

DELIVERING

End to End Telecommunication
Infrastructure, *You Can Trust!*

CAPABILITY OVERVIEW



Dizza Communications are super reliable and always meet the deadlines given. We often call on Dizza to complete complex jobs which are too difficult for some construction partners. The owner of Dizza Communications is very flexible and always puts our needs first. Fantastic group of blokes.

Courtney Halden - Project Manager, Downer Group



OUR MISSION

Meeting Client Needs and *Exceeding Expectations...Every Time*

Dizza Communications is a leading provider of telecommunications contracting services throughout Australia. Our mission is to be the ***most trusted turnkey provider of telecoms cabling infrastructure***, by consistently delivering prompt, cost-effective, quality services that meet client needs and exceed their expectations.

OUR PRINCIPALS

QUALITY

At Dizza Communications, we provide a consistent and high-quality service the first time, every time. Our adherence to solid processes, in-house auditing and our goal of achieving a 100% pass rate on all projects allows us to deliver to the highest standard. We pride ourselves on our know-how and innovation and are always accountable for the quality of our work.

COMPETENCE

With our extensive range of experience and “Can-Do” attitude, we rise to any challenge. We’re known for taking on the projects that others consider too complex or difficult. Our work force is at the forefront of the telecommunications industry, with our team continually upskilled to ensure we can always meet the needs of our clients. At Dizza Communications, we believe our people are our strength.



ADAPTABILITY

We scale our team with minimal notice and fuss to provide the great mix of people and skills required for each job. Adaptability is in our nature and in our attitude. Our targeted, agile and flexible services are tailored to meet any project and client needs. Providing a cost-effective and trusted solution to even the most complex or time-sensitive jobs.

PRODUCTION

We are renowned for our ability to complete large scale projects, with the flexibility to adjust our work force to meet any requirement. Our team’s broad range of training and skills mean that maximum production is delivered each and every day. These skills are backed by our ability to streamline processes and implement in-house specialised programs which sets us aside from other contractors. These production processes help us manage our projects right from the very start through to completion, with real time updates available to clients at any stage. This gives our clients the confidence they need to continue to choose Dizza Communications as their preferred contractor.

RELATIONSHIPS

Our reputation has been built on strong relationships. Maintaining a dedicated client focus and honest and open communication leads to outstanding and, long term partnerships with our clients. Our responsiveness to client needs and level of communication both internally and externally is second to none. Our clients understand they can rely on us to go above and beyond to ensure their satisfaction with every project.

SAFETY AND ENVIRONMENT

To us, safety is more than a policy. It’s a culture that everyone creates, maintains and is responsible for. Our systems and processes ensure that all our people work in a safe workplace. As well as protecting our people and ensuring they return home safely, we strive to lighten our footprint on the planet. Our work practices are based on sound, sustainable environmental approaches with a strong focus on reuse and recycling where possible, to reduce wastage and minimise our environmental footprint.

Becoming Your *Trusted Telecoms Delivery Partner*

→ 2009

Dizza Communications Pty Ltd was founded to deliver satellite and television platform services including data cabling and smart wire cabling to homes and businesses, as well as Pay TV aerial installations. With over 9,500 connections successfully completed all over Australia, we quickly became the preferred contractor for several major providers, due to our consistent on-time completion, clear communication and outstanding quality of workmanship.

→ 2011

With our positive reputation building within the telecommunications industry, we were contracted to help prepare for the switch of Australia's television network from analogue to digital. This transformational project saw us delivering services to some of the most remote islands off the coast of the Northern Territory and delivering important access to national services to many remote Aboriginal and Torres Strait Islander communities. This was due to our ability to quickly mobilise to any location within Australia.

→ 2014-2015

As Australia's super-fast broadband service began to be deployed, we invested in comprehensive training to meet the increasing demand. With demand growing, we upskilled our team and capabilities to offer turnkey solutions connecting fibre to homes and business across Western Australia. Our selection as preferred contractor by TDS to scope and validate the Telstra network to utilise their cable ducts and infrastructure for FTTC technology was another turning point for our company. During this project, we surveyed and placed over 1,000 nodes and pipe proved over 1 million metres of network all over Australia, including remote and regional areas. The experience enabled us to become an expert contractor supporting the national NBN rollout.

