



Public Consultation Document

Telstra Reference No: 61164
Payphone ID: 07335623X2
Address: 206 Newmarket Road
Wilston Qld 4051

It is proposed that a payphone be removed from outside:
206 Newmarket Road Wilston Qld 4051
(Payphone ID: 07335623X2)

The next nearest payphone is located outside:

Wilston Rail Station Platform, 205 Newmarket Road, Wilston Qld 4051
(Payphone ID 07335623X2) which is approximately 50 metres from the current site.

This proposal was prompted by the disconnection of power to the site, 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:
11th November 2026.



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

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.

The cost to source power from an alternate location has been quoted at greater than \$10,000. An alternate payphone is located approximately 50 metres away on the Wilston Rail Station 205 Newmarket Road, Wilston Qld 4051.

- 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. 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.

- 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 lodge a complaint 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 business 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 business 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.