

commtel

Corporate Overview

An overview of our business, the industries we serve and the advanced solutions we offer for your business



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Welcome to our world.

CommTel is a leading international provider of advanced and engineered solutions for mission and business critical networks.

We are a technology integrator, known for innovative solutions.

Every day our technology, solutions, skills, experience and services ensure the reliable delivery of essential services such as water, gas, electricity and public transport.

We provide the communication systems that manage electricity grids, monitor trains and assist air traffic control.

We enable mining giants to automate and telcos to deliver fast and continuous services.

We provide the critical communication systems and infrastructure our emergency services need to do their job safely and effectively, every time they are in the field.

As the world embraces digital transformation, there is an

increasing need to deliver greater capability and efficiency.

The communication networks required to manage this must also transform to meet these demands.

CommTel is at the forefront of digital network transformation. We help our customers move to faster, more intelligent communication network solutions and support them for their network life cycle.

We partner with you to design the right solution, ensure a seamless transition from your legacy system and then support your network so it continues to meet your needs as they evolve.

At CommTel, we ensure you maximise the benefits of the digital world.



We engineer industry-leading critical network solutions that transform your business and the services you deliver to your customers.



Working in close partnership with you, we design and deliver communication networks that are faster, smarter, more resilient, more agile, better integrated and future-proof.



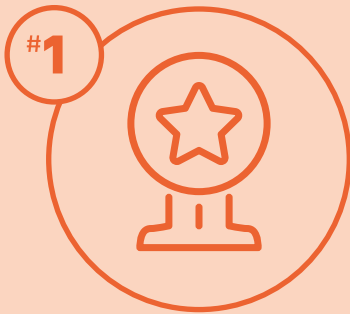
We then provide maintenance and support for the network life cycle, ensuring it continues to meet your needs as they evolve.



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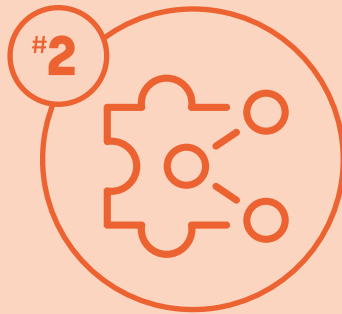
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Why us?



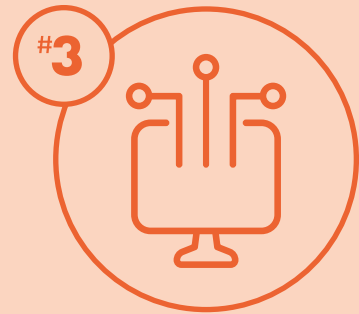
Leading solutions provider

Trusted globally to deliver advanced, intelligent, critical network solutions that never fail.



Legacy and advanced IP experts

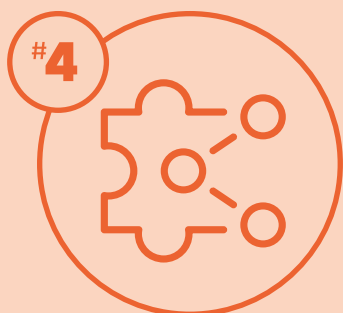
Helping you maximise what you have today while preparing you for tomorrow.



Enabling real digital transformation

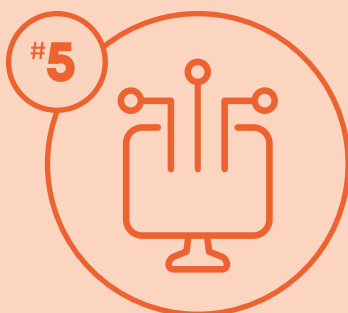
Assisting your move from legacy to advanced IP network technology and reduce OPEX through the implementation of advanced Network Management and integrated applications.





Research and Development leader

We are a technology leader, accelerating product development for the next generation of mission and business critical networks.



Your long-term, secure partner

Partnering with you to deliver cost-effective and high-value business outcomes, and continue to support and work with you for the life of your network.

Celebrating 25 years of Innovation and Excellence.

For 25 years, we have been at the forefront of innovation, earning the trust of companies as their reliable partner in delivering End-to-End Solutions to meet their requirements.

Established in 1998, CommTel has been an industry leader in mission and business critical communications, providing cutting-edge solutions and services to customers around the world.

