



ServiceStream

28 February 2025

Office of Company Secretary

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Company Announcements
Australian Securities Exchange Limited
Level 4, 20 Bridge Street
SYDNEY NSW 2000
AUSTRALIA

Dear Sir/Madam

Service Stream secures long-term field operations agreement with NBN Co

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

Yours faithfully,

Chris Chapman
Company Secretary
Service Stream Limited



ServiceStream

ASX Announcement

28 February 2025

Service Stream secures long-term field operations agreement with NBN Co

Leading essential network services company Service Stream Limited (ASX: SSM) is pleased to announce that it has secured a significant long-term agreement (5+2+1 years) with NBN Co. (nbn) worth approximately \$1.9 billion over the initial 5-year term.

The new Field Module will consolidate and replace the existing two Unified Field Operations Agreements (Unify Networks and Unify Services, together the 'Unify Agreements') that have been held by Service Stream since 2021.

Under the Field Module Service Stream will be responsible for performing a scope of services encompassing network assurance, service assurance, service activation and associated programs for nbn's core network technologies, including aerial infrastructure.

Service Stream has been allocated a comparable service coverage area to the existing Unify Agreements and importantly, will be exclusively responsible for performing works across Victoria, South Australia, Western Australia, and the Northern Territory. The agreement is for an initial period of 5-years and includes a 2+1-year extension option, at nbn's election.

The Field Module resets the business' existing commercial relationship with nbn under the Unify Agreements, and consistent with prior arrangements, does not guarantee work volumes. However, the business anticipates base work volumes to be broadly in-line with those under the Unify Agreements, with the opportunity to increase volume as associated support activities and network demands arise in the future. The existing Unify Agreements are set to expire on 30 September 2025, with the new agreement to officially commence September 2025.

Managing Director, Leigh Mackender said: *"It is with great pleasure that the business confirms the award of this significant agreement, reinforcing Service Stream as one of nbn's long-term strategic partners of operations and maintenance services.*

We are delighted that nbn has shown confidence in Service Stream's expertise, capability, and commitment to partner together and collectively deliver improved operational outcomes and enhanced end-customer experience into the future.

We look forward to continuing to provide vital support to nbn and their customers for many years to come."

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This document has been authorised for release by the Board of Directors.

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, utility and transport sectors. Service Stream operates across all States and Territories, has a workforce of ~5,000 employees and access to a pool of ~10,000 specialist contractors. For more information visit www.servicestream.com.au