SETTING THE PACE FOR THE DIGITAL FUTURE IN GERMANY

Corporate Presentation

March 2023

plusnet

1 OUR VISION
plusnet

OUR VISION

We are a leading partner in telecommunications and the pacesetter for the digital future of mid-size and major customers, and local authorities in Germany

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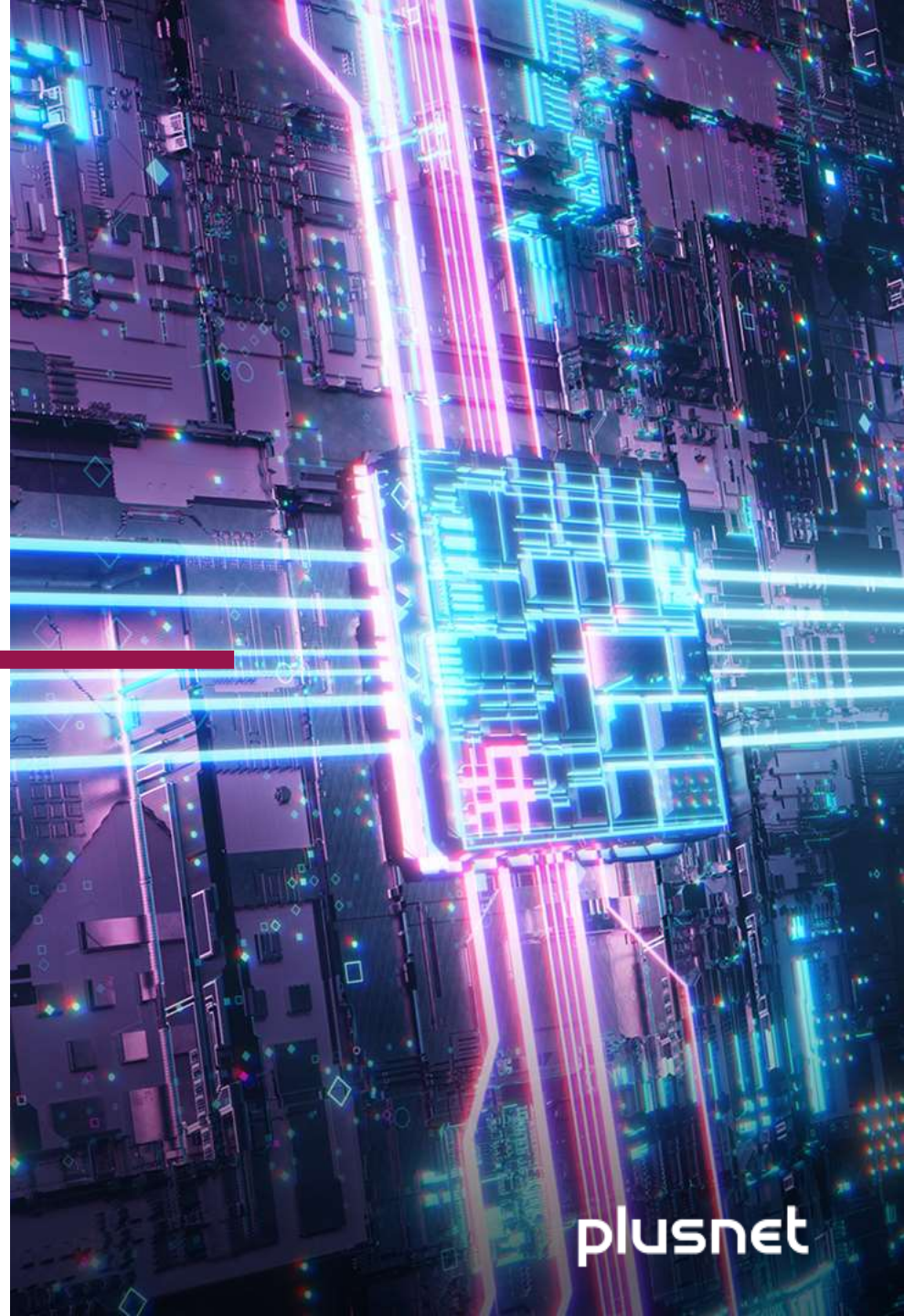
OUR MISSION

We make telecommunications simple and fit for the future for our customers with the right solutions for Internet, telephony and networking, as well as giga-speed technology.



OUR MISSION

By investing in fibre optics, we are making an important contribution to sustainable economic and social development in Germany.

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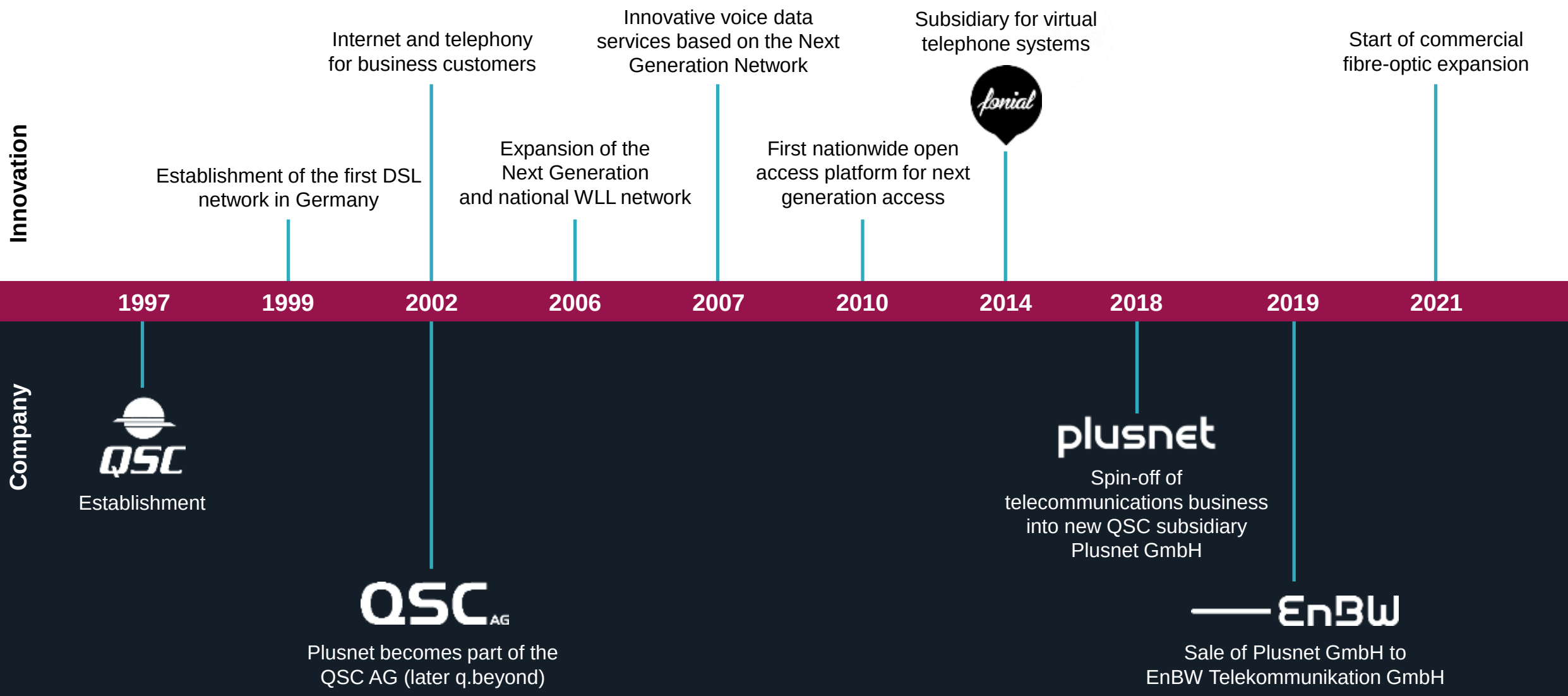
Milestones in our history



