DUTY OF CARE
TELSTRA CORPORATION ACN 051 775 556

IMPORTANT:
Please read and understand all the information and disclaimers provided below. Sketches and Plans provided by Telstra are circuit diagrams only and indicate the presence of telecommunications plant in the general vicinity of the geographical area shown; exact ground cover and alignments cannot be given with any certainty and cover may alter over time. Telecommunications plant seldom follow straight lines and careful on site investigation is essential to uncover and reveal its exact position.
Due to the nature of Telstra plant and the age of some cables and records, it is impossible to ascertain the location of all Telstra plant. The accuracy and/or completeness of the information cannot be guaranteed and, accordingly Telstra plans are intended to be indicative only.

"DUTY OF CARE"
When working in the vicinity of telecommunications plant you have a legal "Duty of Care" that must be observed.
It is the responsibility of the owner and any consultant engaged by the owner, including an architect, consulting engineer, developer, and head contractor to design for minimal impact and protection of Telstra plant. Telstra will provide plans and sketches showing the presence of its network to assist at this design stage.
It is the owner's (or constructor's) responsibility to:-

a) request plans of Telstra plant for a particular location at a reasonable time before construction begins. If you have any doubts as to the exact location of Telstra Plant, we strongly recommend that you engage an Accredited Plant Locator in your area;
b) visually locate Telstra plant by hand digging or using non destructive water jet method (pot holing) where construction activities may damage or interfere with Telstra plant (see "Essential Precautions and Approach Distances" section for more information); and
c) contact Telstra's Plan Services (see below for details) if Telstra plant is wholly or partly located near planned construction activities.

DAMAGE TO TELSTRA'S NETWORK MUST BE REPORTED TO 132203 IMMEDIATELY.
The owner is responsible for all plant damage when works commence prior to obtaining Telstra plans, or failure to follow agreed instructions.
Telstra reserves all rights to recover compensation for loss or damage to its cable network or other property including consequential losses.

Important note: The construction of Telstra's network dates back over many years. Some of Telstra's pits and ducts were manufactured from asbestos-containing cement. You must take care in conducting any works in the vicinity of Telstra's pits and ducts. You must refrain from in any way disturbing or damaging Telstra's network infrastructure when conducting your works. We recommend that before you conduct any works in the vicinity of Telstra infrastructure that you ensure your processes and procedures eliminate any possibility of disturbing, damaging or interfering in any way with Telstra's infrastructure. Your processes and procedures should incorporate appropriate measures having regard to the nature of this risk.
EMERGENCY SITUATIONS - RECEIVING TELSTRA PLANS

Telstra's automated mapping system will provide a fast response for emergency situations. (faster than an operator can provide manually). Automated responses are normally available 24/7.

To receive a fast automated response from Telstra your request must -

- be a web request lodged at DBYD ([www.1100.com.au](http://www.1100.com.au)) The request will be then forwarded directly to Telstra.
- contain your email address so you can receive the automated email response.
- be for the purposes of 'mechanical excavation' or other ground breaking DBYD activity. (requests with activity types conveyancing, planning & design or other non digging activities may not be responded to until the next business day).
- be for an area less than 350 metres in size to obtain a PDF map. (over 350 metres will default to DWF due to size)
- be for an area less than 2500 metres in size to obtain a DWF map

NATURAL DISASTERS

Natural Disasters include (amongst other things) earthquakes, cyclones, floods and tsunamis.

In the case of such events, urgent requests for plans or information relating to the location of Telstra network can be made directly to Telstra Network Integrity Team Managers as follows:

- NSW - Joe Palucci 0419 496 015
- QLD - Shaun Walliss 0419 638 150
- VIC/TAS - David Povazan 0417 300 947
- SA/NT - Mick Weaver 0419 828 703
- WA - Angus Beresford-Peirse 0419 123 589

TELSTRA PLAN SERVICES

For all Telstra DBYD (Dial Before You Dig) map enquiries please contact Telstra Plan Services

email - Telstra.Plans@team.telstra.com

fax - (02) 4961 3714

phone - 1800 653 935 (for urgent, onsite or optic fibre enquiries)

Please note - to make an enquiry the plans must be current (within 60 days of issue). If your plans have expired you will need to submit a new request via DBYD.

