

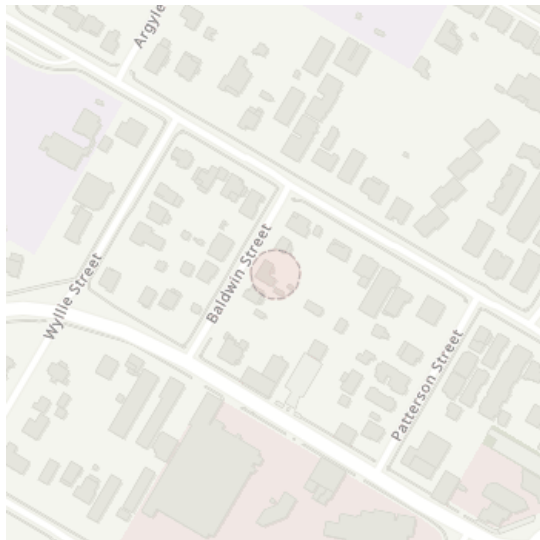
## Caller Details

**Contact:** Image Property  
**Company:** Image property  
**Address:** 57 Kirby Road  
Aspley QLD 4034

**Caller Id:** 3003158  
**Phone:** (07) 3263 1811  
**Email:** sales.support@imageproperty.com.au

## Dig Site and Enquiry Details

**WARNING:** The map below only displays the location of the proposed dig site and does not display any asset owners' pipe or cables. The area highlighted has been used only to identify the participating asset owners, who will send information to you directly.



**User Reference:** 6 Baldwin Street  
**Working on Behalf of:** Private  
**Enquiry Date:** 14/06/2023  
**Start Date:** 21/06/2023  
**End Date:** 21/06/2023

**Address:**  
6 Baldwin Street  
Petrie QLD 4502

**Job Purpose:**  
Design

**Location of Workplace:**  
Both

**Onsite Activities:**  
Planning & Design

**Location in Road:**  
Road, Nature Strip, Footpath

- Check that the location of the dig site is correct. If not you must submit a new enquiry.
- Should the scope of works change, or plan validity dates expire, you must submit a new enquiry.
- Do NOT dig without plans. Safe excavation is your responsibility. If you do not understand the plans or how to proceed safely, please contact the relevant asset owners.

**Notes/Description of Works:**  
Not supplied

## Your Responsibilities and Duty of Care

- The lodgement of an enquiry does not authorise the project to commence. You must obtain all necessary information from any and all likely impacted asset owners prior to excavation.
- If plans are not received within 2 working days, contact the asset owners directly & quote their Sequence No.
- ALWAYS perform an onsite inspection for the presence of assets. Should you require an onsite location, contact the asset owners directly. Please remember, plans do not detail the exact location of assets.
- Pothole to establish the exact location of all underground assets using a hand shovel, before using heavy machinery.
- Ensure you adhere to any State legislative requirements regarding Duty of Care and safe digging requirements.
- If you damage an underground asset you MUST advise the asset owner immediately.
- By using this service, you agree to Privacy Policy and the terms and disclaimers set out at [www.byda.com.au](http://www.byda.com.au)
- For more information on safe excavation practices, visit [www.byda.com.au](http://www.byda.com.au)

## Asset Owner Details

The assets owners listed below have been requested to contact you with information about their asset locations within 2 working days. Additional time should be allowed for information issued by post. It is **your responsibility** to identify the presence of any underground assets in and around your proposed dig site. Please be aware, that not all asset owners are registered with the Before You Dig service, so it is **your responsibility** to identify and contact any asset owners not listed here directly.

\*\* Asset owners highlighted by asterisks \*\* require that you visit their offices to collect plans.

# Asset owners highlighted with a hash # require that you call them to discuss your enquiry or to obtain plans.

Seq. No.	Authority Name	Phone	Status
225810726	Moreton Bay Regional Council	1300 477 161	NOTIFIED
225810725	NBN Co Qld	1800 687 626	NOTIFIED
225810723	Optus and or Uecomm Qld	1800 505 777	NOTIFIED
225810727	Telstra QLD South East	1800 653 935	NOTIFIED
225810722	Torus Networks Pty Ltd	0404 010 658	NOTIFIED
225810724	Unitywater South	1300 086 489	NOTIFIED

END OF UTILITIES LIST



**Unitywater**  
Serving you today, investing in tomorrow.

6-10 Maud St, Maroochydore QLD 4558  
33 King Street, Caboolture QLD 4510

**Mailing Address**

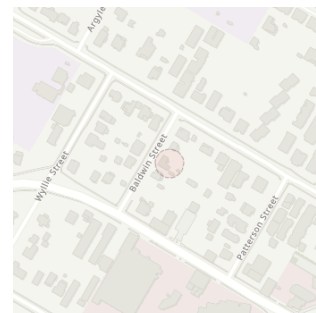
PO Box 953, Caboolture QLD 4510

ABN 89 791 717 472

1300 086 489  
unitywater.com

Image Property  
Image property  
57 Kirby Road  
Aspley QLD 4034

14/06/2023



Dear Image Property

### **Response to your recent enquiry: Unitywater infrastructure is located on the property**

Your recent Before You Dig (BYDA) enquiry about the location of water and sewerage assets on your property of interest has been sent to Unitywater.

Unitywater has located water and/or sewerage infrastructure on the property. Attached is a map locating the infrastructure and identifying the type of infrastructure that has been identified. The map and information contained on this map is valid for 30 days from Unitywater plan print date.

Also attached to this letter is additional information about your responsibilities in relation to our infrastructure.

**Sequence No:** 225810724

**Job No:** 34406593

**Location:** 6 Baldwin Street Petrie

If you have further questions, please call the Customer Service Centre on 1300 0 UNITY (1300 086 489).

Yours sincerely

Ivan Beirne

Head of Asset Management



## Important Information

### Disclaimer

All Unitywater's records, data and information supplied via BYDA are indicative only. You agree that any plans supplied to you has been or will be provided only for your convenience and has not been and will not be relied upon by you for any purpose.

You also agree that Unitywater does not assume any responsibility or duty of care in respect of, or warrant, guarantee or make any representation as to the Data (including its accuracy, reliability, currency or suitability).

Unitywater's plans only indicates the general vicinity of infrastructure in a geographic area and does not state the depths at which infrastructure could be buried. You must first physically locate the infrastructure by utilising relevant site detection methodologies prior to performing any works or undertaking any activities near or adjacent to our infrastructure. You are solely responsible for the selection of appropriate site detection methodologies at all times.

