



Public Consultation Document

Telstra Reference No: 60347
Payphone ID: 08916079Y2
Address: Bamboo Springs Community
Baines NT 0852
([GPS Co-ordinates: -16.959784, 129.084004](#))

It is proposed that a payphone be removed from:
Bamboo Springs Community, Baines NT 0852
(Payphone ID: 08916079Y2)

The next nearest payphone is located at:
Mistake Creek Community, Buchanan NT 0852
(Payphone ID 08916870Y2) which is approximately 17 kilometres from the current site.

This removal has been prompted by Telstra because it cannot reasonably continue to operate the payphone at this location.

Telstra intends making a final decision on this proposal by:
29th July 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 proposing to remove this payphone because it can no longer reasonably operate the service at this location.

The payphone is located at a remote site that is understood to be either abandoned or significantly under-populated, with no current permanent resident population, or where presence is very limited and intermittent. Call data and site observations indicate very limited and infrequent use of the payphone over an extended period.

In order to continue operating the service, Telstra would be required to install new or upgraded connectivity infrastructure. Given the absence of a sustained resident population and the ongoing under-utilisation of the payphone, maintaining the service would represent a disproportionate and unreasonable investment that no longer delivers practical or equitable access to communications services under Telstra's Universal Service Obligation.

On this basis, Telstra considers that it cannot reasonably continue to operate the payphone at this location and is proposing its removal.

- 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

- The site is understood to be abandoned or significantly under-populated, with no current permanent resident population or only intermittent presence.
- There are no operating community facilities at the site.
- Call and usage data demonstrate very limited and infrequent use of the payphone over an extended period.
- Existing connectivity at the site is no longer adequate to maintain service, and continued operation would require new or upgraded infrastructure.
- Telstra has assessed continued operation and determined that the required investment is disproportionate to the level of use and ongoing community benefit provided 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 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.