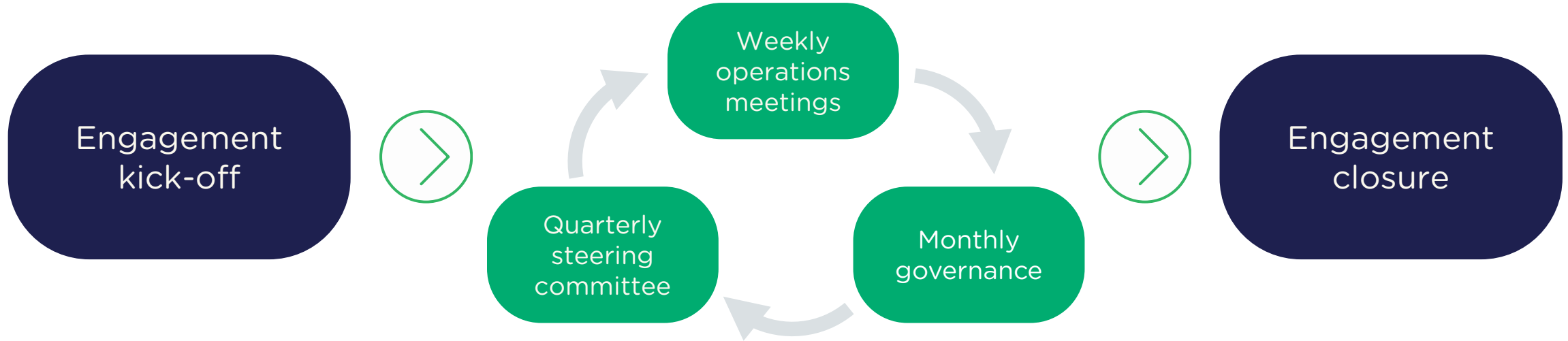


Delivery support model for complex multi-site deployments

After contract execution nbn will provide ongoing engagement and delivery support



- Face-to-face meet and greet.
- Scope and objectives
- Overview of key contacts and accountabilities.
- Engagement cadence and structure.

- Regular program update and review – over the contract term.
- Clear escalation path for fast issue resolution.
- Address both program and commercial matters.

- Face-to-face wrap-up on project milestones.
- Confirm obligations of both parties have been met.
- Lessons learnt and post implementation review.

nbn™ delivery team



Executive program manager
Single point of contact



Contract manager
Contract and commercial management



Build project manager
Allocated on case-by-case basis



Service delivery manager
Allocated on case-by-case basis