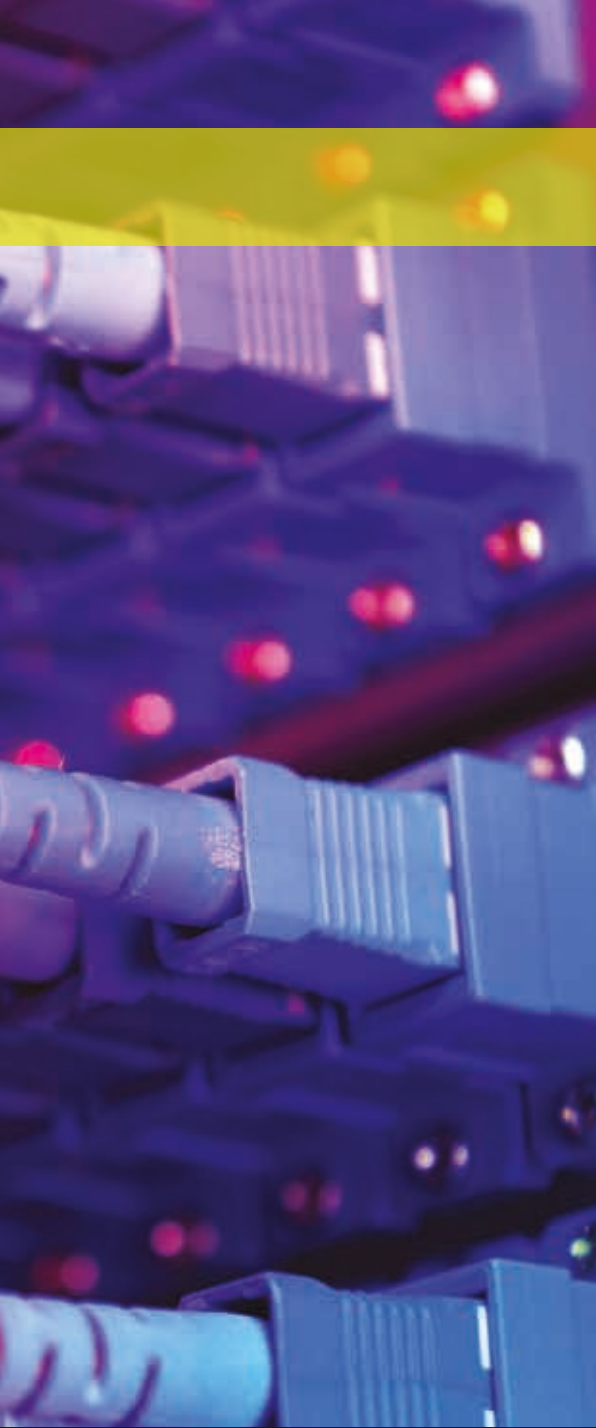


Your technology and communications services solutions



Downer
Relationships creating success





About us

Downer is a leading provider of end-to-end technology and communications service solutions across both Australia and New Zealand.

These solutions include feasibility, design, supply, civil construction, remedial works, maintenance, disruption risk reduction and asset performance improvement across fibre, copper and radio networks.

We bring automation technology expertise to reduce costs and enhance system functionality through comprehensive, innovative and practical technical communications solutions.

We are able to manage a widely distributed and substantial technical

workforce, providing our clients with confidence when we deal directly with their customers. We listen, understand and partner with each stakeholder to ensure all parties' expectations are exceeded.

“

We are unique in our diverse capabilities and comprehensive engineering services delivered across a wide range of markets and geographies.”

Our services

Downer has extensive experience in the design and construction of fixed and wireless networks as well as field services and network engineering.

Our central service offerings are:

- design, engineering and network construction of fixed and wireless networks;
- mobile deployment: site acquisition, environmental and design services;
- mobile deployment: site make ready works;
- internal and external plant and telepower;
- Network Operations and Help Desk outsourcing;
- field services and network maintenance;
- network optimisation;
- third party coordination;
- warehousing and logistics;
- fleet management;
- network security; and
- customer connections, in-premises installations and service activations.

Fixed Networks

Downer provides expertise in the following fixed network technologies:

- Copper;
- Hybrid Fibre Copper (HFC);
- Long Haul Fibre;
- Fibre to the Node (FTTN);
- Fibre to the Home (FTTH);
- Fibre to the Curb (FTTC);
- Wideband;
- Inbuilding ICT Services; and
- telepower.

