

SERVICE PROFILE

Contract Name: Term Maintenance and Corrective Works Contract

Type of Facility: Telecommunications Faciliti

Client: Crown Castle

Project Description: Electrical Service and Facilities Maintenance

Site Locations: Australia Wide (CBD, regional and remote)

The provision of preventative facilities maintenance services to the Vodafone assets across Australia has been a focus of O'Donnell Griffin for over 7 years.

The establishment of the effective delivery of maintenance and emergency response services to over 3500 sites spread geographically across the country has been achieved via a dedicated team of O'Donnell Griffin service personnel. The establishment and leverage from our extensive network of offices allows the organisation to continually meet the overall performance expectations of each stakeholder.

The Services provided via Crowne Castle are wide and varied and through working in a partnership with the clients they include:

- Electrical Preventative Maintenance
- Air-conditioning PM, repair and installation.
- Grounds Maintenance.
- Minor general works installation.
- Tower Maintenance and repairs.
- General Capital works upgrades.
- 24/7 Call Centre.

The analysis and streamlining of service delivery has allowed efficiencies in service delivery to be realised ensuring real service value returns for service investment.

SERVICE PROFILE

**Key Contract
Personnel:**

Chris Sharman – Account Manager

**Special
Achievements /
Requirements**

Maintained a successful long term relationship nationally with a major provider of infrastructure

**Quality Standards
Applicable**

Quality standards as per each state.

**Specific OH & S
Requirements**

Crowne Castle requirements
