



## Public Consultation Document

**Telstra Reference No:** 57628  
**Payphone ID:** 08896452Y2  
**Address:** 600 Barkly Highway  
Ranken Qld 4825

It is proposed that a payphone be removed from:  
Soudan Station, 600 Barkly Highway, Ranken Qld 4825  
(Payphone ID: 08896452Y2)

The next nearest payphone is located from:  
Wunara Outstation, Wunara Track, Costello NT 0872  
(Payphone ID 08896443Y2) which is approximately 45 kilometres from  
the current site.

This proposal was prompted by the very old radio system at the site being  
destroyed by a flood and the excessive cost to install a USO satellite  
service for one payphone

Telstra intends making a final decision on this proposal by:  
**28<sup>th</sup> May 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 without a communications connection. The cost associated with installation of a new USO Satellite service for one payphone is excessive. Recently there has been an improvement with mobile coverage on the highway and there is no community at the site. The Soudan Station do not rely on this service and have their own communications at there site.

The cost to source the USO Satellite Service Connection is very high and has been quoted at over \$50,000 in installation costs. An alternative payphone is located approximately 45 kilometres away inside the Wunara Outstation, Wunara Trek, Costello NT 0872.

- 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

Communications connection to this service was unable to be supplied at a reasonable cost d to operate this payphone. With no established community at this location and general improvement with the mobile connection along the highway, 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.