To the fullest extent permitted by law, Unitywater will not be liable to you in contract, tort, equity, under statute or otherwise arising from or in connection with the provision of any plans to you via BYDA.

### Compliance with laws

There may be both indicated and unmarked hazards, dangers or encumbrances, including underground asbestos pipes and abandoned mains within your nominated search area. You are solely responsible for ensuring that appropriate care is taken at all times and that you comply with all mandatory requirements relating to such matters, including in relation to workplace health and safety.

### Damaged Infrastructure

Please note that it is an offence under Section 192 of the *Water Supply (Safety and Reliability) Act 2008* to interfere with our infrastructure without Unitywater's written consent.

You may be liable to Unitywater for any loss of or damage to our infrastructure, together with any consequential or indirect loss or damage (including without limitation, loss of use, loss of profits or loss of revenue) arising from or in connection with any interference with Unitywater's infrastructure by you or any other person for which you are legally responsible.

Any damage to Unitywater's Infrastructure must be reported immediately to the (24 Hours) Faults and Emergencies contact number on **1300 0 UNITY** (1300 086 489).

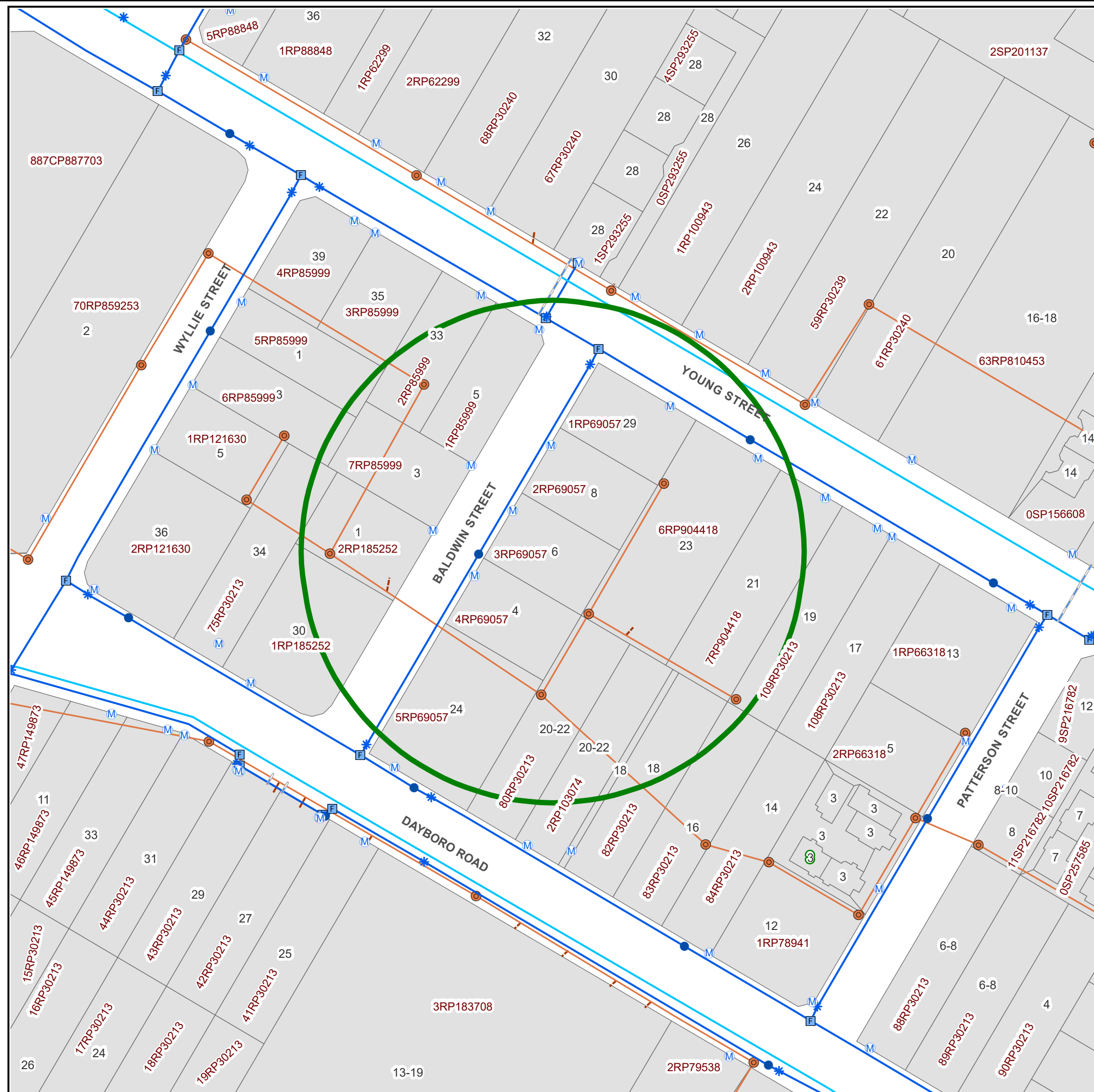
### Copyright

All Data is copyright.