ASSET RELOCATIONS

You are not permitted to relocate or alter any Telstra assets or network under any circumstance.

For all enquiries relating to the relocation of Telstra assets please phone

1800 810 443 or email F1102490@team.telstra.com

DATA EXTRACTION FEES

In some instances a data extraction fee may be applicable for the supply of Telstra information. Typically a data extraction fee may apply to large projects, requests to be supplied in non standard formats, excessive hardcopy printing or requests for non digging purposes. Further details can be obtained by contacting Telstra Plan Services.

PRIVACY NOTE

Your information has been provided to Telstra by DBYD to enable Telstra to respond to your DBYD request. Telstra keeps your information in accordance with its privacy statement entitled "Protecting Your
CONCERNING TELSTRA PLANS:

Please note the following:

- For plans of Telstra locations contact Dial Before You Dig at least 2 business days prior to digging. ([www.1100.com.au](http://www.1100.com.au))
- Fast response can be provided by Telstra if an email address is supplied. (if posted, this may take up to one week or longer to receive plans)
- Telstra plans and information provided are valid for 60 days from the date of issue.
- Telstra owns and retains the copyright in all plans and details provided in conjunction with the applicant's request. The applicant is authorised to use the plans and details only for the purpose indicated in the applicant's request. The applicant must not use the plans or details for any other purpose. The plans and details should be disposed of by shredding or any other secure disposal method after use.
- Telstra plans or other details are provided only for the use of the applicant, its servants, or agents. The applicant may not give the plans or details to other parties, and may not generate profit from commercialising the plans or details.
- Please contact Telstra Plan Services (see above for details) immediately should you locate Telstra assets not indicated on these plans.
- Telstra, its servants or agents shall not be liable for any loss or damage caused or occasioned by the use of plans and or details so supplied to the applicant, its servants and agents, and the applicant agrees to indemnify Telstra against any claim or demand for any such loss or damage.

Please ensure Telstra plans and information provided remains on-site at all times throughout your construction phase.

ESSENTIAL PRECAUTIONS and APPROACH DISTANCES:

NOTE: If the following clearances cannot be maintained, please contact Telstra Plan Services (see above for details) for advice on how best to resolve this situation.

1. On receipt of plans and sketches and before commencing excavation work or similar activities near Telstra's plant, carefully locate this plant first to avoid damage. Undertake prior manual exposure such as potholing when intending to excavate or work closer to Telstra plant than the following approach distances.

   Where Telstra's plant is in an area where road and footpaths are well defined by kerbs or other features a minimum clear distance of 600mm must be maintained from where it could be reasonably presumed that plant would reside.

   In non established or unformed reserves and terrain, this approach distance must be at least 1.5 metres.

   In country/rural areas which may have wider variations in reasonably presumed plant presence, the following minimum approach distances apply:

   a) Parallel to major plant: 10 metres (for IEN, optic fibre and copper cable over 300 pairs)
   b) Parallel to other plant: 5 metres

NOTE: Even manual pot-holing needs to be undertaken with extreme care, commonsense and employing techniques least likely to damage cables. For example, orientate shovel blades and trowels parallel to the cable rather than digging across the cable.

If construction work is parallel to Telstra plant, then careful hand digging or using non destructive water jet method (pot-holing) at least every 5m is required to establish the location of all plant, hence confirming nominal locations before work can commence.