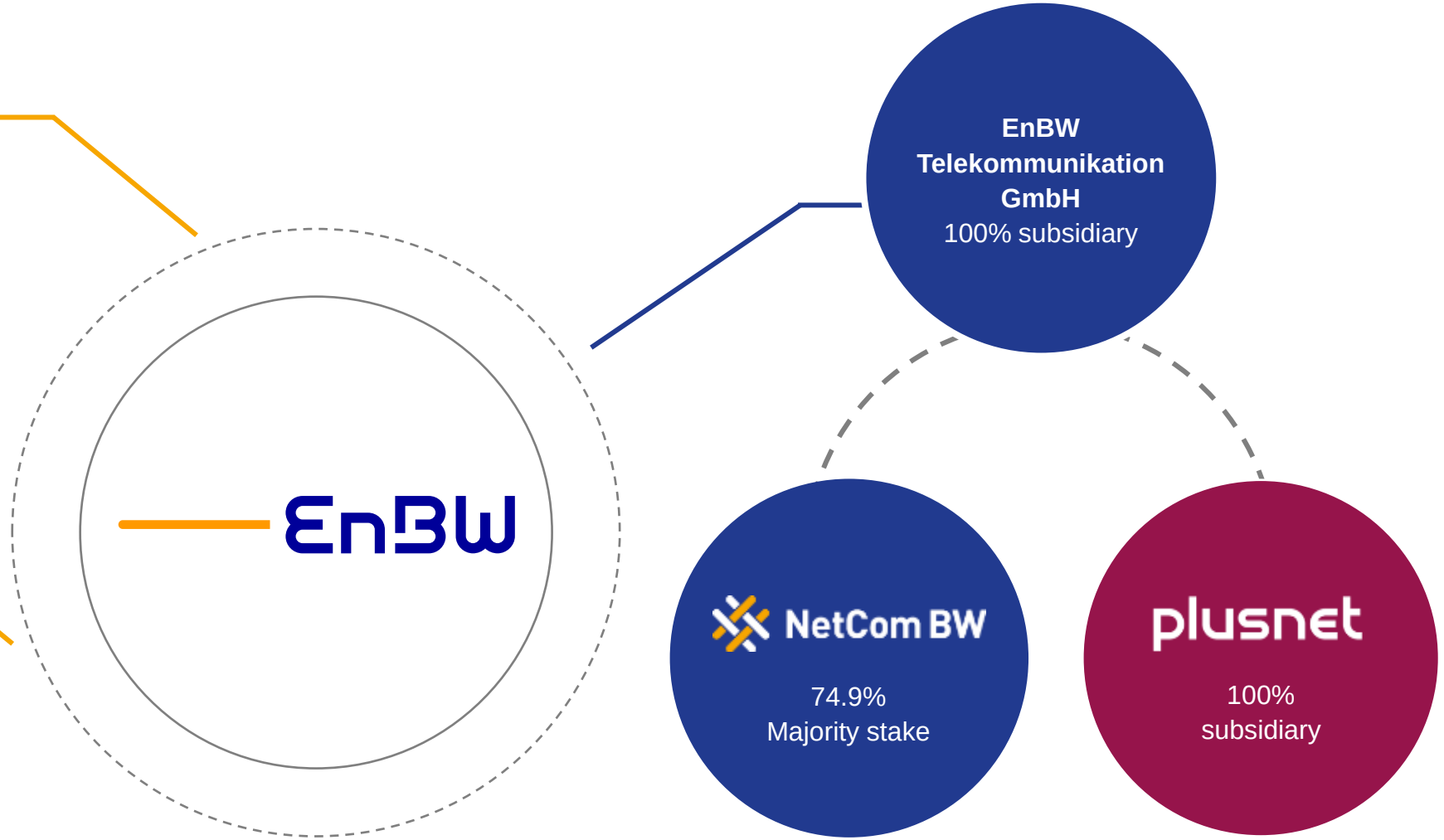
We are part of a strong team

One of the largest energy suppliers in Germany & Europe:

- Some 26,000 employees
- 56,003 billion Euros in turnover in 2022
- Core business: Electricity, gas, heating, water

EnBW 2025 strategy:

- Development into a sustainable, innovative infrastructure partner
- **Investment of 12 billion Euros** in growth areas
- **Telecommunications and broadband business** Future mainstay



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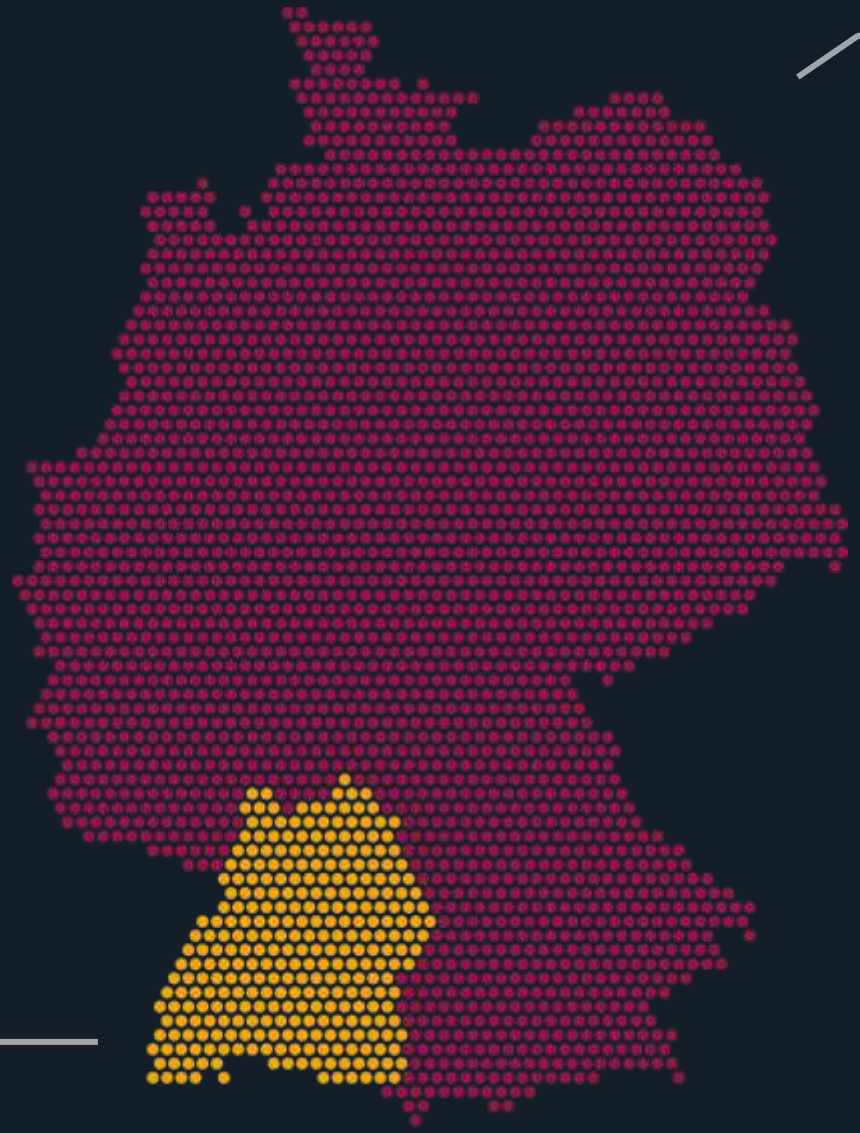
United forces for fibre-optic expansion

NetCom BW

- 16,600 kilometres of its proprietary giga-speed, fibre-optic network in Baden-Württemberg
- Access to more than 50,000 kilometres of nationwide fibre-optic network through our cooperation with GasLINE and DB broadband
- Supply of more than 40% of the local authorities in Baden-Württemberg



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- Tightly meshed 100G core network based on 6,500 km of fibre-optic
- Access to more than 50,000 kilometres of nationwide fibre-optic network through our cooperation with GasLINE and DB broadband
- Multi-local, nationwide fibre-optic expansion
- Long-term experience in providing state-of-the-art telecommunications services & solutions
- Excellent partnering skills at technology and marketing level

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Present for our customers throughout Germany

With around **400** employees at **10** locations and more than **300** Partners we serve **>28.000** business customers in Germany in two sales regions (Northeast / Southwest)

Sales regions:

Northeast

Southwest

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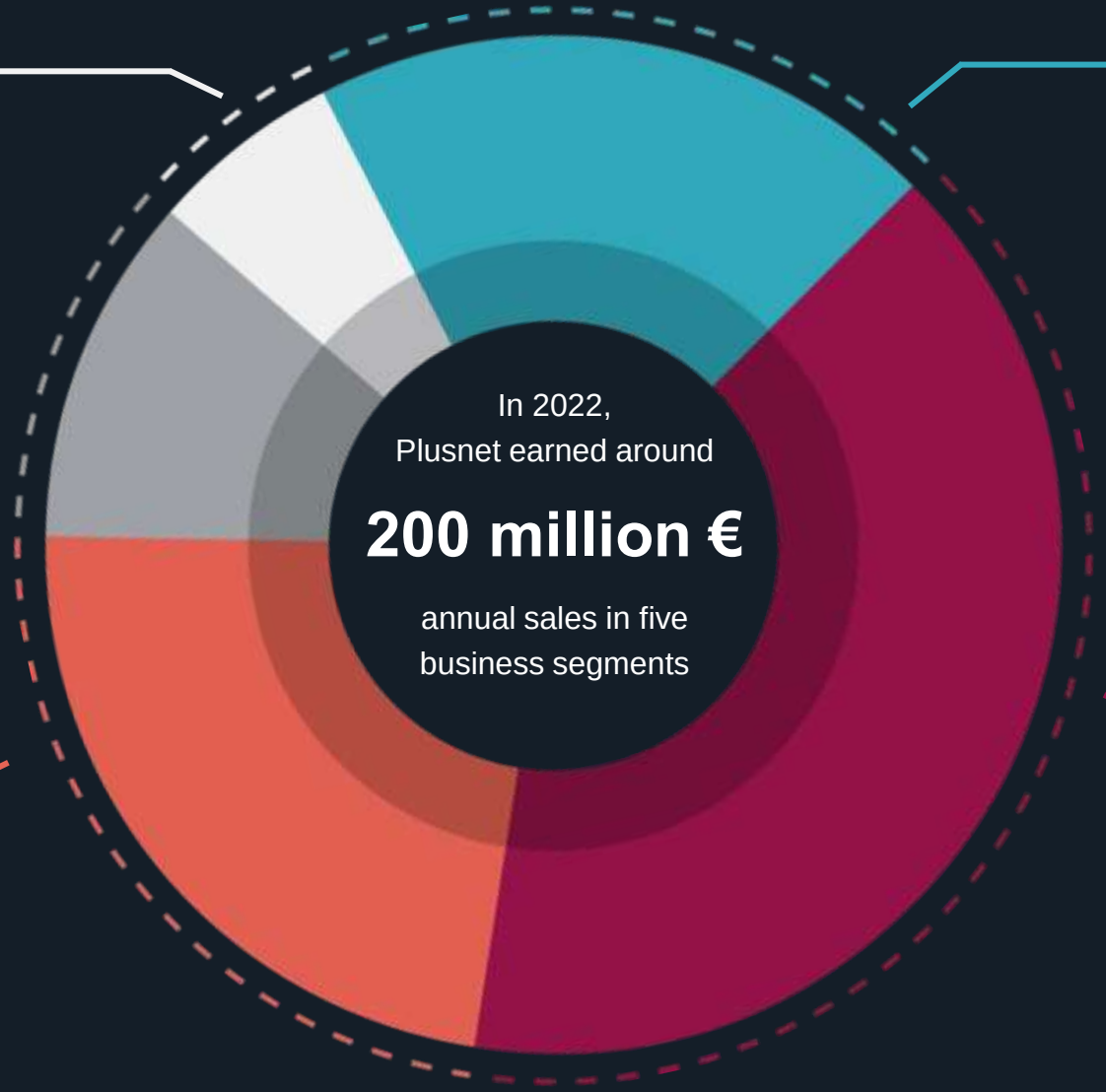
Strong sales in five business segments

Infrastructure Services
Interconnection & operation of third-party networks and white label & public utility operations

Consumer Wholesale
Wholesale services for telecommunications providers for marketing to end customers

Carrier Wholesale
Minutes business with national & international carriers



B2B
Products & solutions in direct sales

B2B2B
Products in partner sales

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More than 50 years of management experience in telecommunications

Ulrich Hoffmann
Chief Executive Officer (CEO)

Expert in the technical and strategic development of modern gigabit networks

Before Plusnet: Chief Operating Officer NetCom BW
Senior technical positions at Versatel, Kabel BW, Unity Media

Dr. Veronika Bunk-Sanderson
Chief Financial Officer (CFO)

Financial analyst for the further development of national and international telecommunications companies

Before Plusnet: Director Investor Relations & Corp Comms Telefónica DE. Senior positions in finance at Telekom Austria Group and in the area of financial services

Bert Wilden
Chief Customer Officer (CCO)

Passionate sales executive with more than twenty years experience in ICT sales

Before Plusnet: Regional manager Comparex, Management functions in direct & indirect sales at QSC AG, authorised representative of AachenMünchener Versicherung AG, Gothaer Versicherung

2
THE BACKBONE
OF OUR SUCCESS
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THE BACKBONE OF OUR SUCCESS
A modern infrastructure throughout Germany
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State-of-the-art networks, available throughout Germany

Our Backbone

Powerful 100G core network

- Speeds of 100 gigabits per second
- One of the most powerful core networks in Germany
- Strong foundation for our NGN (Next Generation Network) infrastructure

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Our powerful network

Proprietary IP-based voice-data network (NGN)

- One of the largest voice and data networks in Germany with > 1,000 main distribution frames (MDF)
- Connection to around 50 national and 30 international carriers
- Plusnet is one of the most important public telephone network carriers in Germany

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Our special network

Nationwide directional radio access network

- Largest independent B2B WLL network in Germany
- Around 200 base stations and around 1,300 radio links
- Fail-safe broadband connection, where a landline is not possible

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Our partner networks

Flexible coverage throughout Germany

- Targeted integration of the partner infrastructure into the core and access network
- Availability across Germany
- Partnering skills as an key core competence

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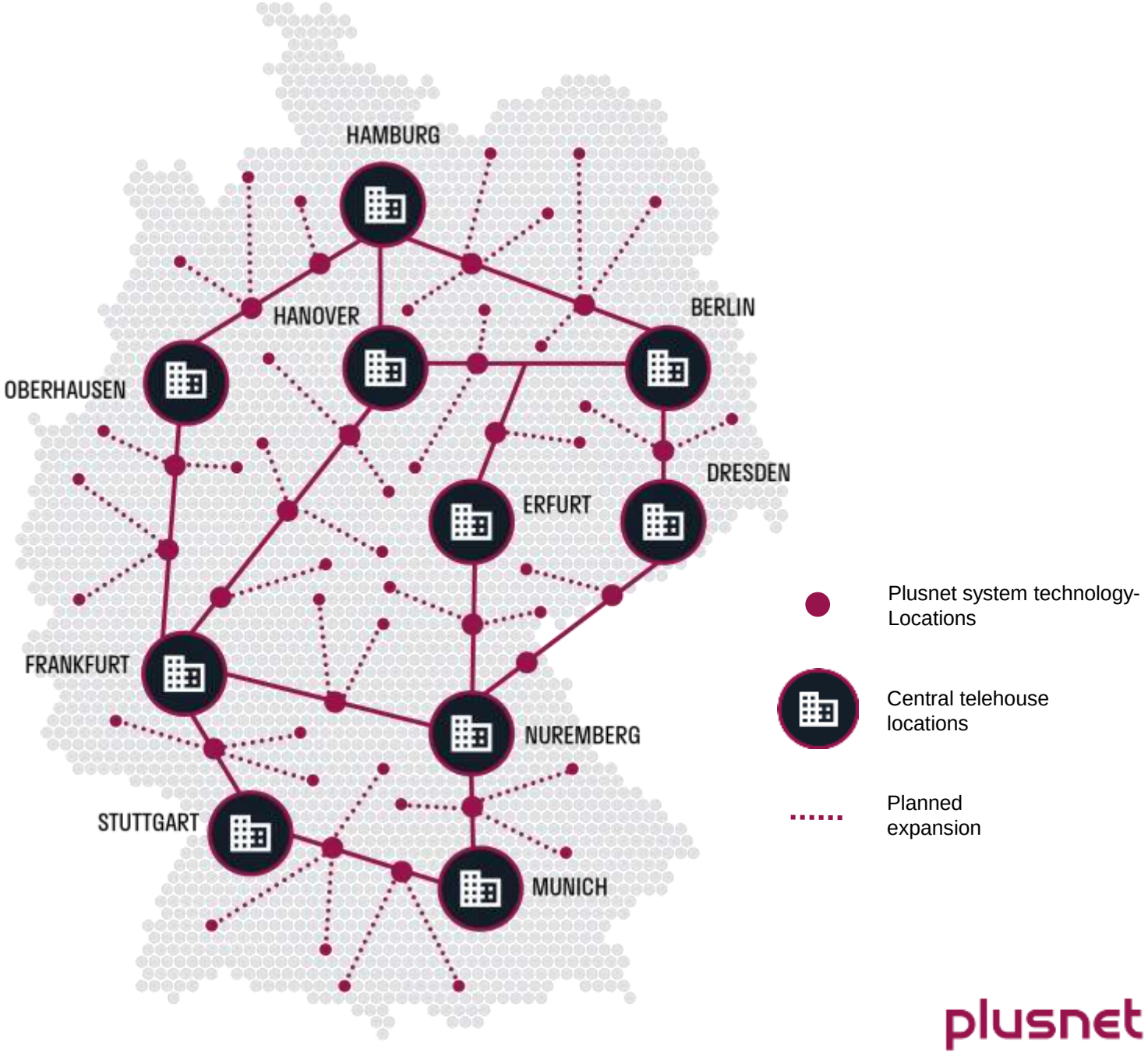
Consistent transformation to fibre optics