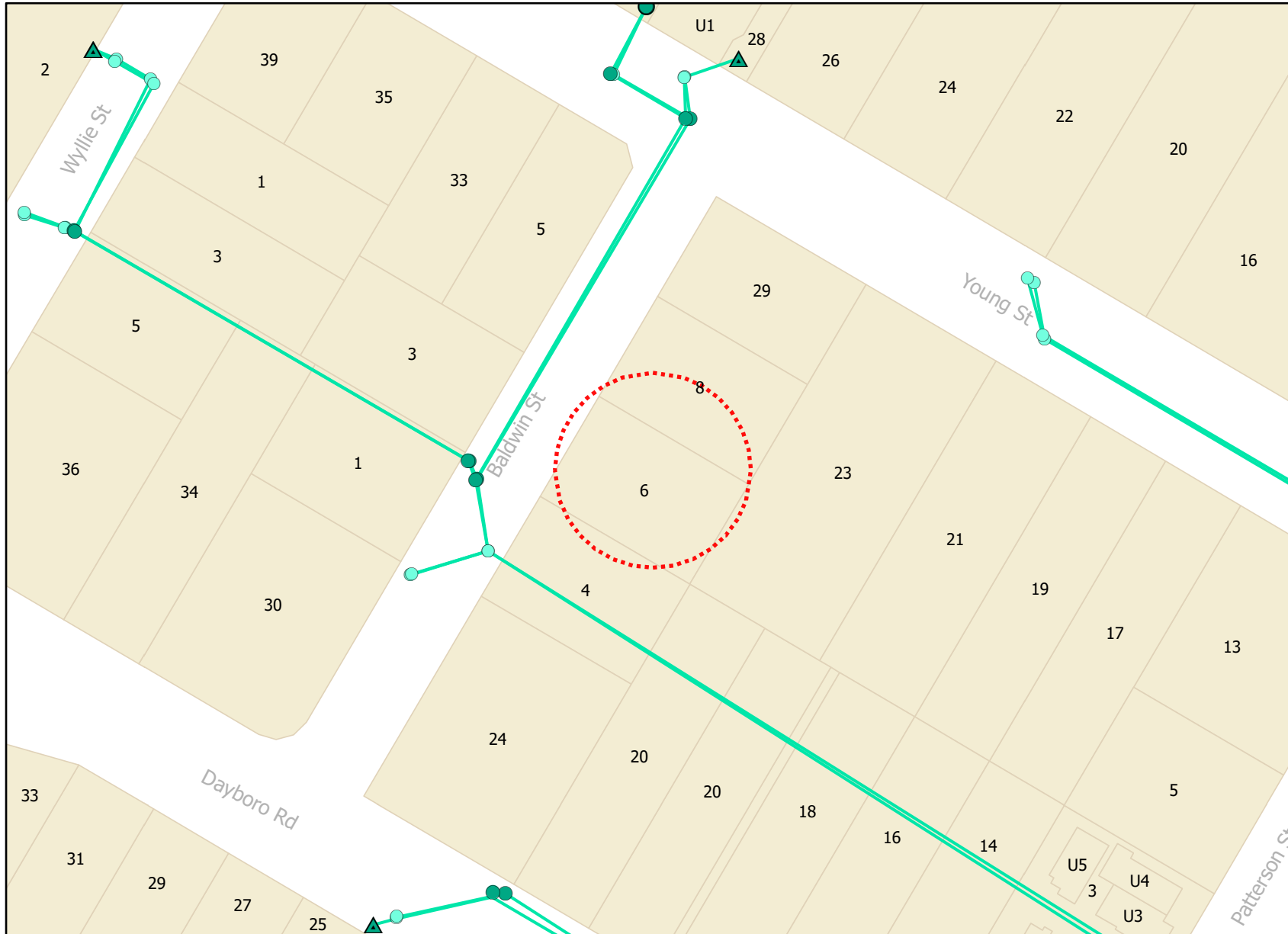
### Notes

If you require further details on sewerage and water infrastructure, Detailed Infrastructure Plans are available for purchase. A request form is available through Unitywater's website <http://www.unitywater.com> or by contacting the Customer Service Centre on 1300 0 UNITY (1300 086 489).

Unitywater water and sewerage infrastructure is located across Moreton Bay, Sunshine Coast and Noosa local government areas. For information outside these areas you will need to contact the relevant authority.







- Legend**
- BYDA Enquiry
  - Field Inlet
  - Kerb Inlet
  - Manhole
  - ▲ Node
  - Pipes

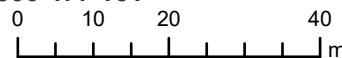
**Disclaimer:** The Plan is provided in response to a Before You Dig request. While all reasonable care has been taken to ensure the accuracy of the information on this plan, its purpose is to provide a general indication of the location of Moreton Bay Regional Council infrastructure. The information provided may contain errors or omissions and the accuracy may not suit all users. A site inspection and investigation is recommended before commencement of any project based on this data.

© Moreton Bay Regional Council 2021

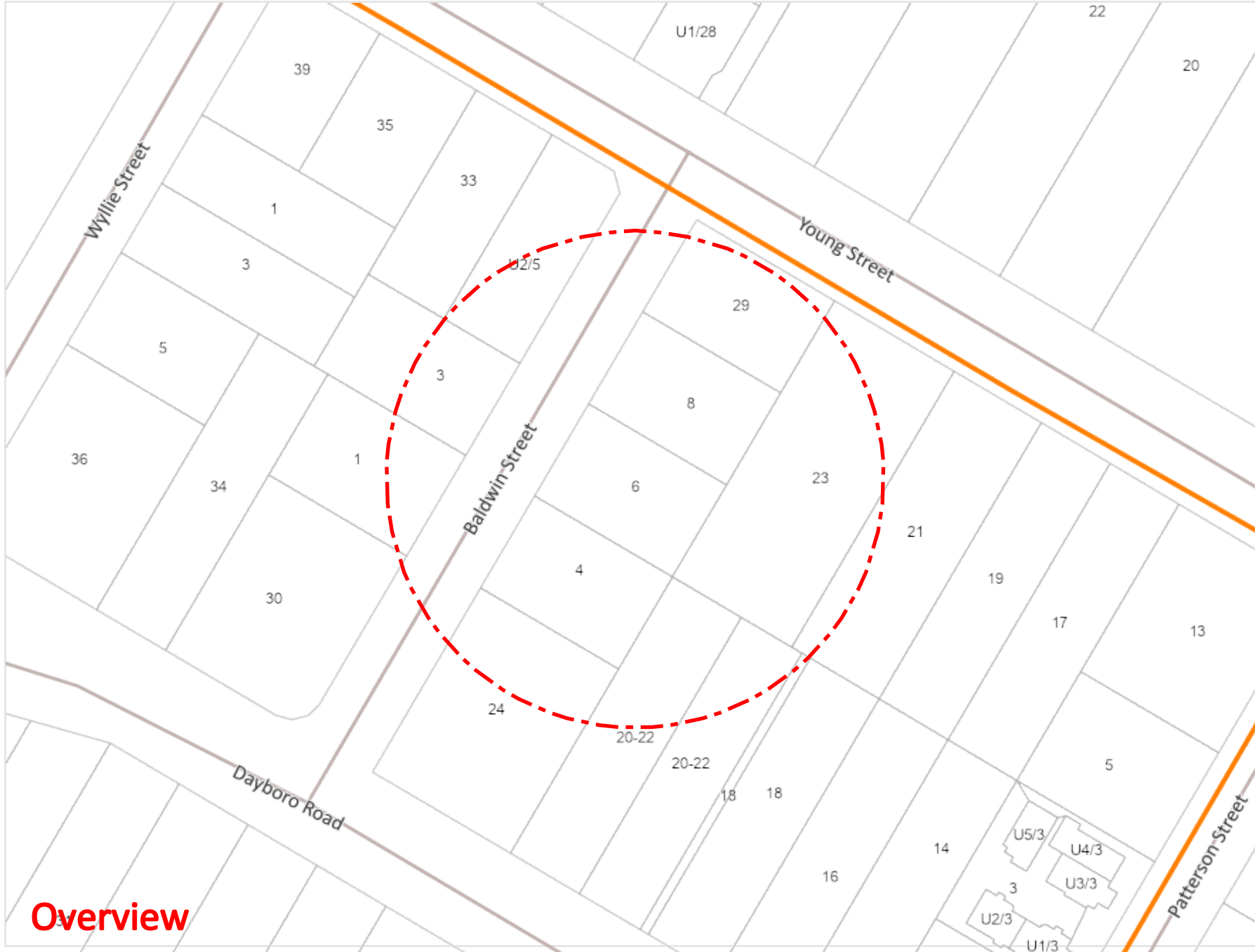
In an emergency contact Moreton Bay Regional Council on 1300 477 161

