

Telstra account/invoice activation form



This form is to activate an account for invoicing for Telstra 'Dial Before You Dig' responses that have a data extraction fee. Requests that have a data extraction fee include -

(A) **Planning & Design, Tendering, Conveyancing, Sub-division**

(all the DBYD activity types listed above have a Telstra data extraction fee)

(B) **Large projects or other non standard responses**

(for example data use agreements or large areas that have to be manually extracted)

Please Note

- If you do not wish to be invoiced for Telstra DBYD responses that incur a Telstra data extraction fee (as listed in A and B above) then simply do not fill out and return this form.
- By not activating an account for invoicing then any Telstra DBYD request that has a data extraction fee will be automatically 'no actioned'.
- Details of applicable data extraction fees can be found in the document 'Data Extraction Fees' (should be included as attachment in email)
- If you are breaking ground (excavating for example) you will need to resubmit the DBYD request with the applicable ground breaking activity description. For example, 'mechanical excavation'.

Company Name (or Private Name) & address

ABN (if business)

Contact name for accounts (If different to your own name)

Account contact phone number

Email address for accounts

Authorised users of the account (use separate sheet if more required)

DBYD caller ID

User Name

Contact Number

Your Name

Contact Number

Date

Please forward completed form to - NI.Planservice@team.telstra.com

Post - Telstra Plan
Services Locked Bag
3820 Brisbane Qld 4001

Enquiries - NI.Planservice@team.telstra.com

or Anthony 07 3455 2365 (alternately 1800 653 935)

Telstra DBYD Data Extraction

For non-ground breaking activities -

***Planning and design, conveyancing, tendering, educational or research, other data gathering**

Note - The supply of any Telstra data for non ground breaking activities is at Telstra's discretion. Data supply may be refused on commercial, privacy, security or other reasons.

*Planning and design requests submitted by identified utilities intending works on their own assets ***may** be exempt from the \$120 (GST inc) extraction fee for Standard Telstra Responses for non ground breaking activities. This is at Telstra's discretion and conditions may apply. Data extraction fees for all non standard responses however will still apply. Eg for large projects or non standard formats.

The supply of any data for non ground breaking activities is not subject to a 48hr response time; however Telstra will endeavour to respond within 48hrs for all standard responses. Please contact us directly for any urgent requests.

Standard Telstra Response - for non ground breaking activities \$120 (GST inc)

Criteria - Each request only requires a single delivery from Telstra (as in 1 request 1 Delivery).

A single delivery is either -

- o **1 x Email with 1 x PDF map file** containing one or two A3 map pages (depending on network). Covers areas up to approx 500m in size.

or-

- o **1 x Email with 1 x DWF map file**. Covers areas up to approx 3km in size.

or-

- o **1 x *Posted delivery.-** (*only if email unavailable or at Telstra's discretion)

Posted is either -

- Posted softcopy of standard response on disk

or-

- Posted printed hardcopy – maximum of 2 x A3 sheets only.

Non-Standard Response – for non ground breaking activities (fees apply)

Data Use Agreement (required for DXF format) **\$360** (GST inc)

Projects - If a response takes more than 30mins to extract data in any format will be at an hourly rate **(\$240** per hour GST inc).

- o Projects that take 1 day or longer will be quoted individually.
- o (All data will be provided in softcopy only - not printed).

Note - Multiple part requests through DBYD for one project will be amalgamated and considered a single project for data extraction charging purposes. Posted responses cannot be delivered within 48hrs, allow several days for delivery. Postage is by Australia Post standard delivery. Express delivery at additional cost. All prices and specifications are subject to change.

Telstra DBYD Data Extraction

For ground breaking activities -

***Manual or mechanical excavation, horizontal boring, vertical boring, blasting**

Standard Telstra Response – for ground breaking activities

cost to requestor - \$nil

Criteria - Each request only requires a single delivery from Telstra (as in 1 request 1 delivery).

A single delivery is defined as either -

- o **1 x Email with 1 x PDF map file** containing one or two A3 map pages (depending on network). *Covers up to approx 500m.*

or-

- o **1 x Email with 1 x DWF map file.** *Covers up to approx 3km.*

or-

- o **1 x *Posted delivery** for customers requesting a response for their principal place of residence only, (and only when email delivery is unavailable or at Telstra's discretion).

Either -

- Posted printed hardcopy (A3 sheets only- at Telstra's discretion)

Non-Standard Telstra Response – for ground breaking activities (fees apply)

An extraction fee is incurred if the response exceeds a standard response i.e. -

- o Use of data requires a data use agreement (for example DXF format)
- o If an individual job or project requires more than a single delivery (as defined above)
- o Specific printing and/or posting of requests that are not for the principle place of residence
- o Any other response other than a Standard Telstra Response for ground breaking activities

Data extraction costs for ground breaking activities -

- o Posted hardcopy of standard response i.e. when not principle place of residence – max of 2 x A3 sheets (at legible scale) - **\$120** GST inc. Note - large areas will not be printed and posted.
- o Requires Data Use Agreement – i.e. requirement for DXF files - **\$360** (GST inc)
- o Non standard response over 30 mins extraction time for softcopy will be at an hourly rate (**\$240 per hour** GST inc).
- o Projects that take 1 day or longer will be quoted individually.

Note - Multiple part requests through DBYD for one project will be amalgamated and considered a single project for data extraction charging purposes. Printing/posting fee exemptions may be provided at Telstra's discretion. Postage is by Australia Post standard delivery. All posted plans will normally be extracted within 48 hrs; time in transit through post is additional and may take several days Express delivery at additional cost. All prices and specifications are subject to change. Data extraction fees are based on various criteria including the principal excavation activity selected by the customer on the DBYD website. Telstra reserves the right to vary its fees in circumstances where the principal excavation activity is varied or misrepresented by the customer.