



## Public Consultation Document

Telstra Reference No: **57440**  
Payphone ID: **08821208X2**  
Address: **Outside Festival Tower  
King William Road  
Adelaide SA 5000**

It is proposed that a payphone be removed from outside:  
Festival Tower, King William Road, Adelaide SA 5000  
(Payphone ID: 08821208X2)

The next nearest payphone is located outside:  
125 North Terrace, Adelaide SA 5000  
(Payphone ID 08823108X2) which is approximately 300 metres from the  
current site.

This removal has been prompted by Telstra due to significant challenges  
in originally proposing to relocate this payphone 50 metres north.  
Unfortunately, there is not a viable power source for this relocation.

Telstra intends making a final decision on this proposal by:  
**4<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

Significant building works are set to commence adjacent to our payphone. These works will necessitate the removal of all trees, the bus shelter, and the payphone itself. The building works will then occupy this area, requiring the payphone to be relocated.

Efforts to find a suitable location to relocate the payphone 50 meters north have been unsuccessful due to significant challenges in finding a suitable power source. Quoted costs for the relocation and power connections have been greater than \$40,000.00

An alternate payphone is located approximately 300 metres away outside 125 North Terrace, Adelaide SA 5000.

Telstra is unable to operate the payphone without power and these costs are excessive for one payphone service while other alternate payphone services are available.

- 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

On 25<sup>th</sup> February 2025, SA Power Networks attended the proposed new location and confirmed that they do not have any underground or aerial network within a justifiable distance. Extending the SA power network to accommodate the new location would require significant civil works, including new underground pipes, cables, and pits on a footpath with heavy foot traffic.

An email was sent to Adelaide City Council on 26<sup>th</sup> February 2025 to explore the possibility of tapping into the city power network grid. However, this request was denied.

- 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.