14/06/23 (valid for 30 days)




Plans generated by SmarterWX™ Automate



Scale 1:1,000



## Legend

-  Pit
-  Fibre Optic Cable / Conduit
-  Fibre Optic Cable / Telstra Conduit

**Where Fibre Optic Cable is denoted as being in Telstra conduit, it is critical that no works commence within the area until you have received and appraised the applicable Telstra Duct Plans**



© State of Queensland (Department of Natural Resources, Mines and Energy) 2023



Scale: 1:1000  
Expires: 12 Jul 2023

**DISCLAIMER:** While reasonable measures have been taken to ensure the accuracy of the information contained in this plan response, neither Torus Networks nor PelicanCorp shall have any liability whatsoever in relation to any loss, damage, cost or expense arising from the use of this plan response or the information contained in it or the completeness or accuracy of such information. Use of such information is subject to and constitutes acceptance of these terms.



**Overview**

## IMPORTANT INFORMATION

Torus Networks operate third party Telecommunications Network infrastructure—this may include Third-party Infrastructure Owner's and their customers, which are highlighted where applicable on the attached Plan/s.

Plans and sketches supplied by Torus Networks are diagrams only and indicative of the presence of telecommunications infrastructure 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.

## DUTY OF CARE

When working in the vicinity of telecommunications plant, you have a legal “Duty of Care” that must always be observed. The below details and information must be considered and understood.

It is the responsibility of the constructor to identify and locate infrastructure, pothole underground assets and to safely work around infrastructure without causing damage. Torus Networks (including Third-party Infrastructure Owner's and their customers) will seek compensation for any damage caused to its property and losses caused to Torus Networks and its customers.

**Any damage to Torus Network’s infrastructure must be immediately reported to (07) 3122 3774**

Due to continued network expansion, this network information can only be considered valid and accurate for 28 days from issue.

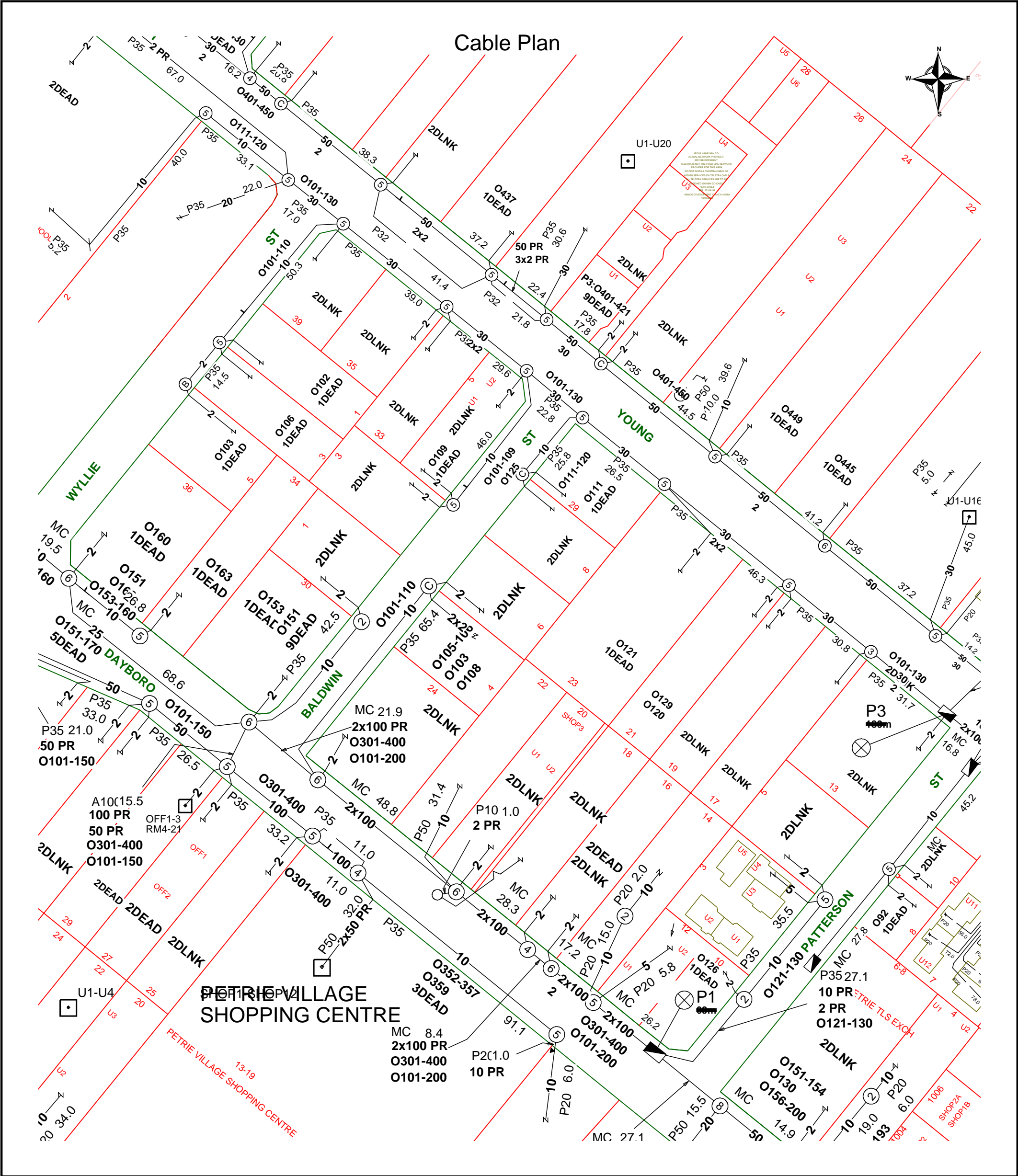
The table below details the minimum clearance distances that must be maintained between construction activity and Torus Network’s plant. If for any reason these cannot be maintained, please contact the above details to seek consultation on how to resolve the situation.