Our network for the future

Proprietary fibre-optic core network

- 6,500 km line length, available almost nationwide
- Access to a further 50,000 kilometres fibre infrastructure through our cooperation with GasLINE and DB broadband
- Data transmission with up to 100 Gigabit/sec. based on DWDM standard
- Basis for gigabit services from public utility companies, local authorities and internet service providers
- Basis for latency-optimised services such as SD-WAN and real-time applications (e.g. Industry 4.0, Big Data, digital work in the cloud, synchronous mirroring of data centres)

DWDM = Dense Wavelength Division Multiplexing



Access networks: Cooperation with all major fibre providers

Our partner networks

Flexible fibre coverage throughout Germany

- Through open access cooperations with infrastructure partners, Plusnet is able to market fibre connections nationwide
- Potential fibre reach (by 2030) is around 16 million connections
- Marketing of fibre-optic connections for business customers and, prospectively, also residential customers

3
OUR OFFERING
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OUR OFFERING
State-of-the-art gigabit telecommunications and network services
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Broad modular product portfolio

Networking

VPN

Flexible connection of data centres and locations in Germany and abroad. Faster and more secure data exchange, lower costs for infrastructure and processes

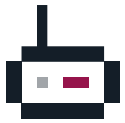
WDM

Point-to-point leased line based on our DWDM network (Dense Wavelength Division Multiplexing) for customers with high bandwidth requirements

SD-WAN

Maximum agility in network management and increased performance via software-defined wide area network

Internet



ADSL, VDSL, SDSL

Differences in up and download speed, high level of reliability, good voice quality, flexibly scalable with telephony solutions

Directional Radio

Giga-speed internet via directional radio with very high failsafe and data security. Alternative to fibre optics or DSL, where no leased line is possible

Fibre Optics

State-of-the-art connection technology with bandwidths of up to 10 Gbit/sec., high availability, reliable speed and very high stability

Telephony

ISDN

Continue to use existing telecommunications systems with an ISDN (basic or primary rate) connection.

SIP Trunk

Modern telephony solution at lower costs, with more flexibility and increased operational and communication security

Cloud PBX

Smooth co-working across any number of locations with any number of employees at lower prices

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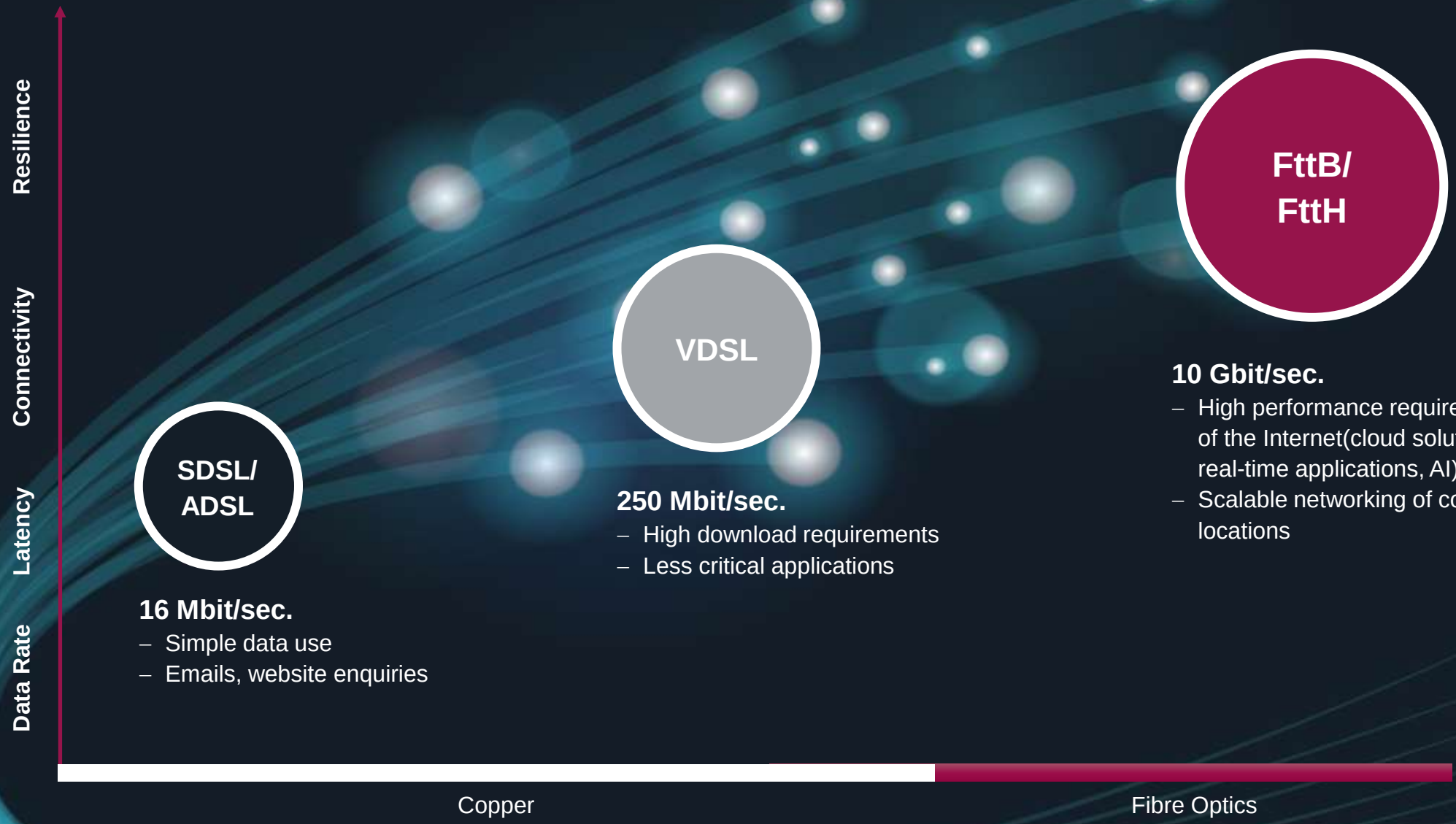
Continuous conversion of the portfolio to fibre optics



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4 OUR CUSTOMERS

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OUR CUSTOMERS

We are the preferred partner for state-of-the-art telecommunications solutions for mid-size and major customers, and local authorities in Germany

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MID-SIZE COMPANIES

We support Germany's mid-size companies through the digital transformation in telecommunications