2. Maintain the following minimum clearance between construction activity and actual location of Telstra Plant.
<table>
<thead>
<tr>
<th>Construction Activity</th>
<th>Distance to Actual Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jackhammers/Pneumatic Breakers</td>
<td>Not within 1.0m of actual location.</td>
</tr>
<tr>
<td>Vibrating Plate or Wacker Packer Compactor</td>
<td>Not within 0.5m of Telstra ducts. 300mm compact clearance cover before compactor can be used across Telstra ducts.</td>
</tr>
<tr>
<td>Boring Equipment (in-line, horizontal and vertical)</td>
<td>Not within 2.0m of actual location. Constructor to hand dig or use non-destructive water jet method (pot-hole) and expose plant.</td>
</tr>
<tr>
<td>Heavy Vehicle Traffic (over 3 tonnes)</td>
<td>Not to be driven across Telstra ducts (or plant) with less than 600mm cover. Constructor to check depth via hand digging.</td>
</tr>
<tr>
<td>Mechanical Excavators, Farm ploughing and Tree Removal</td>
<td>Not within 1.0m of actual location. Constructor to hand dig or use non-destructive water jet method (pot-hole) and expose plant.</td>
</tr>
</tbody>
</table>

All Telstra pits and manholes should be a minimum of 1.2m in from the back of kerb after the completion of your work.

All Telstra conduit should have the following minimum depth of cover after the completion of your work:-

**Footway 450mm**

**Roadway 450mm at drain invert and 600mm at road centre crown**

For clearance distances relating to Telstra pillars, cabinets and RIMs/RCMs please contact Telstra Plan Services (see above for details).

**FURTHER ASSISTANCE:**

Assistance can be obtained by contacting Telstra Plan Services

Where on-site location is provided, the owner is responsible for all hand digging or use non-destructive water jet method (pot-holing) to visually locate and expose Telstra plant.

If plant location plans or visual location of Telstra plant by digging reveals that the location of Telstra plant is situated wholly or partly where the owner plans to work, then Telstra's Network Integrity Group must be contacted through Telstra Plan Services to discuss possible engineering solutions.

**NOTE:**

If Telstra relocation or protection works are part of the agreed solution, then payment to Telstra for the cost of this work shall be the responsibility of the principal developer or constructor. The principal developer or constructor will be required to provide Telstra with the details of their proposed work showing how Telstra's plant is to be accommodated and these details must be approved by the Regional Network Integrity Manager prior to the commencement of site works.

**RURAL LANDOWNERS - IMPORTANT INFORMATION**

Where Telstra owned cable crosses agricultural land, Telstra may provide a once-off free on-site electronic cable location. The Telstra Plan Services operator will provide assistance in determining whether a free on-site location is required.

Please note:

- The exact location, including depth of cables can only be verified by pot holing, which is not covered by this service.
- This service is only available to assist private rural land owners.
- This service covers one hour on-site only. Additional time can be purchased directly from the Accredited Plant Locator.

For further information including terms and conditions, please contact Plan Services on **1800 653 935**.
Some examples of how to read Telstra plans:

- One 50mm PVC conduit (P50) containing a 50-pair and a 10-pair cable between two 6-pits, 20.0m apart, with a direct buried 30-pair cable along the same route.

- Two separate conduit runs between two footway access chambers (manholes) 245m apart. A nest of four 100mm PVC conduits (P100) containing assorted cables in three ducts (one being empty) and one empty 100mm concrete duct (C100) along the same route.

**WARNING:** Telstra’s plans show only the presence of cables and plant. They only show their position relative to road boundaries, property fences etc. at the time of installation and Telstra does not warrant or hold out that such plans are accurate thereafter due to changes that may occur over time.

DO NOT ASSUME DEPTH OR ALIGNMENT of cables or plant as these vary significantly.

The customer has a DUTY OF CARE when excavating near Telstra cables and plant. Before using machine excavators **TELSRA PLANT MUST FIRST BE PHYSICALLY EXPOSED BY SOFT DIG (potholing) to identify its location.** Telstra will seek compensation for damages caused to its property and losses caused to Telstra and its customers.
ELECTRONIC PLANS - PDF AND DWF MAPS

If you have received Telstra maps via email you will have received the maps as either a PDF file (for smaller areas) or DWF file (for larger area requests). If you are unable to launch any one of the softcopy files for viewing and printing, you may need to download and install one or more of the free viewing and printing products such as Adobe Acrobat Reader (for PDF files) or Autodesk Design Review (for DWF files) available from the internet.