## ESSENTIAL PRECAUTION & APPROACH DISTANCES

<b>Jackhammers/Pneumatic Breakers</b>	Not within 1.0m of actual validated location.
<b>Vibrating Plate or Wacker Packer Compactor</b>	Not within 0.5m of actual validated location of Torus Networks ducts. 300mm compact clearance cover before compactor can be used across Torus Networks ducts.
<b>Boring Equipment (in-line, horizontal and vertical)</b>	Not within 2.0m of actual validated location. Constructor to hand dig or use non-destructive water jet method (pothole) and expose plant.
<b>Heavy Vehicle Traffic (over 3 tonnes)</b>	Not to be driven across Torus Networks ducts (or plant) with less than 600mm cover. Constructor to check actual depth via hand digging.
<b>Mechanical Excavators, Farm ploughing and Tree Removal</b>	Not within 1.0m of actual validated location. Constructor to hand dig or use non-destructive water jet method (pot-hole) and expose plant.



**Disclaimer:** While reasonable measures have been taken to ensure the accuracy of the information contained in this plan response, neither Torus Networks Pty Ltd nor PelicanCorp shall have any liability whatsoever in relation to any loss, damage, cost or expense arising from the use of this plan response or the information contained in it or the completeness or accuracy of such information. Use of such information is subject to and constitutes acceptance of these terms.



	<p>Report Damage: <a href="https://service.telstra.com.au/customer/general/forms/report-damage-to-telstra-equipment">https://service.telstra.com.au/customer/general/forms/report-damage-to-telstra-equipment</a> Ph - 13 22 03 Email - Telstra.Plans@team.telstra.com Planned Services - ph 1800 653 935 (AEST bus hrs only) General Enquiries</p>	<p>Sequence Number: 225810727</p>
<p>TELSTRA LIMITED A.C.N. 086 174 781 Generated On 14/06/2023 09:59:25</p>		<p><b>CAUTION: Fibre optic and/ or major network present in plot area. Please read the Duty of Care and contact Telstra Plan Services should you require any assistance.</b></p>

The above plan must be viewed in conjunction with the Mains Cable Plan on the following page

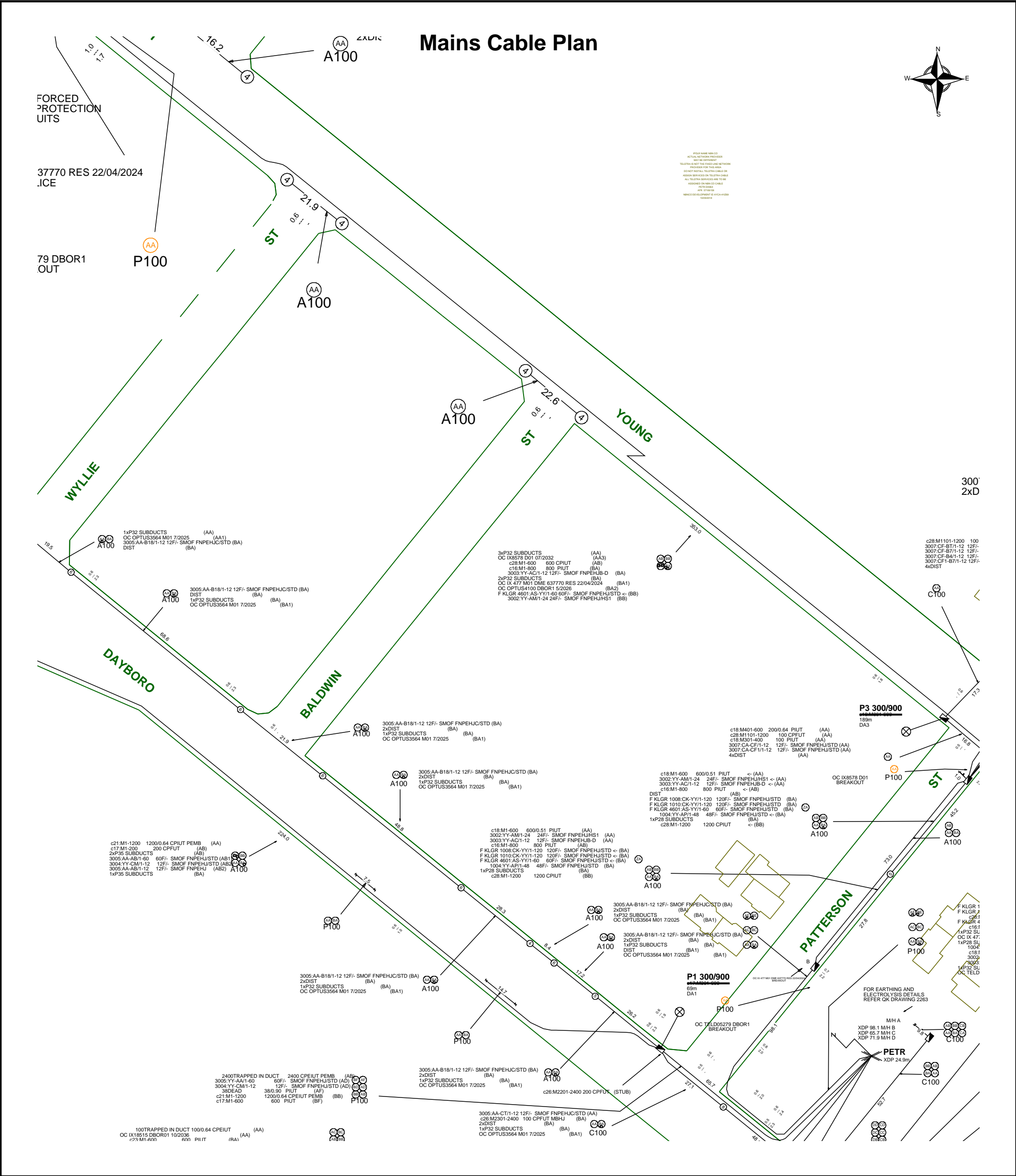
**WARNING**


Telstra plans and location information conform to Quality Level "D" of the Australian Standard AS 5488-Classification of Subsurface Utility Information. As such, Telstra supplied location information is indicative only. Spatial accuracy is not applicable to Quality Level D. Refer to AS 5488 for further details. The exact position of Telstra assets can only be validated by physically exposing it. Telstra does not warrant or hold out that its plans are accurate and accepts no responsibility for any inaccuracy. Further on site investigation is required to validate the exact location of Telstra plant prior to commencing construction work. A Certified Locating Organisation is an essential part of the process to validate the exact location of Telstra assets and to ensure the asset is protected during construction works.

