



## Public Consultation Document

**Telstra Reference No:** 53756  
**Payphone ID:** 03941932X2  
**Address:** 2 Fleet Street  
Fitzroy VIC 3065

It is proposed that a payphone be removed from outside:  
2 Fleet Street, Fitzroy VIC 3065  
(Payphone ID: 03941932X2)

The next nearest payphone is located outside:  
114 Nicholson Street, Fitzroy VIC 3065

(Payphone ID 03941985X2) which is approximately 250 metres from the current site.

Telstra intends to make a final decision on this proposal by:  
**25<sup>th</sup> May 2024.**



## 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

- Continual malicious vandalism and destruction at the site

- 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

Over the past 12 months, we have encountered a significant number of faults with the payphone caused by vandalism and malicious damage. The payphone instrument has been replaced 3 times in the past 12 months.

Other vandalism including liquid ingress from unknown substances and breakage of the handset and LCD screen has also added significant costs to service this payphone.

Recently, the situation has escalated further with another act of vandalism targeting the phone cabinet. The site has been maliciously destroyed by fire, exacerbating the already existing issues, and necessitating extensive repairs. Based on our initial assessment, the estimated cost to rectify the damage exceeds \$10,000.

With another payphone in close proximity, a decision was made to explore public consultation for a proposed removal to gauge public interest in the removal.

- 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](mailto: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](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.