→ 2016

Major NBN contractor Downer Group (Downer EDI) selected Dizza Communications as a construction partner to deliver the broadband network. Working closely with them, we ensured the delivery of infrastructure projects on time and defect free. Our ability to scale to undertake large volumes of work with minimal notice proved essential to our success. The continuing NBN project has seen us pipe-proving over 300,000 metres of existing infrastructure by clearing blocked conduits, hauling 1.2 million metres of cable, cutting in over 1000 Distribution Point Units and being among the first in our industry to upskill to deliver FTTC infrastructure in response to the new project direction.

→ TODAY

With the development of next generation networks and increased demand by Australians to be connected, Dizza Communications has focussed on the continuous growth and development of our business while maintaining the high calibre service our clients love. By continually evolving to master new technologies including 5G, we are committed to staying at the forefront of communications infrastructure delivery.

→ OUR FUTURE

Expanding our operations to a national level encompassing remote areas and mining communities, we will offer the Dizza service to even more Australians, keeping everyone connected. With a vision to remain the most trusted construction delivery partner at the forefront of the communications infrastructure industry, our commitment to innovation, training and excellence means we will be ready to assist and serve our clients, well into the future.



CAPABILITIES

Why *Our Clients* Choose Dizza Communications

We understand how important it is to respond to customer needs and meet critical timelines in every job. Dizza Communications specialises in turning time sensitive projects around quickly and safely, with minimal fuss. Our vast capabilities have led to us becoming a preferred provider in our industry, and our goal is to make it easy for our clients to choose to work with us because of the range of services and quality standard we offer.

PLATFORMS

We are telecoms infrastructure specialists, working across a wide range of telecoms platforms including:



At Dizza Communications, we're committed to ongoing learning to stay at the forefront of our sector. We continually strive to be early adopters of new technology, investing in team training to always meet our client needs, today and into the future.

Why *Our Clients* Choose Dizza Communications cont.

SERVICES

Our capabilities include:

NETWORK SURVEY AND VALIDATION

Dizza Communications provides trusted network survey and validation services for major clients including NBN delivery partners Downer and Telstra. Our experience allows us to correctly interpret plans and act to ensure compliance. Our validation services can include implementing pit upgrades via our civil construction capabilities, and providing As Cons for network variations. Our experience is vast, having designed and placed the location for over 1,000 nodes and validated more than 2 million metres of Telstra network.

PIPE PROVING AND CLEARING BLOCKAGES

Our ability to prove existing networks, enabling them to be used for new cabling and eliminate the expense and delays of new construction, is of critical importance to our clients. Due to our reputation of always rising to a challenge, we have become the contractor of choice to clear pipes in difficult situations including major roads and highways, heritage listed infrastructure and bridge crossings. Our extensive experience gives us the ability to swiftly detect and remediate network problems with minimal disruption to project plans and the environment. Dizza Communications has successfully proved over 1 million metres of pipe, representing millions of dollars saved for our clients in new construction.

COPPER WORKS

Our dedicated team of fully trained and qualified copper technicians can work on a vast range of networks. Our capabilities include live copper cut overs, copper validations, DPU cut ins, joint remaking and Node works. We have completed over 1,500 copper validations on the FTTC design and cut in over 500 DPUs. Our competence in working with traditional and new network infrastructure has allowed us to adapt to the needs of many diverse projects.

CIVIL WORKS

To deliver turnkey solution to our telecommunications construction clients and manage entire projects throughout their lifecycle, Dizza Communications offers a range of civil works. Services include building nodes for the FTTC design, upgrading and installing pits and trenching works. Our team can breakout and reinstate any surface including concrete, brick pavers and road surface, accessing directional drilling resources when required to ensure minimal disturbance to surrounding land. Our aim is to reduce delays, costs, environmental impact and disruption throughout all our civil works.

CABLE HAULING and FIBRE SPLICING are Dizza's Specialist Capabilities.

See Page 11 for details.

