telstra response:</p><p>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.</p><p>This payphone is located on privately owned premises and the site owner is reluctant to negotiate into an agreement with Telstra to continue to operate the payphone on their premises.</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><p>Telstra response:</p><p>This payphone is located on privately owned premises and the site owner has been non-responsive to correspondence relating to an agreement for Telstra to continue to operate the payphone on their premises. This payphone has been out of service for 16 months due to an unrepairable cable fault and there have been no complaints reported within this period. Prior to the cable damage, the payphone usage was very low and averaging only 1 call per week over the previous 12-month period. This site has adequate mobile coverage from all carriers.</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><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>How a complaint (or a request for further information) may be made</p> <div><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></div>
<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> <div><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></div>