



Public Consultation Document

Telstra Reference No: 59945
Payphone ID: 03981931X2
Address: 177 Power Street
Hawthorn Vic 3122

It is proposed that a payphone be removed from outside:
177 Power Street, Hawthorn Vic 3122
(Payphone ID: 03981931X2)

The next nearest payphone is located outside:
9 Evansdale Road, Hawthorn Vic 3122
(Payphone ID 03981945X2) which is approximately 550 metres from the
current site.

Telstra intends making a final decision on this proposal by:
2nd May 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 Tram pole 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 \$45,000. An alternate payphone is located approximately 850 metres away outside 9 Evansdale Road, Hawthorn VIC 3122.

- 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 \$45,000 plus power connection to restore power. With an alternate payphone available within 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 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.