EQUIPMENT

Our fleet and resources allow us to quickly respond to project needs for fast turnaround:

LIGHT VEHICLES & TRUCKS

Our light vehicle fleet enables our workers to deploy to various worksites throughout the day, adding to the flexibility we offer to our clients. Our truck fleet allows us to move materials in larger quantities to improve efficiencies and minimise downtime.

WINCHES AND CABLE HAULING EQUIPMENT

Our 3 cable winches are calibrated for hauling optic fibre cable. Additional specialised hauling equipment includes 5000m of Kevlar hauling rope, cable hauling socks and swivels and a range of cable drum jacks to suit any job.

VACUUM EXCAVATORS AND 1.5 T EXCAVATORS

Vacuum excavators ensure we can always get the job done on time even if dirt and water has obstructed infrastructure such as service pits. Our small 1.5T excavator is safe and easy to mobilise in congested and high-density areas, making it useful for many civil works.

CABLE SPLICING AND TESTING EQUIPMENT

ODTR testing equipment is employed to ensure quality and excellence in our fibre optic cable roll out.



Dizza specialises in turning time sensitive projects around quickly and safely, with minimum fuss.



Our *People* are Our *Strength*



GUY DEERING – MANAGING DIRECTOR

Guy founded Dizza Communications with his father Michael Deering in 2009, quickly growing it into a successful infrastructure contracting business working across various telecoms platforms. With a practical approach and extensive experience working “on the tools”, Guy has a comprehensive understanding of all aspects of the field work, allowing him to assist clients with queries ranging from survey and design issues and troubleshoot obstacles that may threaten timeframes and objectives.

Guy holds qualifications and training in Asbestos Removal, Locate Identify & Protect Underground Services, Install Underground Enclosures & Conduit, Senior First Aid, Confined Spaces and Traffic Management. With a reputation for being honest and proactive, he leads the Dizza team by example with his passion and pride for our work carrying through the culture of the company.



ROB BROWN – OPERATIONS MANAGER & HAULING FIELD SUPERVISOR

With over 15 years in the Construction/Civil industry, Rob oversees Dizza Communications’s day to day operations. Rob’s reputation as a reliable, organised and results-driven supervisor has seen him sought by many companies and allowed him to run his own successful business in the construction industry.

In 2017 Rob brought his experience and skills to our workforce, quickly rising to his current leadership role with responsibility for maintaining schedules across multiple work sites, managing workers, ordering materials, working closely with client construction managers and assisting them with the delivery of works. Rob upholds high safety standards for himself and his team, with qualifications in Asbestos Removal, Locate Identify & Protect Underground Services, Senior First Aid, Confined Spaces and Traffic Management.



CHRIS BROWN – FIELD & CIVIL WORKS SUPERVISOR

A ‘safety-first’ field supervisor, Chris has many years of experience in the communications, power and civil industries but most recently has specialised in NBN construction and cable hauling. His breadth of in-field experience allow him to problem-solve issues and liaise with client project managers to ensure solutions are found and production levels and quality are met.

Chris’s responsibilities include team organisation and scheduling, mentoring new workers, identifying additional training needs, conducting site safety audits, reporting to the administration team, and compiling accurate client reports on the status of works. Chris is qualified in Locate Identify & Protect Underground Services, Senior First Aid, Confined Spaces and Traffic Management.



DARRYN RUGE – HAULING & COPPER SUPERVISOR

Darryn’s experience in the communications industry extends over multiple areas including civil and construction, rod and rope, hauling and copper jointing. Over 10 years since commencing in the industry, Darryn has worked with many large companies including Telstra, Service Stream, IGSM, Optus, NextGen, Pipe Networks, Vision Stream, Western Power, Vodafone, BHP, Rio Tinto and FMG.

Complying with the strict OHS&E requirements of each company has grown Darryn’s sound knowledge in all aspects of safety, environment and quality assurance, all of which influence his work for Dizza Communications. His experience in hauling all types of cable, from copper (2400 pair down to 2 pair) to fibre optic, is invaluable to our operations. He holds qualifications in First Aid, Traffic Management, Winch Operation, Working at Heights and Confined Space.

DEBORAH SANDERSON – OHS MANAGER

With highly developed organisational abilities, Deborah takes responsibility for overseeing both OHS compliance and office management for our team. Efficient and resourceful, Deborah has a strong customer focus and an ability to build and maintain productive relationships with all team members and our clients.