PDF files
PDF is the default softcopy format for all requests for areas up to approx *350m in length. (*depends on geographic location of request). The PDF file is formatted to A3 portrait sheet however it can be printed on any size sheet including from A4 to AO, either as the full sheet or selected areas to suit needs and legibility. (to print a selected area zoom up and print "current view"). If there are multiple layers of Telstra network you may receive up to 2 sheets in the single PDF file attachment supplied. There are three types or layers of network normally recorded - local network, mains cables or a combined layer of local and mains (usually displayed in rural or semi rural areas). If mains cable network is present in addition to local cables (i.e. as separate layer in a particular area), the mains will be shown on a separate sheet. The mains cable information should be read in conjunction with the local cable information.

DWF files
This is the default softcopy format for all requests for areas that are over 350m in length. Maximum length for a DWF automated response is approx 2500m - depending on geographic location of request (manually-processed plans may provide larger coverage). The DWF files differ from PDF in that DWF are vector files made up of layers that can be turned on or off and are not formatted to a specific sheet size. This makes them ideal for larger areas and for transmitting over email etc.

How to view Telstra DWF files -
Telstra DWF files come with all layers turned on. You may need to turn individual layers on or off for viewing and printing clarity. Individual layer names are CC (main cable/conduit), DA (distribution or local area network) and sometimes a combined layer - CAC. Layer details can be viewed by either picking off the side menu or by selecting 'window' then 'layers' off the top menu bar. Use 'layers' to turn individual layers off or on. (double click or right click on layer icon.)

How to print Telstra DWF files -
DWF files can be printed on any size sheet. They can be printed in their entirety or by selected areas of interest. Some DWF coverage areas are large and are not suited to printing legibly on a single A4 sheet - you may need several prints if you only have an A4 printer. Alternatively, an A3, A1 or larger printer could be used. To print, zoom in or out and then, by changing the 'print range' settings, you can print what is displayed on your screen to suit your paper size. If you only have a small printer, e.g. A4, you may need to zoom until the text is legible on your screen for it to be legible on the print. (which is why you may need several prints). To print what is displayed on your screen the 'view' setting should be changed from 'full page' to 'current view'. The 'current sheet' setting should also be selected. You may need to print layers separately for clarity and legibility. (details above on how to turn layers on or off)

How to change the background colour from white to black (when viewing) Telstra DWF files -
If using Autodesk Design Review the background colour can be changed by selecting "Tools" then "options" then "sheet". Tick the box "override published paper colors" and select the colour required using the tab provided.

Telstra Automated Mapping System
Telstra provides an automated plan response for the majority of DBYD requests received. Requestors must supply a current email address on their request to DBYD and must also be able to accept a standard format of PDF or DWF. An automated response can be provided much faster than the alternative of a mailed hardcopy, and can avoid unnecessary delays in waiting for plans to arrive. Being softcopy, it can easily be sent directly to a worksite and can be available 7 days a week. The automated system can be configured for individual requestors to receive either PDF/DWF (where small requests are PDF and larger requests are DWF) or, alternatively, all in DWF (both small and large requests). Please contact Plan Services for further details or to have your preferences updated. Please note that all requests over *350m (approx.) in size can only be supplied in DWF format and there are size limits on what can be provided. (* actual size depends on geographic location of requested area)
ACCREDITED PLANT LOCATORS (For your area)

On-site assistance should be sought from an Accredited Plant Locator (Telstra accredited), if the telecommunications plant cannot be located within 2.5 metres of the locations indicated on the drawings provided.

On-site advice should be obtained from the Telstra Accredited Plant Locator who is highly skilled in locating Telstra plant. In the case where Telstra plant is outside a recognised road reserve Telstra recommends that Telstra Plan Services are contacted for assistance prior to engaging an Accredited Plant Locator.

Telstra does not permit external parties (non-Telstra) to conduct work on our network. Only Telstra staff or Telstra contractors are allowed to enter our manholes, open our pits, ducts, etc.