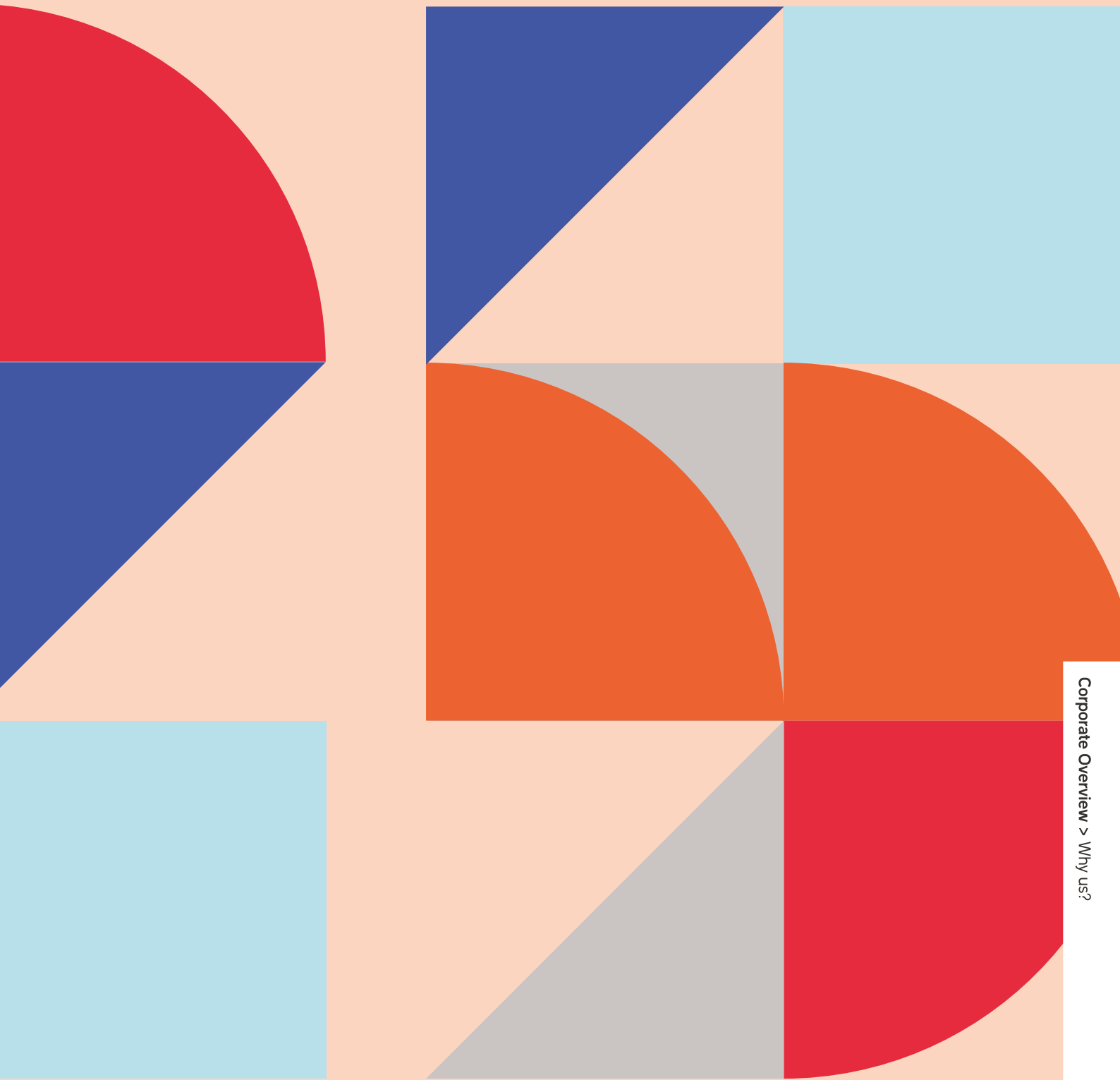
CommTel has come a long way since its inception, from a small Australian based business to a global leader in the mission and business critical communications space.

Over the past 25 years, the company has grown to become a full end-to-end technology

integrator, with an unrivaled offering, and a reputation for delivering innovative, secure, and reliable solutions to its customers.

CommTel has been at the forefront of many technological advancements in the critical communications industry over the past 25 years. The company's solutions and services have helped businesses across various industries to stay connected, communicate more effectively, and improve their productivity.

CommTel's success over the past 25 years is a testament to its unwavering commitment to innovation, quality, deep knowledge base and customer satisfaction. The company has delivered over \$650million AUD of projects globally.