Deborah's professional background includes extensive experience as an office manager in a busy role that combined administration duties with Recruitment and HR, Project Management, Plant Hire and Labour Coordination, and 5 years as PA. She has also worked as a home carer and customer service officer, giving her an excellent grounding in communicating with people from all walks of life. Deborah volunteers as a crisis counsellor and mentor for Lifeline WA and holds a construction white card.

LORENA CAPILI – CONTRACT ADMINISTRATOR

Commencing as a Project Support Officer with Service Stream Communications overseeing fleet and facility management as part of a practical completion team for NBN projects, Lorena has 5 years' telecoms industry experience. Throughout that time, she progressed to a Project Coordinator role, overseeing multiple NBN survey and construction projects. As part of the Dizza team, Lorena oversees all practical completion requirements and claim submission for rod and roping and hauling.

With a Bachelor's degree in Behavioural Science, her career background has seen Lorena work as a Human Resources professional for over 10 years in Manila and in 5 star hotels in Abu Dhabi and Dubai. With strong attention to detail, Lorena also holds certification in Human Resources, Accounts Administration and various accounting software platforms.

THE DIZZA TEAM

Dizza Communications's workforce of over 30 highly qualified and experienced employees ensures that skilled teams can be adapted to projects of any size, quickly. All team members are given comprehensive job training and consistent upskilling opportunities to increase their skills and knowledge and allow us to deliver maximum workforce flexibility to our clients. Having multi-skilled team members allows us to respond to changes in the field or client requirements with minimal notice or disruption. All employees undergo ongoing audits to ensure their skills and qualifications remain current and relevant to the industry, identify and address training gaps, and encourage ongoing career progression.



QUALITY OH&S

Quality is at our Core

QUALITY IS OUR LEADING PRINCIPLE AT DIZZA COMMUNICATIONS AND AT THE CORE OF OUR COMPANY.

Our personnel strive to deliver a service that meets or exceeds our clients' expectations, each and every time. This approach is supported by:

OHS

Under the oversight of our dedicated OHS Manager, the Dizza team complies with all relevant Workplace Health and Safety Acts and Regulations including Australian Standards and Codes of Practice. We have developed and support a Health and Safety Management System compliant with Australian Standards.

Our risk management procedures ensure we identify all hazards, assess risk levels and implement the required controls. All incidents and near misses are promptly reported, investigated where appropriate and control measures implemented to eliminate the risk of re-occurrence. Our entire team is involved in maintaining our OHS standards through consultation and communication on safe work procedures and given appropriate training to support this focus. This focus has embedded safety into our culture.

As part of our environmental management system, all team members are inducted and trained in the use of safety apparatus and environmental containment kits. During induction, the importance of record keeping, using the pre-start checklists, Hazard Identification Forms and Accident, Incident and Near Miss Reports is instilled in our workers.

Individual team members have completed specialised industry qualifications including Asbestos Removal, Locate Identify & Protect Underground Services, Install Underground Enclosures & Conduit, First Aid, Senior First Aid, Confined Spaces and Traffic Management Winch Operation and Working at Heights and Confined Space.

At Dizza Communications, we adopt a zero-harm policy regarding the environment and encourage workers to report any issues that may potentially cause harm to the environment, directly to their Supervisor.

QUALITY MANAGEMENT SYSTEM

We have implemented a process-based Quality Management System that is focussed on consistently meeting our clients' requirements and enhancing their satisfaction.

Quality management is supported through employee selection, inductions, professional development and workplace training, and monitored and measured through appropriate performance indicators and audits. Dizza Communications's Quality Management System is subject to continuous improvement to ensure it meets client and market requirements.

REPORTING

We use field data collection technology via a custom smartphone app to enable real-time access to information while our teams are working on projects. This supports our fast decision making and deployment, one of our key points of difference. Access to real-time, error free data also enables our administration team to provide highly detailed and accurate reports to our clients on project stages and outcomes.

OUR POLICIES

Our quality approach is supported by the following written policies:

- **Quality Assurance Policy**
- **Workplace Health & Safety Policy**
- **Environmental Policy**

Our WHSE Management Plan outlines the procedures that support these policies.

