



## Public Consultation Document

**Telstra Reference No:** 54459  
**Payphone ID:** 08918210X2  
**Address:** Outside the former  
Harding River Caravan Park  
10 Mundumia Way  
Roebourne WA 6718

It is proposed that a payphone be removed from outside:  
The former Harding River Caravan Park  
10 Mundumia Way, Roebourne WA 6718  
(Payphone ID: 08918210X2)

The next nearest payphone is located outside:  
47 Roe Street, Roebourne WA 6718  
which is approximately 1 kilometre from the current site.

This removal has been prompted by Telstra due to the closure of the  
Harding River Caravan Park.

Telstra intends making a final decision on this proposal by:  
**12<sup>th</sup> June 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

Telstra is unable to reasonably operate this payphone without power. The power supply connection has been compromised due to the closure of the Harding River Caravan Park 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 \$10,000. An alternate payphone is located approximately 1 kilometre away outside 47 Roe Street, Roebourne WA 6718.

- 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 \$10,000 to restore power. With an alternate payphone available within close 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](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.