Where we've come from.

When we started our business over 20 years ago, mission and business critical networks were relatively simple. They didn't need to transmit huge amounts of information; they just had to work – for their 10 to 20-year lifecycle.

CommTel quickly became a leading mission and business critical network provider, successfully delivering and maintaining these networks for a wide range of customers in Australia and around the world. We became experts in their design, delivery, maintenance and development.

More recently, the landscape has changed. Critical network technology has shifted to IP-based systems running applications offering business efficiency improvements such as large-scale operational automation.

These new network solutions provide reliable, high-speed, secure digital communications with mobility, meeting key requirements in the mining, transport, power distribution and emergency services sectors. They also offer greater capability, flexibility, operational intelligence and insight.

CommTel today

As a leading network solutions provider of engineered IP-based technology, we are at the forefront of this digital transformation.

We design, engineer and implement fully integrated multi-vendor digital network solutions that are not only optimised to your current needs, but are future-proof.

Our products and services include:

Technology Strategy and Consultancy – to define your vision and develop a transformation program to get from where you are today, to where you want to be tomorrow

Solutions Services – we work closely with our technology partners to secure the right solutions for your business

Engineering Services – to design, build, integrate, test and deploy your systems and associated infrastructure

Advanced Applications – we offer the latest technology to monitor the ongoing performance and security of your network and applications

Lifecycle Management – to maintain your network for its lifecycle, ensuring it evolves to meet your needs

Our technology solutions deliver in the critical areas of:

Safety – zero harm to workers, customers and the public

Reliability – uninterrupted communications services, whatever the environment

Capacity – capable of running high bandwidth applications

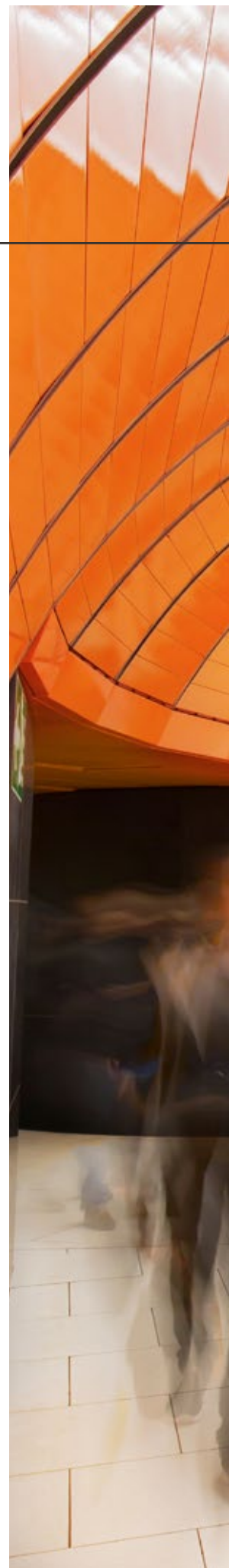
Efficiency – improving safety, efficiency and quality by automating manual tasks

Intelligence – storing and analysing large volumes of operational data to provide business insights that identify problems before they occur

Security – ensuring your network is secure and protected at all times from external threats

Every solution we deliver is thoroughly tested at our state-of-the-art facilities before installation to ensure it delivers as designed. Our technical facilities also manage product testing, proof of concepts, research and development, and technical support enquiries.

We have strong relationships with key technology vendors and have developed our own integrated Operations Support System (OSS) to ensure our integrated multi-vendor network solutions are effectively monitored, managed and supported. This platform has been successfully adopted by many customers in Australia and around the world.





Corporate Overview > Where we've come from.

Where to next.

At CommTel, we believe we have an even greater role to play in telecommunication network delivery as the use of mission and business critical communication networks becomes more mainstream. We are already working on the solutions our customers will need for this over the next decade and beyond.

One of the key drivers behind an increased use of our network technology and engineering know-how is automation, and with it artificial intelligence (AI), or pre-emptive automation.

Not just cars and trains driving on their own, but automation in many different forms, designed to deliver business and work efficiencies, enhance safety and maintenance capabilities, and to make life easier and more convenient.

An automated system needs a communications infrastructure to make it work and it needs to be a communication system that never fails.

With AI too, it is neither effective nor acceptable for the communication system behind it to fail. This means a change in the communication network needs for more everyday applications – they need to be better engineered and more reliable.