See the Steps- Telstra Duty of Care that was provided in the email response.

Page 1 of 2





	<p>Report Damage: <a href="https://service.telstra.com.au/customer/general/forms/report-damage-to-telstra-equipment">https://service.telstra.com.au/customer/general/forms/report-damage-to-telstra-equipment</a> Ph - 13 22 03 Email - Telstra.Plans@team.telstra.com Planned Services - ph 1800 653 935 (AEST bus hrs only) General Enquiries</p> <p>TELSTRA LIMITED A.C.N. 086 174 781</p> <p>Generated On 14/06/2023 09:59:28</p>	<p>Sequence Number: 225810727</p> <p><b>CAUTION: Fibre optic and/ or major network present in plot area. Please read the Duty of Care and contact Telstra Plan Services should you require any assistance.</b></p>
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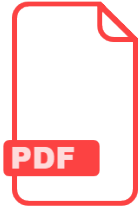
**WARNING**  
Telstra plans and location information conform to Quality Level "D" of the Australian Standard AS 5488-Classification of Subsurface Utility Information. As such, Telstra supplied location information is indicative only. Spatial accuracy is not applicable to Quality Level D. Refer to AS 5488 for further details. The exact position of Telstra assets can only be validated by physically exposing it. Telstra does not warrant or hold out that its plans are accurate and accepts no responsibility for any inaccuracy. Further on site investigation is required to validate the exact location of Telstra plant prior to commencing construction work. A Certified Locating Organisation is an essential part of the process to validate the exact location of Telstra assets and to ensure the asset is protected during construction works.

See the Steps- Telstra Duty of Care that was provided in the email response.



## OPENING ELECTRONIC MAP ATTACHMENTS -

Telstra Cable Plans are generated automatically in either PDF or DWF file types dependant on the site address and the size of area selected. You may need to download and install free viewing software from the internet e.g.



### PDF Map Files (max size A3)

Adobe Acrobat Reader ( <http://get.adobe.com/reader/> ),



### DWF Map Files (all sizes over A3)

Autodesk Viewer (Browser) ( <https://viewer.autodesk.com/> ) or

Autodesk Design Review ( <http://usa.autodesk.com/design-review/> ) for DWF files.  
(Windows)



### Telstra DBYD map related enquiries

email - [Telstra.Plans@team.telstra.com](mailto:Telstra.Plans@team.telstra.com)

1800 653 935 (AEST Business Hours only)



### REPORT ANY DAMAGE TO THE TELSTRA NETWORK IMMEDIATELY

Report online - <https://service.telstra.com.au/customer/general/forms/report-damage-to-telstra-equipment>

Ph: 13 22 03

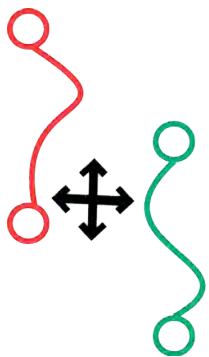
If you receive a message asking for a phone or account number say:

"I don't have one" then say "Report Damage" then press 1 to speak to an operator.



### Telstra New Connections / Disconnections

13 22 00



**Telstra asset relocation enquiries:** 1800 810 443 (AEST business hours only).

[NetworkIntegrity@team.telstra.com](mailto:NetworkIntegrity@team.telstra.com)

<https://www.telstra.com.au/consumer-advice/digging-construction>

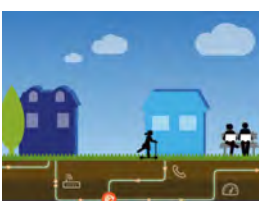
Certified Locating Organisation (CLO)

<https://dbydlocator.com/certified-locating-organisation/>



DBYDCertification

Please refer to attached Accredited Plant Locator.pdf



### Telstra Smart Communities

Information for new developments (developers, builders, homeowners)

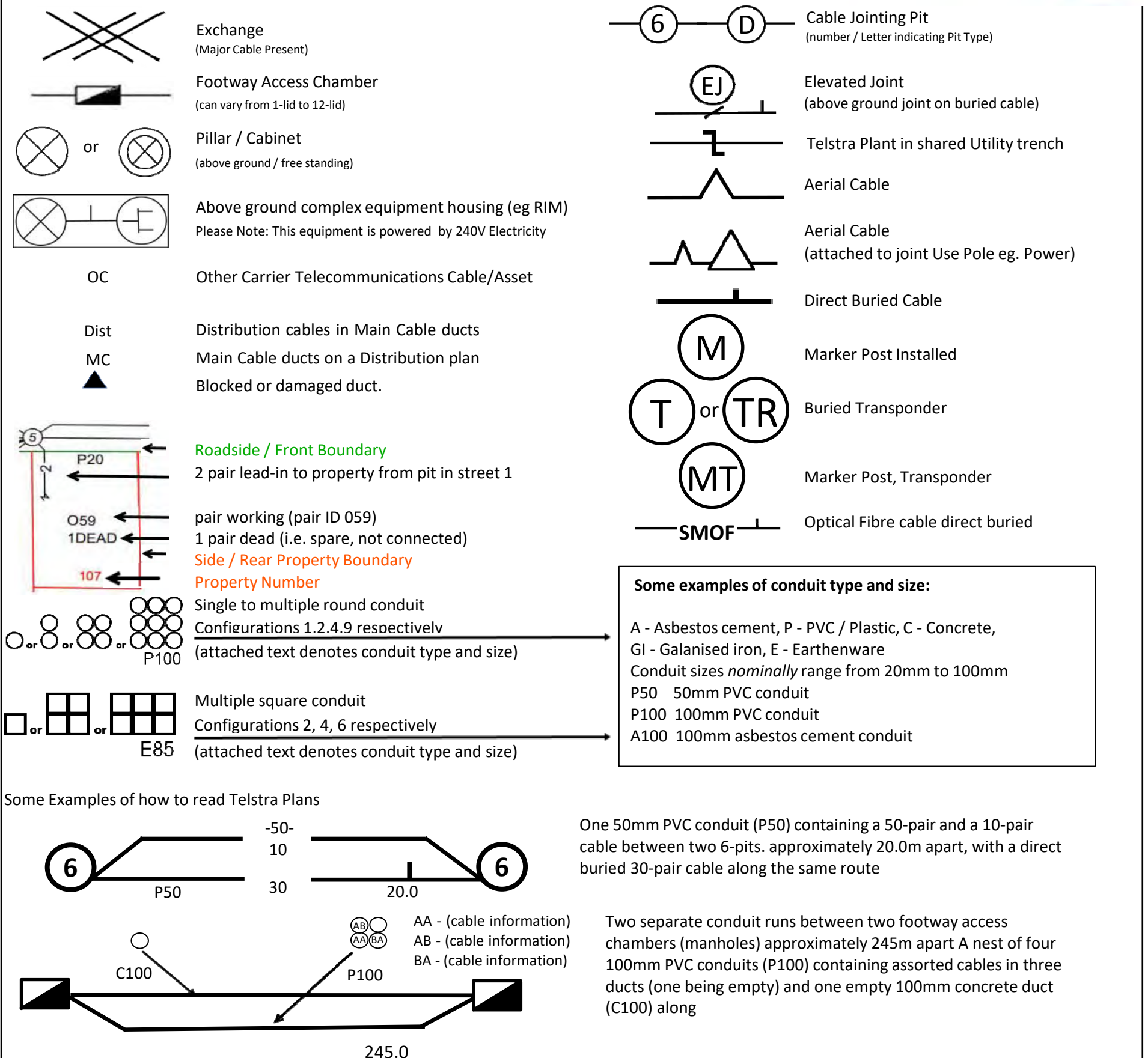
<https://www.telstra.com.au/smart-community>

