



Dial Before You Dig (DBYD) is pleased to announce that we will be making some changes to the OneCall system to improve the Member experience. The changes have been formulated to improve how Member referrals are received.

The planned upgrade to the OneCall system now provides for Members:

- A uniform sizing for Urban and Rural areas;
- The ability to define separate Excavation and Design activity areas;
- The ability to break down large scale enquires to a Member's system requirements.

The upgrade allows for greater flexibility to individual Members to customise the information they receive for each referral.

#### ***Why is this important?***

- The previous system was based on Map Grids, varying greatly, based on each state's defined grid sizing for Urban and Rural zones.

The upgrade gives Members the ability to choose their asset area in a common measurement, km<sup>2</sup>, which is consistent nationally.

- This resulted in Members with the smallest limit for a site area, setting a maximum size for all Members at that enquiry; which occasionally meant Members will receive multiple referral requests from the same job, even though the request was processed successfully, incurring additional unnecessary costs. **Please refer to the [infographic](#).**

The upgrade to the system provides the ability to breakdown large scale asset enquires into smaller manageable referrals that suit each individual Member's system.



The upgrade will allow greater flexibility to individual Members to customise the information they receive for each referral by nominating the maximum size (km<sup>2</sup>) enquiry for both Urban and Rural areas, as well as Excavation and Design activity areas.

**What do DBYD Members need to do now?**

The upgrade to the OneCall system will **maintain a Member's current settings** and they will continue to receive enquires in their current configuration.

**No action is required.**

However, if they wish to **update or customise their asset area** before changes are implemented, please nominate via the [DBYD Member Update Form](#) and return to Dial Before You Dig by the close of business on the **22<sup>nd</sup> April 2016**.

If Members wish to make modifications to their asset area at a later stage, this can be done by contacting Dial Before You Dig.

To minimise disruption to our Members and Users, the system upgrade will take place on the 24<sup>th</sup> April 2016.

Any additional information with regard to the OneCall system upgrade can be found on the attached document, "[Change To Large Scale Enquiries](#)", contacting our help line on **1100** or emailing [support@1100.com.au](mailto:support@1100.com.au).