To ensure automation runs smoothly, customers will require a lot more information from their assets. A robust communication network provides a stable platform to support multiple sources (systems/devices/applications) connecting from the field to the operation centre.

This allows the required information to be fed into the system for analysis, generating and communicating the instructions to deliver a data analytics outcome that ensures the operations don't fail.

We believe automation will spread into many new areas of business and personal life. We are an engineering communications company and expert in the communication networks required to support automation applications. We have the knowledge and capability to design, deliver and support these solutions for you.

Communication networks are also becoming more intelligent. For example, power networks have become far more complicated, by an order of magnitude. They now have many thousands of power sources feeding

into them and require a higher level of sophistication from their network communications.

In addition to continually protecting the grid, they need to be more responsive and deliver growing levels of intelligence to manage real-time demand-based power from users while controlling power feeding and storing from renewable sources.

We not only see opportunities to supply these intelligent communications systems to our customers, but also to run them for you. We are extending our skill set to provide the next generation of network platforms, application-to-application solutions and to enhance our service capability.

As the next technology emerges, we will be there as a partner to consult, design, optimise, run and manage its effective application for you. We will help ensure your business continues to meet growing customer expectations while reaping the many business benefits this technology will provide.



Where to next: Our vision

What we do.

We optimise your existing communication network, equip it to meet your future needs, and ensure your network investment is protected for its lifetime.

The right network solution

We are entirely solution-focused and vendor-agnostic. We use our market knowledge to put together multi-vendor solutions that deliver the best result.

How we are different

As experts in both legacy network technology and IP-based digital technology, we can bring you the many benefits of digital while also successfully managing the transition from your legacy network.

Our commitment to R&D and close vendor relationships enables us to deliver the best solutions for you at all times, including multi-vendor proposals.

Our OSS (Operations Support System) solution will not only effectively and efficiently manage your network but also provide essential business tools, providing control, insight and data to analyse and enhance your business.

Our services

We offer a broad range of professional services to comprehensively support your network throughout its lifecycle.

Our services include:

- Project management
- Network engineering
- System services
- Site management
- Training and learning
- Technical support
- Managed services
- Audit and compliance
- Legacy support and management
- Technology Consulting

Technology partners

We maintain close partnerships with all the major technology vendors.

CommTel is certified as a Premium/Elite Partner with major IP, Optical and Wireless equipment vendors and many of our engineers have relevant qualifications in their respective technologies.

CommTel has entered into Advanced Technology Partnerships with these major vendors to enable us to offer integrated, multi-vendor solutions.





Industries we serve.

We specialise in providing mission and business critical networks to the mining, oil and gas, transport, utilities, carrier and public safety sectors, and maintain a deep knowledge of each.

Our Customers

We have over 150 customers in Australia, New Zealand, the UK, Europe and Asia, over 100 of which are large global and national organisations with complex business and network requirements. Our goal is to be the preferred partner with every customer.

Our customers include leading organisations within:

Energy and Resources

AusGrid, Powerlink, SA Power Networks, Jemena, Power Water Authority, Scottish Power, Origin Energy, BHP, FMG, Rio Tinto, Santos

Service Providers

BassLink, Optus, Telstra, Telikom PNG, Vocus, Compass Communications, Vodafone (UK), Solomon Telekom, SamoaTel, TPG

Public Sector

AirServices Australia, Fire Rescue Victoria (Vic), Metropolitan Fire Brigade (Vic), Motorola, NT Police, NSW Telco Authority, NZ Police, SA Govt Radio Network, St John Ambulance, Telstra, Victoria Police

Transport Providers

ARTC, Aurizon, ARC Infrastructure, KCRC (HK), Kiwi Rail, Public Transport Authority (WA), Queensland Rail, Sydney Trains, VicTrack

 energy + resources	 oil + gas	 mining	 power utilities	 water utilities
 service providers	 carriers	 operators	 service providers	
 public sector	 defence	 government	 public safety	 smart cities
 transport services	 aviation	 roads	 railways	 ports

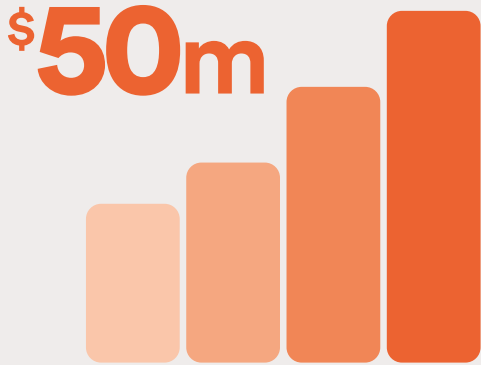




By the numbers.