Our *Specialist* Infrastructure *Services*

WHILE DIZZA COMMUNICATIONS OFFERS A FULL RANGE OF TURNKEY SERVICES TO UNDERTAKE PROJECTS FROM INCEPTION TO DELIVERY, WE HAVE SEVERAL SPECIALIST AREAS THAT CLIENTS SEEK US FOR.

CABLE HAULING

The demand for high speed digital communications across Australia has led to increased demand for optic fibre cable hauling specialists, with networks being rolled out to every residential and commercial premise in Australia through the NBN project.

Dizza Communications's dedicated teams of cable haulers have many years of experience hauling all types of communications cables. We can deploy highly trained teams under experienced team leaders to multiple projects simultaneously.

With specialised cable pulling equipment including 3 cable hauling winches calibrated to haul fibre optic cable, Kevlar rope, cable slippers, rollers and swivels, we can adapt to cable hauling jobs of any size, quickly. We also have the capacity to haul large copper cables. Our specialisation is undertaking the more difficult projects that other companies are unable or unwilling to take on.

Our teams average 2.5km of cable hauling each day which has seen us haul over 1,000,000 metres of cable. Rigorous Quality Assurance and clear processes for our teams ensures our cable hauling is always neat with zero defects.

Our services cover the entire installation process from survey and design validation through civil works and fibre splicing. With the ability to scale and mobilise our workforce with little notice to undertake projects quickly and safely, we make it easy for our clients to choose Dizza.

FIBRE SPLICING

Using fibre optic cables in telecommunications networks comes with distinct advantages. Fibre optic cables offer higher speeds, more reliability and transmission of data over greater distances than traditional technology such as copper wires. While these cables have been in use for several years, the transition to FTTC from FTTN in NBN architecture has seen increased demand for experienced fibre optic cable contractors.

At Dizza Communications, we have vast experience installing fibre optic networks, fibre splicing and testing on multiple projects. Our record has seen well over 2000 joints installed and 20,000 fibre tests completed. We are highly proficient in all aspects of the following architecture types from the exchange to the end user such as:

- Fibre to the Premise (FTTP)
- Fibre to the Building/Basement (FTTB)
- Fibre to the Node (FTTN)
- Fibre to the Curb (FTTC)
- Multi-Technology Master Agreements (MIMA)
- Hybrid Fibre Coaxial (HFC) network
- Multi Dwelling Units (MDU) installation.

When you want reliable delivery and responsive service in optic fibre splicing, Dizza Communications is the clear choice.

CLIENTS AND PROJECTS



Bridging the NBN Gap

PORT BOUVARD BRIDGE CABLE HAULING



SITUATION

Downer Group was awarded a contract by NBN Co to deliver design and construction services of NBN broadband network technology in areas across Australia.

Part of their contract area involved the delivery of network infrastructure to premises throughout the suburbs of South Mandurah, Dawesville and Lake Clifton, which are separated from the main city of Mandurah by the 360 metre Dawesville Port Bouvard bridge traversing the Peel-Harvey Estuary. The City of Mandurah was one of the first areas in Western Australia for NBN rollout.

Cable hauling across the Port Bouvard Bridge, a major egress route to and from the southern suburbs of the City of Mandurah, increased the complexity of this project.

OUR ROLE

With a speciality in tackling complex projects, Dizza Communications was awarded the Dawesville Port Bouvard Bridge cable hauling project by Downer. The task required us to run fibre optic cable through the bridge's cable tray system. This was challenging due to the length of the bridge, the limited space at either end to park machinery or vehicles required for the job, and its status as a major traffic route to the suburbs.

During the cable hauling, we utilised specialist tools including cable rollers to ensure the fibre optic cable was successfully hauled across the bridge, with no damage. Throughout, our specialist teams worked closely with our client Downer Group, the City of Mandurah, Main Roads WA and other bodies to ensure a smooth rollout with minimal disruption for residents.

→ OUTCOME

The successful hauling of cables across the Port Bouvard bridge enabled many South Mandurah residents and workplaces to connect to the NBN network. The cable hauling across the bridge was part of a 15km installation for the project that was completed in June 2016.