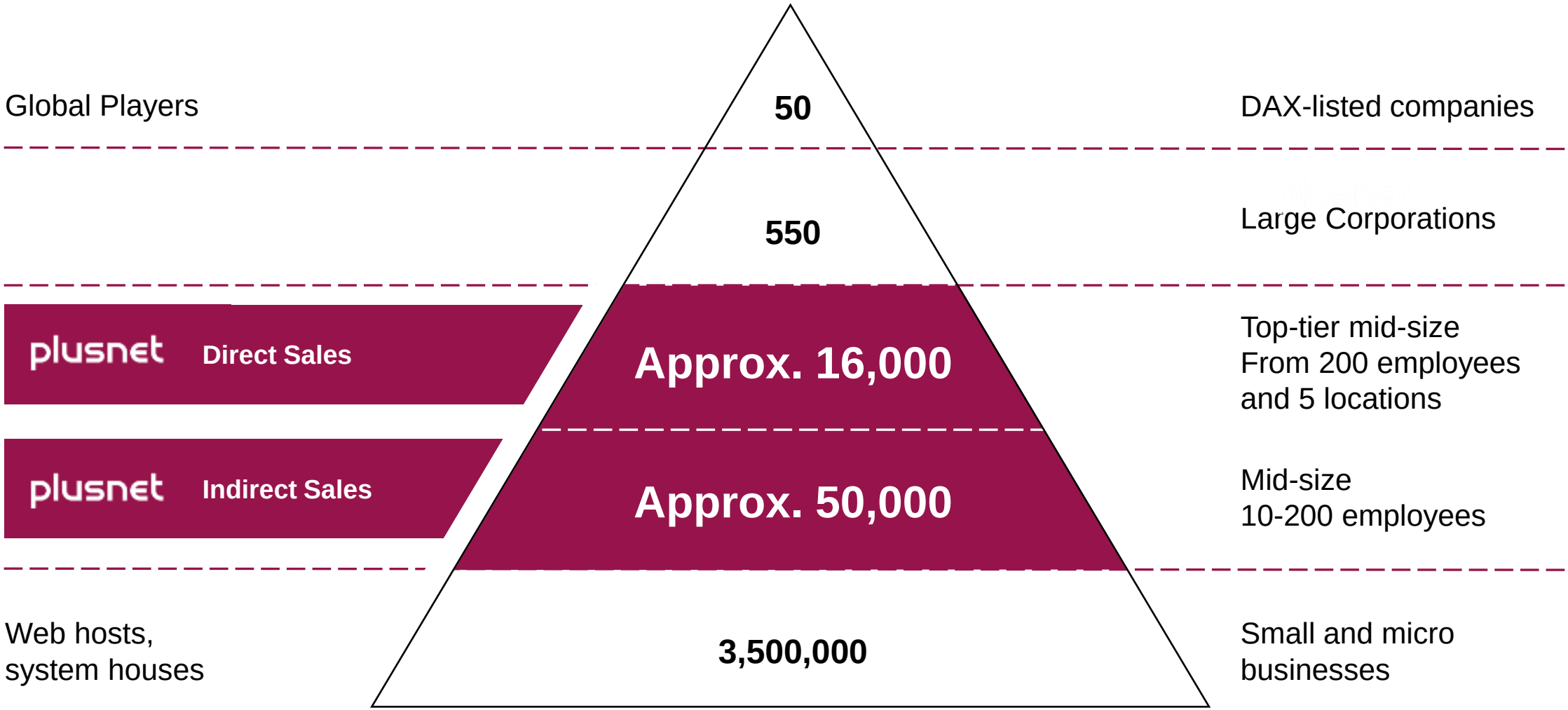
MAJOR CUSTOMERS

We offer bespoke solutions for the complex demands of industrial and business customers

LOCAL AUTHORITIES

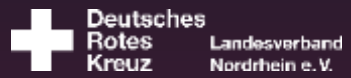
We take Germany’s local authorities to the top of their game

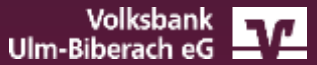
Concentration on SMEs



Number of German companies by size class

We work for these and other customers





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Customer Reference Retail

MID-SIZE COMPANIES | MAJOR CUSTOMERS | LOCAL AUTHORITIES

"Plusnet not only delivered the right concept, but also an excellent service in completing the project."

Friedrich Jonas, Head of IT Wormland

WORMLAND

Goal

Networking, secure internet and modern telephony for all branches in Germany

Requirements

- Secure connection of 13 branches in ten cities to the head office in Hanover
- Security solution for the entire Internet access
- Conversion to modern telephony solution

Solution

- Site networking over VPN
- Managed internet security solution
- IP telephony (incl. DECT and location finding for emergency calls)
- Email redirection of faxes

Customer Reference Finance

MID-SIZE COMPANIES | MAJOR CUSTOMERS | LOCAL AUTHORITIES

"We can be certain of meeting all the requirements of the regulator. At the same time, All-IP network from Plusnet gives us the freedom to design our digital infrastructure in line with the needs of our customers."

Marc Urban, Head of Information Technology at Volksbank Wolfenbüttel

Volksbank eG Wolfenbüttel
www.Volksbank-mit-Herz.de

Goal

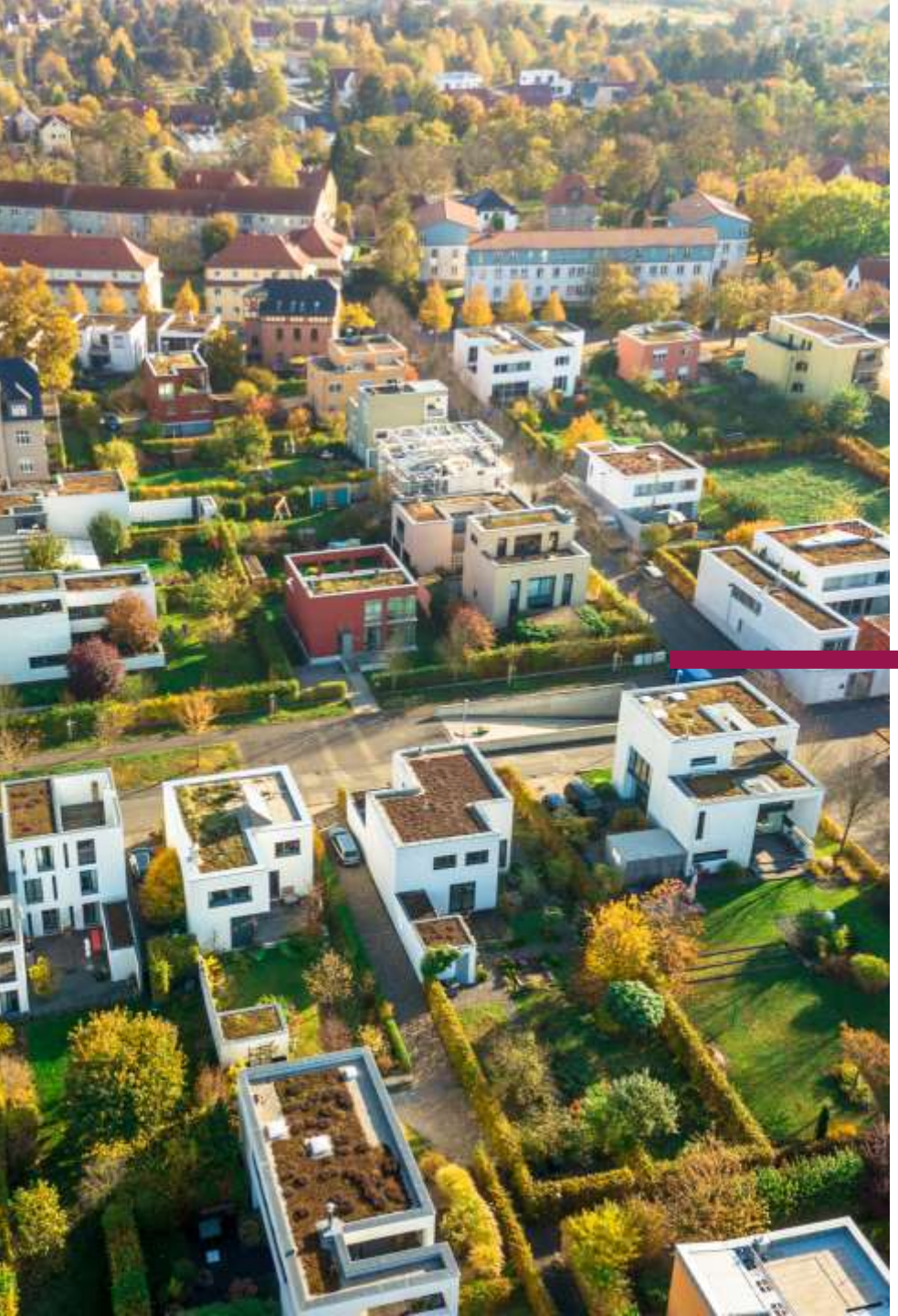
Secure IP network for all branches of the bank

Requirements

- All-IP wide area network (WAN) for all 27 branches and 16 self-service centers
- Data prioritisation over MPLS protocol
- Data encryption in the WAN
- Redundant cloud connection
- IP telephony
- Mobile phone solution for emergencies

Solution

- MPLS-WAN for branches and self-service centres; MPLS service classes for alarming over IP
- Compliance security standards
- Redundant connection of the cloud provider
- SIP trunks for IP telephony
- LTE emergency kit for every branch



Setup and operation of external networks

Local Authorities

- Support for network planning and procurement and for concluding service and maintenance contracts
- Setup, configuration and network operation
- 24/7 network monitoring over our inhouse systems and network interference suppression
- Provision and troubleshooting of individual connections as bitstream access in line with the provisions of the NGA Forum
- Billing of NGA wholesale services to marketing partners (Open Access)

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Own-brand telcon products

Public utilities (white label business)

- Provision of internet, telephony, TV and further innovative services for private, SoHo and business customers over white label platform
- Legal certainty through the assumption of legal requirements as an Internet service provider and subscriber network operator
- Simplification of business processes via automated workflows
- Provision of end-customer services (including order management, hardware procurement, customer support, billing)
- Provision of the interfaces required for business processes (end-customer portal, availability query, order management, troubleshooting, billing)

Customer Reference Public Utilities

MID-SIZE COMPANIES MAJOR CUSTOMERS LOCAL AUTHORITIES

"Ranging from their high level of expertise in network operations, via their provision of white label products, to their professional CRM platform, Plusnet has convinced us of their end-to-end, dovetailed value chain."