ranked value added reseller for technical competence, support and professional services ¹



in annual revenue for FY2023 (AUD) ⁵

160+



people and growing, spread across the world in 9 different cities, and 3 continents ²



years of experience in serving mission critical industries

¹ CommTel customer feedback and polling for active or completed projects. ² Total number of staff varies. This includes employees and contractors. ³ Estimated total number of completed projects CommTel has been a part of, was the lead or consulted to. ⁴ Estimated total of active customers and leads. ⁵ Total revenue before tax.



key technology partners and service providers, including some of the world's largest vendors



active customers, over 100 of which are major multi-national organisations ⁴



worth of projects completed in more than 35 countries around the world ³



365 days network support, monitoring and maintenance for contracted customers



Our leadership.



1 Robert Green

Founder + Chief Executive Officer

An electronics and communications engineer with a passion for innovation and technology, Robert formed CommTel with Gerald Molenkamp over 22 years ago and together they have successfully guided our business to where it is today. A people-focused leader, who looks for solutions where we can add customer value and create long-term business partnerships.

Prior to forming CommTel, Robert was Manager Technology & Engineering at Olex Optical Networks, part of Olex Cables, and before that he was a research engineer at BHP Control & Automation Research Labs. Robert leads our executive team and loves solving problems with creative engineering, putting customer relationships before profit.

2 Gerald Molenkamp

Founder + Chief Technical Officer

Gerald and Robert worked together for over a decade at Olex Cables before leaving in 1998 to form CommTel. The pair continue to own our business equally. A practical, innovative, straight-talking leader who lives by the motto, 'if you always tell the truth, you always know what you've said', Gerald believes people are at the heart of our business.

He attributes CommTel's long-term success to honesty, trustworthiness, consistency and being always there for our customers with well-researched, innovative, and comprehensively tested solutions. As Chief Technical Officer, he provides direction for our business and creates the environment for success.

Our business in depth.

Technology and services

By combining the latest technologies with insight, innovation and research & development, we offer unique solutions delivering world-class network reliability and security.

The equipment we supply is fully supported end-to-end, from design, testing and installation to commissioning, and continues for the life of the network. We continue to support you as your business and technology needs evolve.

Our product and technology offerings include:

Core & Access Network Equipment

- IP-MPLS & MPLS-TP core network infrastructure
- Layer 2/3 advanced switches, high-end GE and 10GE switches
- Industrial ethernet switches
- Broadband – DSLAM (ADSL, SHDSL, VDSL equipment)
- Mobile broadband – LTE
- Digital microwave radio
- Mesh & PMP radio
- TETRA
- DWDM & CWDM equipment
- xPON equipment
- Industrial WiFi
- IIoT equipment
- SD-WAN equipment & orchestrators

Security Solutions

- Next generation firewalls
- Security assessment audits
- Consulting services

Transmission & Multiplexing Equipment

- TDM multiplexers (PDH, SDH)
- DWDM and CWDM equipment
- Microwave radio (access and trunk) equipment

Network Management & Operational Support Systems

- Vendor-specific & vendor-independent network management systems
- Resource & asset management
- Trouble ticketing systems
- Reporting services
- Business intelligence dashboards
- Analytics
- Custom software development

Communications Support Infrastructure

- Fibre distribution frames & cable accessories
- Hybrid power systems (diesel, solar, wind)

- Self-contained equipment shelters
- Self-supporting communications towers (to 65m)

How our business is structured

We operate through four core business units, each offering complementary products and services.

These four operating units are supported by our Corporate and Sales Business Units.

Our core operating units are:

Supply and Solutions

Product selection and performance verification services, sourcing, vendor relationship management and technical knowledge development. This team works closely with our customers to design optimum conceptual solutions.

Services

Project management, engineering, cybersecurity, and consulting services. This team also manages our integration centre, a controlled environment for sensitive system assembly and testing. We also offer product and solution training services and can deliver training at your premises or from our Melbourne-based training centre.

Our support team delivers 24x7x365 customer support, network monitoring and maintenance services, as well as warranty, spares and repairs management.

Operational Support Systems

Our development and engineering teams implement and support our Network Management Systems, Inventory Management, Asset Management and Business Intelligence/Analytics applications.