# LEGEND

IT'S HOW  
WE CONNECT



For more info contact a [Certified Locating Organisation](#) or Telstra Plan Services 1800 653 935



**WARNING:** Telstra plans and location information conform to Quality Level 'D' of the Australian Standard AS 5488 - Classification of Subsurface Utility Information. As such, Telstra supplied location information is indicative only. Spatial accuracy is not applicable to Quality Level D. Refer to AS 5488 for further details. Telstra does not warrant or hold out that its plans are accurate and accepts no responsibility for any inaccuracy shown on the plans. FURTHER ON SITE INVESTIGATION IS REQUIRED TO VALIDATE THE EXACT LOCATION OF TELSTRA PLANT PRIOR TO COMMENCING CONSTRUCTION WORK. A plant location service is an essential part of the process to validate the exact location of Telstra assets and to ensure the assets are protected during construction works. The exact position of Telstra assets can only be validated by physically exposing them. Telstra will seek compensation for damages caused to its property and losses caused to Telstra and its customers.



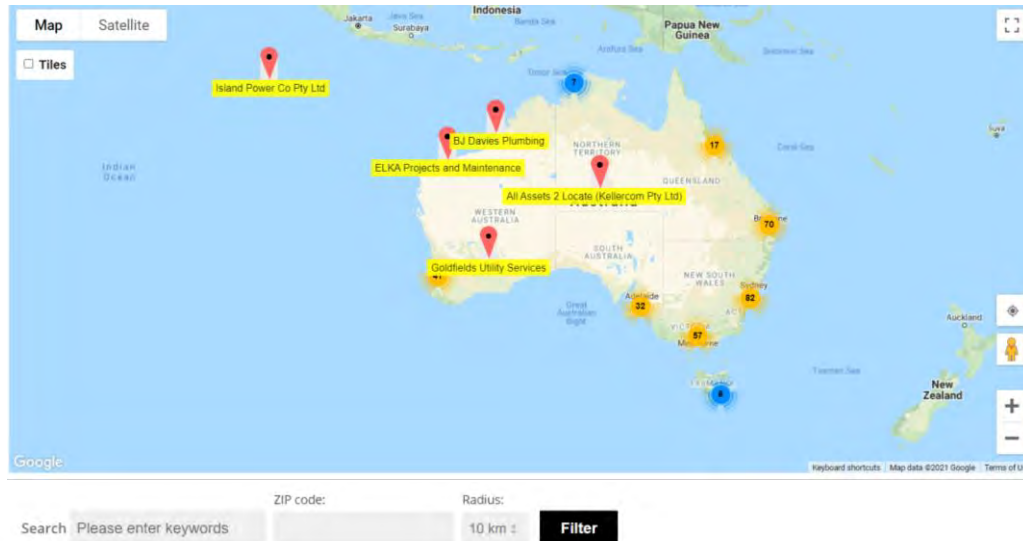
## Certified Locating Organisations (CLO)


Find the closest CLO to your worksite on: <https://dbydlocator.com/certified-locating-organisation/>

Read the disclaimer and click:


Accept and Search Now

A national map and an A-Z list of Certified Locating Organisations is displayed.



Use the map to zoom to your work area and choose the closest  Locator indicated.

OR search by entering the **postcode** of your work area.

1. Enter the post/zip code
2. Choose your search radius
3. Click filter (If there is no result, you may have to increase the search radius)
4. Click on the closest  for CLO details or view the results displayed below the map



Locator skills have been tested, and the Organisation has calibrated location and safety equipment.

Telstra is aware of each Certified Locating Organisation and their employee locators.

**Only a DBYD Certified Locator registered with a Certified Locating Organisation is authorised to access Telstra network for locating purposes.**

Each Certified Locator working for a CLO is issued with a photo ID Card, authorising them to access Telstra pits and manholes for the purpose of cable and plant locations.

Please ask to see your Locators' CLO ID Card.



# Before You Dig Australia

## Think before you dig

This document has been sent to you because you requested plans of the Telstra network through Before You Dig Australia (BYDA).

**If you are working or excavating near telecommunications cables, or there is a chance that cables are located near your site, you are responsible to avoid causing damage to the Telstra network.**

Please read this document carefully. Taking your time now and following the steps below can help you avoid damaging our network, interrupting services, and potentially incurring civil and criminal penalties.

Our network is complex and working near it requires expert knowledge. Do not attempt these activities if you are not qualified to do so.



## 1. Plan

Plan your work with the latest plans of our network.

Plans provided through the BYDA process are indicative only\*.

