

16 December 2020

**Office of Company Secretary**

Level 4  
357 Collins Street  
MELBOURNE VIC 3000  
AUSTRALIA

The Manager

Phone: 03 9677 8888

Fax: 03 9677 8877

Market Announcements Office  
Australian Securities Exchange  
4<sup>th</sup> Floor, 20 Bridge Street  
SYDNEY NSW 2000

**ELECTRONIC LODGEMENT**

Dear Sir or Madam

**Service Stream secures multi-year (4+2+2) Unified Field Operations (Services) Agreement with nbn**

In accordance with the Listing Rules, I attach a market release, for release to the market.

Yours faithfully



**Chris Chapman**  
Company Secretary

**ASX & MEDIA RELEASE****16 December 2020**

## **Service Stream secures multi-year (4+2+2) Unified Field Operations (Services) Agreement with nbn**

Leading essential network services company Service Stream Limited (ASX: SSM) is pleased to announce that it has secured a significant long-term agreement with nbn Co. (**nbn**) for the provision of service activations, operations and maintenance services to its multi-technology National Broadband Network.

Under the new Unified Field Operations Agreement (Unify Services), Service Stream will continue to be responsible for performing activation, operations and maintenance activities across core network technologies, including Fibre to the Node (FTTN), Fibre to the Premise (FTTP), Fibre to the Basement (FTTB) Fibre to the Curb (FTTC) and Hybrid Fibre Coax (HFC).

The agreement is for an initial period of four years, with two x two-year extension options, each at **nbn's** election. This agreement will supersede the existing Operations and Maintenance Master Agreement (OMMA) that has been held by Service Stream and which has been extended by **nbn** on multiple occasions since its original execution in December 2015. The transition to the new Unify Services agreement is expected to occur on or around March 2021.

Under Unify Services' regional allocation model, **nbn** has initially allocated Service Stream regions across Queensland, South Australia, Northern Territory and Western Australia, with additional regions able to be allocated at **nbn's** discretion. Unify Services is expected to generate approximately \$70 million of revenue for the Group in its first year, with subsequent years dependent on annual work volumes.

Managing Director, Leigh Mackender said: *"As a leading provider of operations and maintenance services to the telecommunications industry, we are pleased to secure another long-term maintenance agreement with **nbn** and to continue providing vital support to its customers."*

*Following the recent signing of the Unify Networks agreement in August across a similar term, Service Stream will effectively be providing nbn with operations and maintenance support across all mainland states and territories under either the Unify Networks or Services agreements. We look forward to continuing to support **nbn's** maintenance programs for many years to come.*

### **For further details contact:**

#### **Service Stream Limited**

Leigh Mackender, Managing Director  
Tel: +61 3 9937 6350

#### **Service Stream Limited**

Linda Kow, Chief Financial Officer  
Tel: +61 3 9937 6350

### **About Service Stream Limited:**

Service Stream is a public company listed on the Australian Securities Exchange (Code: SSM). The Service Stream Group is a provider of essential network services to the telecommunications and utility sectors. Service Stream operates across all states and territories, has a workforce in excess of 2,200 employees and access to a pool of over 3,000 specialist contractors. For more information please visit [www.servicestream.com.au](http://www.servicestream.com.au)