



Public Consultation Document

Telstra Reference No: 53807
Payphone ID: 08896412X8
Address: 13040 Stuart Highway
Davenport NT 0872

It is proposed that a payphone be removed from outside:
The former Wycliffe Well Holiday Park & United Petroleum site
13040 Stuart Highway, Davenport NT 0872
(Payphone ID: 08896412X8)

The next nearest payphone is located outside:
The Devils Marbles Hotel / Roadhouse
11275 Stuart Highway, Davenport NT 0872
(Payphone ID 08896411X8) which is approximately 17 kilometres north
from the current site.

This removal has been prompted by Telstra due to the closure of the
Wycliffe Well Holiday Park & United Petroleum site.

Telstra intends making a final decision on this proposal by:
3rd April 2024.



Legislative Requirement Paragraph 13 (1) (b) of the Payphone Public Consultation Determination

Public Consultation Document – when Telstra cannot continue to reasonably operate a 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.

Telstra's Response:

The former host site has now closed and Telstra is unable to reasonably operate this payphone without power. The power supply connection has been removed from the nearby business and requires Telstra to obtain a new power connection for the payphone.

An alternate payphone is located approximately 17 Kilometres away outside the Devils Marbles Hotel / Roadhouse, 11275 Stuart Highway, Davenport NT 0872.

Telstra has been unable to make contact with the owners of the business to determine the future use. Telstra would re-consider installing a payphone at the site if requested.

- 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.

Telstra's Response:

Continuous 240-volt power is required to operate a payphone. An alternate power source is not possible as the payphone is on private property. With the premises closed, the site has been vandalised it is not encouraged to keep the payphone at the site.

- iii) to the extent that it is available, and it is reasonable for Telstra to disclose it, evidence proving those facts

The criterion that applies to this proposed payphone removal

Telstra's Response:

Telstra cannot continue to reasonably operate the payphone at the site.



- iv) details of how a person can complain about the proposed removal of the payphone

How a complaint (or request for further information) may be made.

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 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

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

www.acma.gov.au/payphones

Telstra advises that the personal information of the complainant may be disclosed to the ACMA for the purpose of resolving the objection.

- v) 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

Telstra response:

Telstra advises that the personal information of the complainant may be disclosed to the ACMA for the purpose of resolving the objection.