This business unit also incorporates a research and development team, responsible for enhancing and maintaining our universal OSS solution.

Rapid Site Solutions

We manufacture unique semi-permanent, self-contained advanced communications hut and radio tower solutions for the mining, transport, power and emergency services sectors at our factory in Melbourne, Victoria.

These can be rapidly deployed in remote and harsh environments without prolonged site works.





Corporate Overview > Our business in depth.

Our culture.

Culture and diversity

We employ more than 160 people globally, including over 90 professionally qualified engineers.

We provide comprehensive training and development programs for them and a wide range of financial benefits, work benefits and support services to ensure CommTel is a great place to work.

We are an Equal Employment Opportunity employer and ensure our workplaces are free from discrimination, harassment and bullying. We are committed to a diverse and inclusive workforce because we know it is not only fair and right but better for the products and services we offer, our productivity and morale.

Our diverse and inclusive work environment allows us to attract, engage and retain the most talented people.

Our business and values

Our head office is in Melbourne, with sales and support offices in Sydney, Brisbane, Adelaide and Perth. We also have regional offices in New Zealand, UK and the Nordic Region.

The CommTel Way describes how we work as a team and how we interact with our customers. It's the way we define our company culture, and helps us to implement the corporate values we respect the most, and wish to see in our company.

We are committed to ensuring data privacy for our customers and our people. We comply with all applicable local laws on data protection and established data security standards for all business data, sensitive data, and personal data.

Operations

Our business is certified to relevant ISO standards, and we operate under an integrated business management system for Quality, Health & Safety, Human Resources, Environment and Information Security.

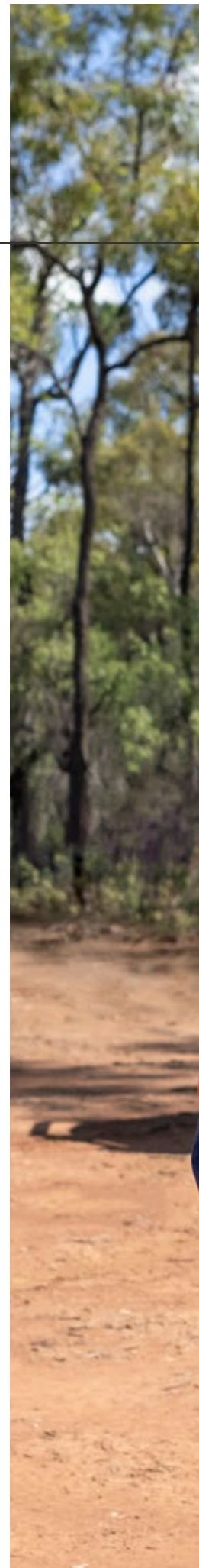
Responsible and ethical business

We strive at all times to conduct our business ethically, with integrity and good corporate governance. We aim to positively affect and contribute to the global community, and have a strong commitment to the environment.

Our internal policies are guided by the United Nations Global Compact's Ten Principles and we are committed to working with suppliers and sub-contractors that uphold similar principles. We seek to ensure our suppliers use raw materials obtained from ethical mining sources and through ethical labour conditions.

We look to reduce energy consumption and resource depletion by supporting our suppliers to create energy-efficient products with long lifetimes that help our customers increase productivity and operate more efficiently.

For more information on our culture, values, operations and ethical business, visit: commtelns.com/company







Our locations.

Asia-Pacific

Australia

Victoria
29 Translink Drive
Keilor Park, VIC
3042 Australia

Tel. 1800 266 683
Int. +613 8340 6100

New South Wales

Level 9
123 Epping Road
North Ryde, NSW
2113 Australia

Western Australia

34 Walters Drive
Osborne Park, WA
6079 Australia

Queensland

310 Edward Street
Brisbane City, QLD
4000 Australia

Adelaide

121 King Street
Adelaide, SA
5000 Australia

New Zealand

Auckland
P.O. Box 91686
Auckland Mail Centre
Auckland
2013 New Zealand

India

Mumbai
23, White Castle
34-35, Union Park
Chembur, Mumbai
400 071 India

Europe

United Kingdom

England
Eco Innovation Centre
Peterscourt, City Road
Peterborough
PE1 1SA United Kingdom

Scotland

Suite E, Campsie Softnet
Centre 3 Southbank
Business Park
Kirkintilloch
G66 1XQ United
Kingdom

Nordic Region

Helsinki
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