



Public Consultation Document

Telstra Reference No: **58856**
Payphone ID: **02492618X2**
Address: **103 Hunter Street**
Newcastle NSW 2300

It is proposed that a payphone be removed from outside:
103 Hunter Street, Newcastle NSW 2300
(Payphone ID: 02492618X2)

The next nearest payphone is located outside:
13 Bolton Street, Newcastle NSW 2300
(Payphone ID 02492619X2) which is approximately 130 metres from the
current site.

Telstra intends making a final decision on this proposal by:
11th January 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

Due to the redevelopment of Hunter Street Mall, it has been determined that this payphone will need to be relocated or removed to accommodate a new pedestrian crossing.

- 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

Plans provided to Telstra by the City of Newcastle Council show redevelopment plans for Hunter Street Mall that include a new pedestrian crossing at the existing location of this payphone. During a site visit and discussions with nearby shop owners, no suitable alternative location could be found. Also, close proximity of two alternate payphones, one 130 metres away outside 13 Bolton Street and the other 240 metres away outside 200 Hunter Street, Newcastle.

- 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 was unable to find a suitable relocation site that would not overcompensate for the existing alternate payphones.



- 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.