



## Public Consultation Document

Telstra Reference No: **59467**  
Payphone ID: **02928163X2**  
Address: **73 Dixon Street**  
**Haymarket NSW 2000**

It is proposed that a payphone be removed from outside:  
73 Dixon Street, Haymarket NSW 2000  
(Payphone ID: 02928163X2)

The next nearest payphone is located outside:  
63 Dixon Street, Haymarket NSW 2000  
(Payphone ID 02928169X2) which is approximately 25 metres from the  
current site.

This removal has been requested by the City of Sydney council due to  
Dixon Street being redeveloped and creating extra space for pedestrians.

Telstra intends making a final decision on this proposal by:  
**18<sup>th</sup> April 2025.**



## 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 due to significant duplication of service within the immediate area. There are eight operational payphones located within a 100-metre radius of this site, which collectively provide ample and overlapping access to public telephony services for the local community. The close proximity and density of these payphones results in very low usage at this location and an inefficient allocation of network resources. Maintaining this payphone is therefore not operationally sustainable or necessary to meet community access requirements, given the availability of multiple alternative services within a short walking distance.

- 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

Telstra is unable to reasonably operate this payphone due to significant duplication of service within the immediate area. There are eight operational payphones located within a 100-metre radius of this site, which collectively provide ample and overlapping access to public telephony services for the local community. The close proximity and density of these payphones results in very low usage at this location and an inefficient allocation of network resources. Maintaining this payphone is therefore not operationally sustainable or necessary to meet community access requirements, given the availability of multiple alternative services within a short walking distance.

- 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](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.