Norbert Kraus, Broadband Coordinator, Stadtwerke Marburg

STADTWERKE MARBURG

Goal

Local authority broadband coverage from a single source

Requirements

- Operation of a fibre-optic network
- White label products for own-name marketing
- Provision of a CRM platform with all the interfaces required for business processes and a web shop

Solution

- Management and 24/7 monitoring of the fibre-optic network
- Provision of Internet connections with up to 500 Mbit/s plus IP telephony
- Web shop with end-customer portal
- Billing services

5 OUR PARTNERS

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OUR PARTNERS

Cooperation based on trust with our business partners is an essential factor for our success

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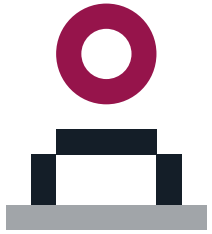
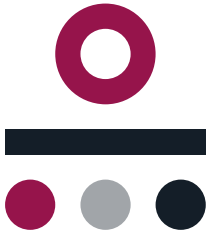
Our Partners



SALES PARTNERS

Placement of the Plusnet product portfolio to business customers



VALUE ADDED RESELLERS

Integration of Plusnet wholesale products into own portfolio

ISP & CARRIER

Use of Plusnet Internet access products via network coupling – ranging from xDSL through Ethernet to directional radio

CONSUMER WHOLESALE

Resale of Internet access and voice services based on the Plusnet network to private customers

Selection of our top partners

nouvelle com – Die Profis für digitale Kommunikation

ComDaVo GmbH

UCS Unified Communications & Services

gtt

AVAYA

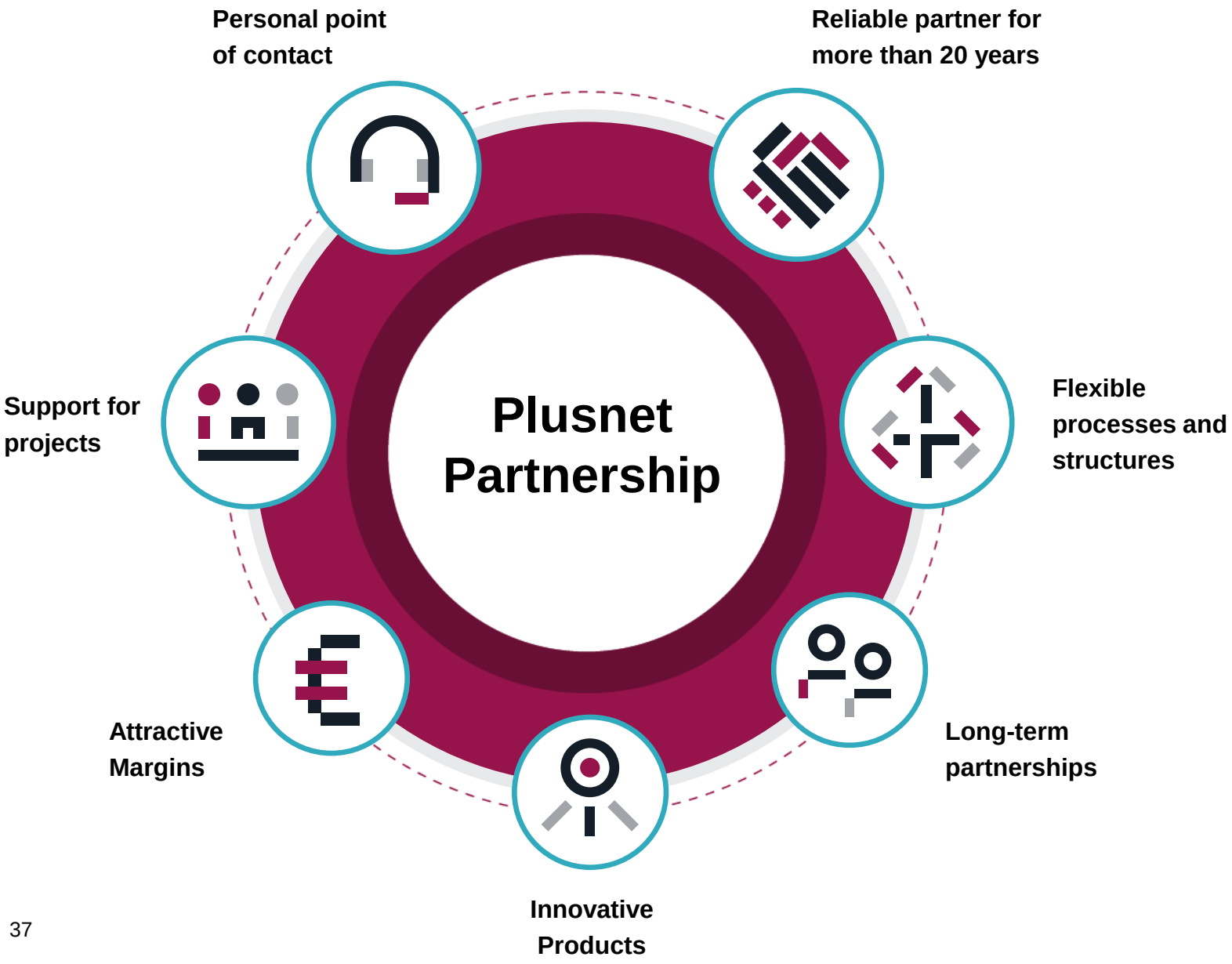
TELCAT MULTICOM – Ein Unternehmen der Salzgitter Gruppe

BT

Telefónica

AT&T

We work with a multitude of regional and national providers of Internet and telephony services for end customers.



The Plusnet partner package

- Free product workshops
- Certification training (product, sales and technical training courses)
- Access to an exclusive partner portal
- Automated order and commissioning processes
- Professional marketing support
- Intensive sales support (Pre/aftersales) with staff helpdesk and advice
- Special project-specific prices

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Satisfied Partners

AVAYA

Tobias Kagerer, Head of Cloud, Carrier Services & Networking

"Solutions from Plusnet are in operation at several thousand of our customers. Continuity is very important to us, and we will continue to rely on reliable and flexible services from Plusnet to further expand our product and project business."

ComDaVo GmbH

Michael Schäfer, Managing Director

"As an exclusive partner, we have been marketing nothing but Plusnet products and solutions for many years. In times of easy comparability and falling prices, quality, service, good communication and safeguarding the future are crucial. We find precisely these attributes in Plusnet and EnBW, and a story which we can use to convince our customers every day."

nouvelle® com
Die Profis für digitale Kommunikation

Matthias Plümer, Managing Partner

"Our collaboration with Plusnet takes the form of a partnership on equal footing, where Plusnet manages to develop new products that really sell every time"

