



## Public Consultation Document

**Telstra Reference No:** 54500  
**Payphone ID:** 08855370X2  
**Address:** 31 Ryberg Road  
American River SA 5221

It is proposed that a payphone be removed from outside:  
31 Ryberg Road, American River SA 5221  
(Payphone ID: 08855370X2)

The next nearest payphone is located outside:  
44 Tangara Drive, American River SA 5221  
(Payphone ID 08855371X2) which is approximately 1.5 kilometres from  
the current site.

Telstra has prompted this removal due to the disconnection of power to  
the site and the excessive cost to restore power to a new point of supply  
and proximity to an alternate payphone.

Telstra intends making a final decision on this proposal by:  
**26<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 quote to source power from an alternate location is more than \$10,000. An alternate payphone is located approximately 1.5 kilometres away outside 44 Tangara Drive, American River SA 5221.

Calls from this payphone has dropped significantly over the years with only 101 calls in the past 12 months.

- 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 more than \$10,000 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](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.