Please note it is a criminal offence under the Criminal Code Act 1995 (Cth) to tamper or interfere with communication facilities owned by a carrier. Heavy penalties may apply for breach of this prohibition, and any damages suffered, or costs incurred by Telstra as a result of any such unauthorised works may be claimed against you.

Should your projects require Telstra network location, any asset Plant Locator used MUST be Telstra accredited to be able to access and locate Telstra network. (a list of which is provided with the Dial Before You Dig plans). Alternatively you may seek your own Telstra accreditation through our registered training partner Coates Hire Training which is the only approved training provider for Plant Location accreditation for Telstra's network. You may contact Coates Hire Training on 1300 657 867 or visit www.coateshire.com.au

For the assistance of customers an accredited Asset Plant Locator can perform any of the following activities if requested to do so by the owner:

- review Telstra's plans to assess the approximate location of Telstra plant;
- advise owners of the approximate location of Telstra plant according to the plans;
- advise owners of the best method for locating Telstra plant;
- advise owners of the hazards of unqualified persons attempting to find the exact location of Telstra plant and working in the vicinity of Telstra plant without first locating its exact position; and
- perform trial hole explorations by hand digging (pot-holing) to expose Telstra plant with a high degree of skill, competence and efficiency and utilising all necessary safety equipment.

A list of Accredited Plant Locators operating in your area is attached. Accredited Plant Locators are certified by Telstra to perform the tasks listed above. Owners may engage Accredited Plant Locators to perform these services, however Telstra does not give any warranty in relation to these services that Accredited Plant Locators are competent or experienced to perform any other services.

The attached list provides the names and contact details for Accredited Plant Locators who service your area and can provide you with assistance in locating Telstra plant on site. These organisations have been able to satisfy Telstra that they have a sound knowledge of telecommunications plant and its sensitivity to disturbance; appropriate equipment for locating telecommunications plant and competent personnel who are able to interpret telecommunications plans and sketches and understand safety issues relevant to working around telecommunications plant. They are also able to advise you on the actions which should be taken if the work you propose will/could result in a relocation of the telecommunications plant and/or its means of support.

We recommend that you engage the assistance of one of these Accredited Plant Locators as a step towards discharging your Duty of Care obligations when seeking the location of Telstra's telecommunications plant.

Please Note:

- Optic fibre cable locations must be performed by a locator with Telstra optic fibre cable location accreditation. (not all copper accredited locators have optic fibre accreditation). The locators with additional optic fibre cable location accreditation are indicated by a 'yes' in the column headed 'Fibre'.

Each Accredited Plant Locator is NOT permitted to provide depth of communications plant unless physically exposed by hand digging.

The details of any contract, agreement or retainer for site assistance to locate telecommunications plant shall be for you to decide and agree with the organisation engaged. Telstra is not a party to any contract entered into between an owner and an Accredited Plant Locator. The Accredited Plant Locators are able to provide guidance concerning the extent of site investigations required.

Payment for the site assistance will be your responsibility and payment details should be agreed before the engagement is confirmed.

Telstra does not accept any liability or responsibility for the performance of or advice given by an Accredited Plant Locator. Accreditation is an initiative taken by Telstra towards the establishment and maintenance of competency standards. However, performance and the advice given will always depend on the nature of the individual engagement.

Each Accredited Plant Locator has been issued with a certificate which confirms the Accreditation. Every 2 years Telstra will reassess the accreditation and where appropriate will issue a letter confirming the accreditation for the next 2 years. You have the right to request the organisation you engage to show evidence of their ID card.

Neither the Accredited Plant Locator nor any of its employees are an employee or agent for Telstra and Telstra is not liable for any damage or loss caused by the Accredited Plant Locator or its employees.

The attached list contains the current names and contact details of Accredited Plant Locators who service your area, however, these details are subject to change.

IDEA FOR CONSIDERATION:
Telstra offer free Cable Awareness Presentations & Advanced Cable Reading Presentations, if you believe you or your company would benefit from this offer please contact Network Integrity on 1800 810 443 or F1102490@team.telstra.com