



## Public Consultation Document

Telstra Reference No: **58855**  
Payphone ID: **02492600X2**  
Address: **191 Hunter Street**  
**Newcastle NSW 2300**

It is proposed that a payphone be removed from outside:  
191 Hunter Street, Newcastle NSW 2300  
(Payphone ID: 02492600X2)

The next nearest payphone is located outside:  
200 Hunter Street, Newcastle NSW 2300  
(Payphone ID 02492627X2) which is approximately 80 metres from the current site.

Telstra intends making a final decision on this proposal by:  
**12<sup>th</sup> March 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 has determined that the current location of this payphone does not comply with the required separation rules from an electrical transformer or substation. As a result, it must either be removed or relocated to ensure safety and compliance.

- 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

It has been determined that this payphone is situated too close to an Ausgrid transformer/substation, which violates current separation rules. Additionally, the payphone is located at a former Newcastle Transport bus stop. An alternative payphone is available 80 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 payphone.



- 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](mailto: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](http://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.