As a result of our specialist skills demonstrated in the successful undertaking of this first complex hauling task, Downer Group requested Dizza to undertake cable haulage across the bridge for two additional SAMs in the Mandurah area.

// For our initial rollout of the NBN network to the South Mandurah SAM, we needed a construction partner that wasn't afraid to take on a job with the extra challenge of cable hauling over the Dawesville Bridge. We also need a contractor that we could rely on to deliver what they promised, on time and without defects. After approaching several other organisations that declined the project due to its complexity, we were put in contact with Guy at Dizza Communications who immediately confirmed they could complete the work, and mobilised a team within two weeks to meet the commencement date.

Working with Dizza Communications on this project was a smooth experience from initiation to delivery. Our confidence in the company led to our awarding the Dawesville Bridge cable hauling component for two further SAMs to Dizza, in favour of the existing contractors. Downer has since gone on to work with Dizza Communications on NBN rollout throughout southern Perth metropolitan area and beyond as they have won our confidence through their reliability, fast turnaround and great attitude. //

Daniel Minton, Downer Group

*Working with **Dizza** on this project was a smooth experience from initiation to delivery.*



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CASE STUDY TWO

Staying at the *Forefront* of Delivery

FIBRE TO THE CURB TECHNOLOGY



SITUATION

In 2018, FTTC technology replaced FTTN as the preferred architecture for NBN rollout throughout Australia. NBN Co reported in April 2017 that FTTC was planned for an additional 440,000 premises in areas where some long-copper FTTN and new HFC had originally been planned. FTTC technology means that high speed broadband will now be delivered to street curbs instead of a central node. This allows broadband to be delivered from into homes via existing copper cable over a relatively short distance, minimising speed loss as well as infrastructure costs.

The adoption of FTTC required a new breed of telecommunication contractor skilled in all facets of FTTC implementation from surveys and civil works to fibre splicing. It also resulted in greater capacity requirements for local contractors skilled to undertake installation projects by the target deadline set by Government. Our client Downer Group was awarded a new contract by NBN Co to deliver design and construction services for FTTC by June 2019.

OUR ROLE

On the announcement of the coming rollout of FTTC technology, Dizza Communications immediately implemented a training program to upskill our team to deliver the new system. We increased our core team from 11 to over 30 highly trained individuals over an 8-month period. This enabled us to become the first company positioned to meet FTTC project demands among our competitors.

Dizza Communications was selected by Downer Group to deliver their project in the following southern Perth suburbs which have so far included:

- Baldivis
- Canning Vale (4 stages)
- Forrestfield
- Gosnells
- Huntingdale
- Martin
- North and South Yunderup
- Orange Grove
- Riverton
- Secret Harbour
- Thornlie

→ OUTCOME

We are proud that our early adoption of FTTC contracting capability and our ability to service multiple areas at a time, has allowed us to lead the industry in this sector. Dizza Communications is contracted to deliver more project areas on behalf of Downer, up until the June 2019 deadline.

“With FTTC announced to replace FTTN for the NBN program, we knew that some of our existing contractors would struggle to embrace the new skills and capacity required for the broad rollout of this program.

The exception to this was Dizza Communications, who embraced the change and ensured their teams were trained and ready for new projects as soon as required. Their ability to provide a turnkey service for the entire project, their capacity to quickly deploy new quality teams to project areas and their high level of communication, makes them a provider of choice for us.”

Dave Wright, Downer Group



Dizza *embraced the change and ensured their teams were trained and ready.*

WHY USE DIZZA?

Your *'Can Do'* End to End Telecoms Contractors

DIZZA COMMUNICATIONS HAS BUILT A REPUTATION AS THE RELIABLE AND ACCOUNTABLE CHOICE IN THE TELECOMMUNICATIONS CONTRACTING INDUSTRY. WITH A MISSION TO BECOME THE NUMBER ONE PROVIDER OF TELECOMMUNICATIONS CABLING INFRASTRUCTURE, WE AIM TO SERVE MORE CLIENTS WITH OUR DELIVERY OF PROMPT, COST-EFFECTIVE AND TURNKEY SERVICES.

Dizza Communications

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