**This means the actual location of our asset may differ substantially from that shown on the plans.**

Refer to steps 2 and 3 to determine actual location prior to proceeding with construction.



## 2. Prepare

Engage a DBYD Certified Locating Organisation (CLO) via [dbydlocator.com](https://dbydlocator.com) to identify, validate and protect Telstra assets before you commence work.



## 3. Pothole

Validate underground assets by potholing by hand or using non-destructive vacuum extraction methods.

Electronic detection alone (step 2) is not deemed to validate underground assets and must not be used for construction purposes.

If you cannot validate the Telstra network, you must not proceed with construction.



## 4. Protect

Protect our network by maintaining the following distances from our assets:

- › 1.0m Mechanical Excavators, Farm Ploughing, Tree Removal
- › 500mm Vibrating Plate or Wacker Packer Compactor
- › 600mm Heavy Vehicle Traffic (over 3 tonnes) not to be driven across Telstra ducts or plant
- › 1.0m Jackhammers/Pneumatic Breakers
- › 2.0m Boring Equipment (in-line, horizontal and vertical)



## 5. Proceed

You can proceed with your work only once you have completed all the appropriate preparation, potholing and protection.

## Report any damage immediately



<https://service.telstra.com.au/customer/general/forms/report-damage-to-telstra-equipment>



13 22 03

If you receive a message asking for an account or phone number say "I Don't have one" Then say "Report Damage" then press 1 to speak to an operator.

## Relocating assets

If your project requires the relocation of a Telstra asset, please contact the Telstra Network Integrity Group:



[Request Asset Relocation Or Commercial Works \(telstra.com.au\)](https://telstra.com.au)



[NetworkIntegrity@team.telstra.com](mailto:NetworkIntegrity@team.telstra.com)



1800 810 443 (AEST business hours only)

Never try to move or alter our network infrastructure without authorisation. By law, only authorised people can work on our assets or enter a facility owned or operated by us. Any interference, including unauthorised entry or tampering, may result in legal action.

## Further information

### Plan enquiries



1800 653 935 (AEST business hours only)



[Telstra.Plans@team.telstra.com](mailto:Telstra.Plans@team.telstra.com)

### Information on how to find cables and request asset relocations:

<https://www.telstra.com.au/consumer-advice/digging-construction>

### Asset Plan Readers

PDF [Adobe Acrobat Reader DC Install for all versions](#)

DWF [Download Design Review](#) | [DWF Viewer](#) | [Autodesk](#)

# Disclaimer and legal details



\*Telstra advises that the accuracy of the information provided by Telstra conforms to Quality Level D as defined in AS5488-2013.

It is a criminal offence under the Criminal Code Act 1995 (Cth) to tamper or interfere with telecommunications infrastructure.

Telstra will also take action to recover costs and damages from persons who damage assets or interfere with the operation of Telstra's networks.

By receiving this information including the indicative plans that are provided as part of this information package you confirm that you understand and accept the risks of working near Telstra's network and the importance of taking all of the necessary steps to confirm the presence, alignments and various depths of Telstra's network. This in addition to, and not in replacement of, any duties and obligations you have under applicable law.

When working in the vicinity of a telecommunications plant you have a "Duty of Care" that must be observed. Please read and understand all the information and disclaimers provided below.

The Telstra network is complex and requires expert knowledge to interpret information, to identify and locate components, to pothole underground assets for validation and to safely work around assets without causing damage. If you are not an expert and/or qualified in these areas, then you must not attempt these activities. Telstra will seek compensation for damages caused to its property and losses caused to Telstra and its customers. The 5 P's to prevent damage to Telstra assets are listed above. Construction activities and/or any activities that potentially may impact on Telstra's assets must not commence without first undertaking these steps. Construction activities can include anything that involves breaking ground, potentially affecting Telstra assets.

If you are designing a project, it is recommended that you also undertake these steps to validate underground assets prior to committing to your design.

This Notice has been provided as a guide only and may not provide you with all the information that is required for you to determine what assets are on or near your site of interest. You will also need to collate and understand all of the information received from other Utilities and understand that some Utilities are not a part of the BYDA program and make your own enquiries as appropriate. It is the responsibility of the entities undertaking the works to protect Telstra's network during excavation / construction works.

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.

Telstra plans or other details are provided only for the use of the applicant, its servants, agents, or Certified Locating Organisation. The applicant must not give the plans or details to any parties other than these and must not generate profit from commercialising the plans or details.

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 always remains on-site throughout the inspection, location, and construction phase of any works.

Telstra plans are valid for 60 days after issue and must be replaced if required after the 60 days.

## 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, planning and design requests or requests to be supplied in non-standard formats. For further details contact Telstra Planned Services.

Telstra does not accept any liability or responsibility for the performance of or advice given by a Certified Locating Organisation. Certification 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.

Neither the Certified Locating Organisation nor any of its employees are an employee or agent for Telstra. Telstra is not liable for any damage or loss caused by the Certified Locating Organisation or its employees.

Once all work is completed, the excavation should be reinstated with the same type of excavated material unless specified by Telstra

The information contained within this pamphlet must be used in conjunction with other material supplied as part of this request for information to adequately control the risk of potential asset damage.

When using excavators and other machinery, also check the location of overhead power lines.

Workers and equipment must maintain safety exclusion zones around power lines

**WARNING:** Telstra plans and location information conform to Quality Level 'D' of the Australian Standard AS 5488 - Classification of Subsurface Utility Information. As such, Telstra supplied location information is indicative only. Spatial accuracy is not applicable to Quality Level D. Refer to AS 5488 for further details. Telstra does not warrant or hold out that its plans are accurate and accepts no responsibility for any inaccuracy shown on the plans. **FURTHER ON SITE INVESTIGATION IS REQUIRED TO VALIDATE THE EXACT LOCATION OF TELSTRA PLANT PRIOR TO COMMENCING CONSTRUCTION WORK.** A plant location service is an essential part of the process to validate the exact location of Telstra assets and to ensure the assets are protected during construction works. The exact position of Telstra assets can only be validated by physically exposing them. Telstra will seek compensation for damages caused to its property and losses caused to Telstra and its customers.

## Privacy Note

Your information has been provided to Telstra by BYDA to enable Telstra to respond to your BYDA request. Telstra keeps your information in accordance with its privacy statement. You can obtain a copy at [www.telstra.com.au/privacy](http://www.telstra.com.au/privacy) or by calling us at 1800 039 059 (business hours only).