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6 OUR FUTURE

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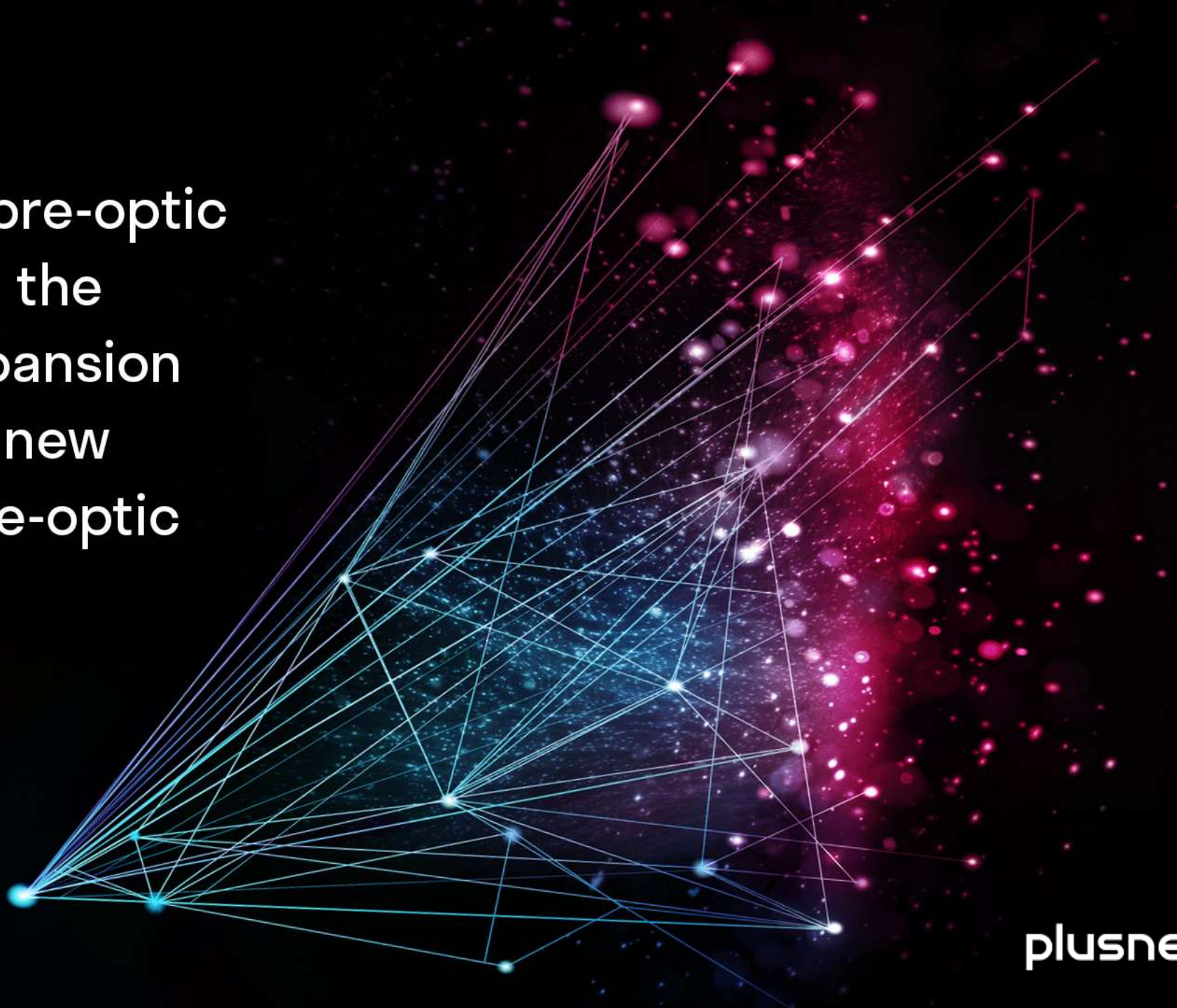
OUR FUTURE

Growth in the fibre-optic market through the commercial expansion and creation of new value in the fibre-optic ecosystem



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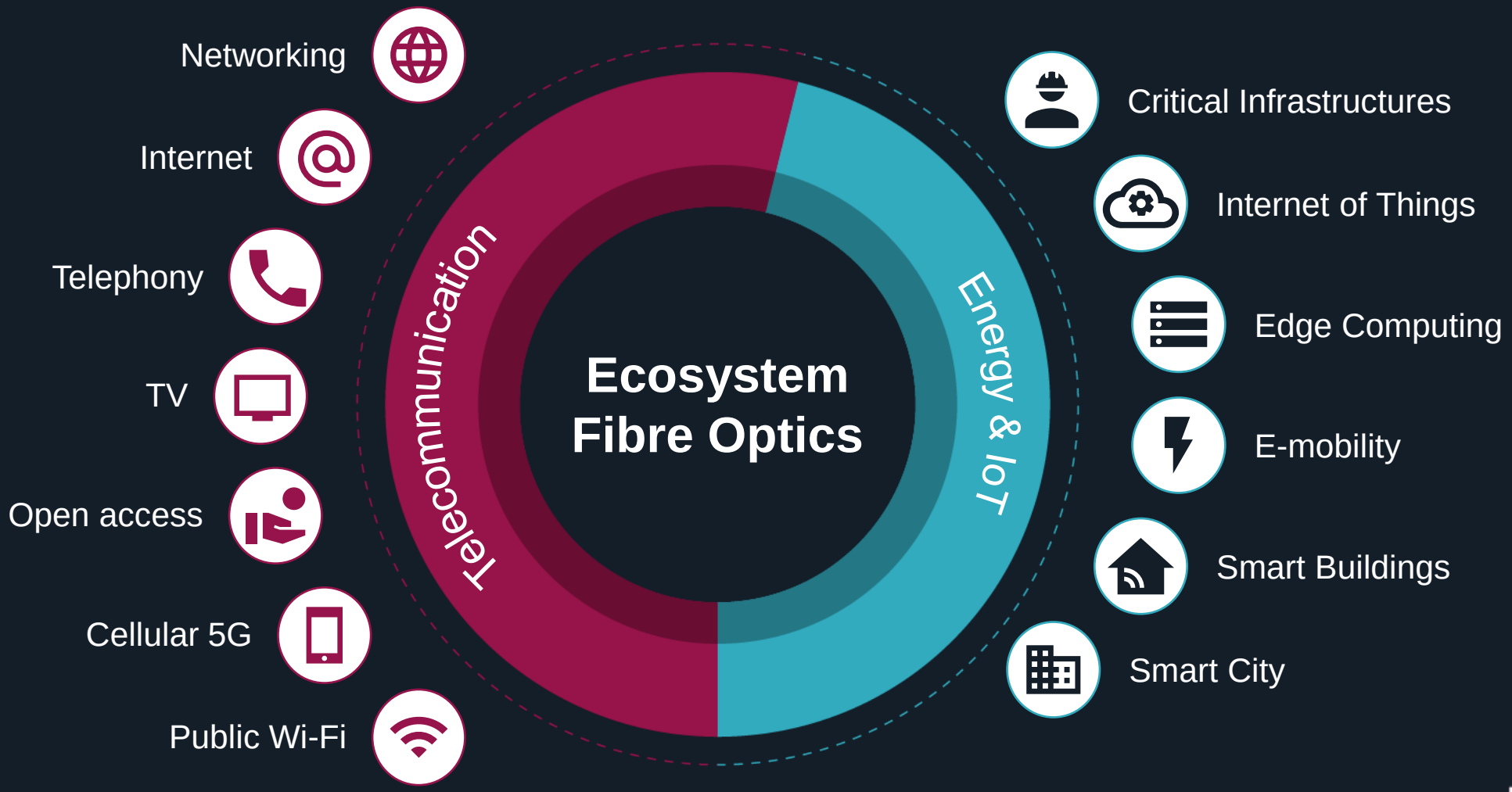
Broadband requirements for local authorities and public utilities



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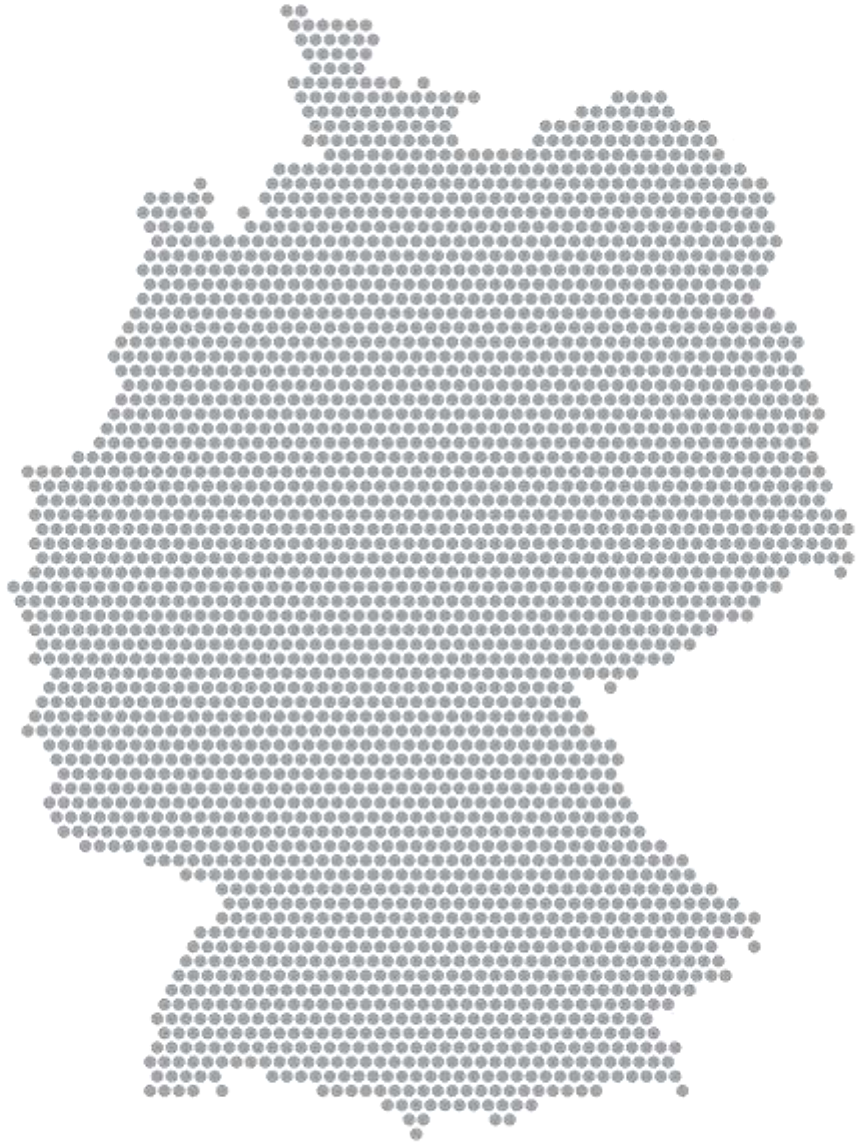
Germany is a broadband developing country

- Only just under **23%** of households in rural areas have a gigabit-capable connection (1,000 Mbit/s)
- Only just under **7%** of German households have a fibre-optic connection



- The German government has been funding the FttH/B expansion with **12 billion €** since 2020.
- The new **government** has enshrined the nationwide provision of FttH and its corresponding funding in the coalition agreement.