Field Services

Downer has extensive national Field Services resources to manage our customer critical network infrastructure including:

- logging and managing network faults;
- corrective and preventive field maintenance;
- systems and services testing;
- Network Moves, Adds, Changes (MACs);
- multi-vendor support;
- Service Level Agreement (SLA); and
- site audits.

Wireless Networks

Downer also provides expertise in a wide range of wireless technologies including:

- 3G;
- 4G/LTE;
- 5G;
- WiFi;
- Microwave;
- PTT Radio; and
- Paging Network.

Network Engineering

Downer has developed exceptional experience in network engineering, including:

- transmission networks;
- IP networking;
- RF networks;
- external and internal plant;
- Controlled Environment Vaults (CEV's);
- telepower; and
- systems integration.



Our capability and strength

Downer's extensive project management experience, established systems, proven in-house technical design and engineering capabilities provides support to a large distributed workforce complemented by a substantial subcontractor network.

In Australia, we are the major contractor to NBN™ for the rollout of the National Broadband Network. In New Zealand, we are a major contractor to Chorus, the Government's largest partner for the rollout of the Ultra-Fast Broadband program.

Our customers also include, Telstra, Optus, Spark and Vodafone.

Technical Capability and Strength

Downer is one of the only organisations with proven experience and capacity in the following areas:

- SDU & MDU Drops: 80,000+ annually;
- Network Infrastructure: 66,000 GNAFS of network built;
- Copper Relocations and Maintenance; and
- Major FttN Provider.

Geographic Coverage

Our existing network covers large areas of Australia and New Zealand, providing a strong base for ramp-up and capacity delivery.

Financial Strength

Annually we deliver more than **\$500 million** of customer telecommunications infrastructure works in Australia. The Downer Group's annual revenue is over **\$7 billion**.

Downer's financial capacity, stability and size mean we have the capability to ramp up to meet additional demand or respond to an accelerated program.





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Downer’s existing network covers all of Australia, with offices in seven states, 10 regions and 15 localities, as well as over 2,000 available technicians.”

Delivery

We consistently strive to improve customer assets and offer support throughout the complete asset life cycle from design, planning and construction through to operation and maintenance.

Our key capabilities include:

- feasibility;
- design and build;
- planned and reactive maintenance;
- in home connections and customer support; and
- service management centres.

Feasibility

Downer can assist with project development, business case formulation, financing options and cost estimates.

Design and Build

We offer an integrated design, civil construction, fibre, copper, radio and wireless network deployment capabilities to provide turnkey network deployments.

Planned and Reactive Maintenance

The management of reactive and proactive maintenance is focused on reducing risks associated with network disruption, improving asset performance and ensuring equipment meets and exceeds life cycle expectations.

In Home Connections and Customer Support

Downer provides in home connections and support for customers of our clients. Downer has invested a significant amount into training its technicians to deliver excellent customer service while conducting connections and generate high Net Promoter Scores for our clients.

Service Management Centre

Our 24/7 Service Management Centre manages all work from forecasting through to service delivery management and customer reporting. Our Service Management Centre ensures we meet Key Performance Indicators for safety, quality, time and satisfaction.

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Downer has leading systems, people, skills and experience that allow us to deliver excellent results for our customers and exceed expectations.”



Interaction

Interaction with others is critical to achieving the successful delivery of a project.

At Downer, our interfaces are:

- with our customers;
- with the public;
- with our workforce; and
- with the environment.

Customers

Downer knows that building close relationships with our customers is the key to success. Our brand promises to work closely and effectively with customers to help them achieve their goals.

We commit to sharing our knowledge and experience to advance the overall delivery of a project and to help identify improvement initiatives that can streamline delivery and exceed expectations.

Public

Managing the public's expectations and attending to their needs is a critical element of successful project delivery. We view all residents and others with whom we interact with the same respect and diligence that we do our customers.

Workforce

Downer's strength is its people. We have industry leading learning and development, codes of conduct and respect and diversity programs. These programs ensure Downer acquires, retains and develops the best talent.

Environment

Downer conducts its operations in a manner that is environmentally responsible and sustainable. Our goal is zero infringements, a reduced environmental footprint and more efficient use of our natural resources.





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It's the trusted relationships we build with our customers, colleagues and communities that allow us to create and sustain our modern environment.”

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