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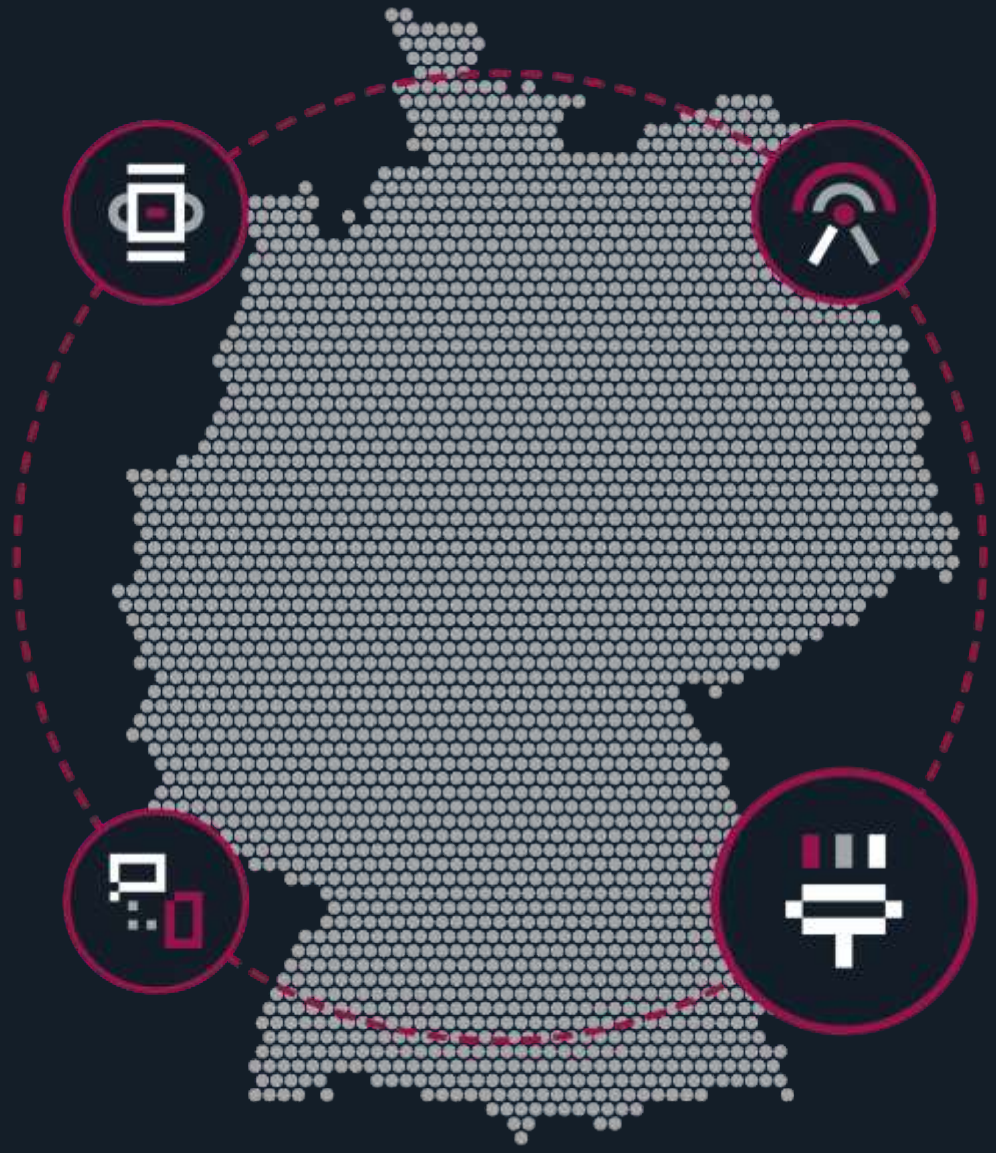
Plusnet starts up commercial fibre-optic expansion



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Plusnet starts up commercial fibre-optic expansion

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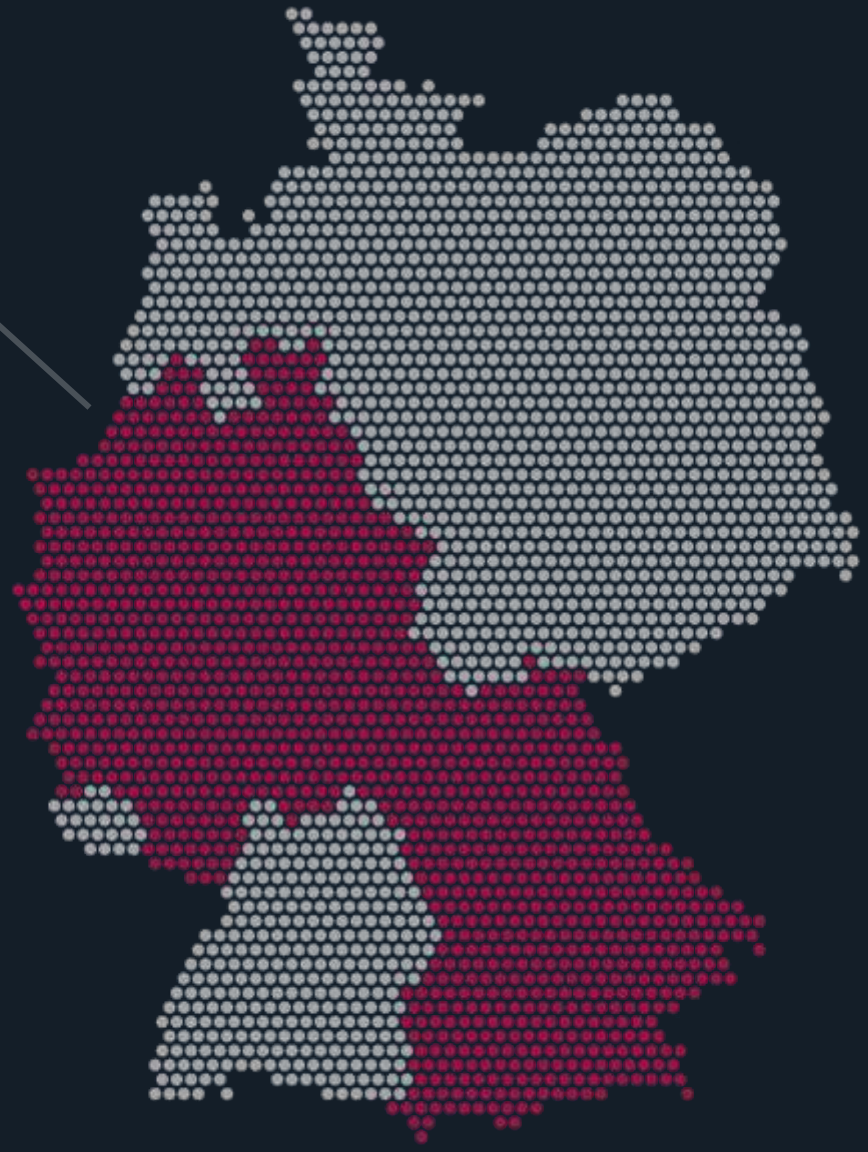
- Multi-local, commercial fibre optic expansion in underserved areas (focus on enterprise zones)
  - Beginning in the federal states of North Rhine-Westphalia, Hesse, Rhineland-Palatinate and Bavaria



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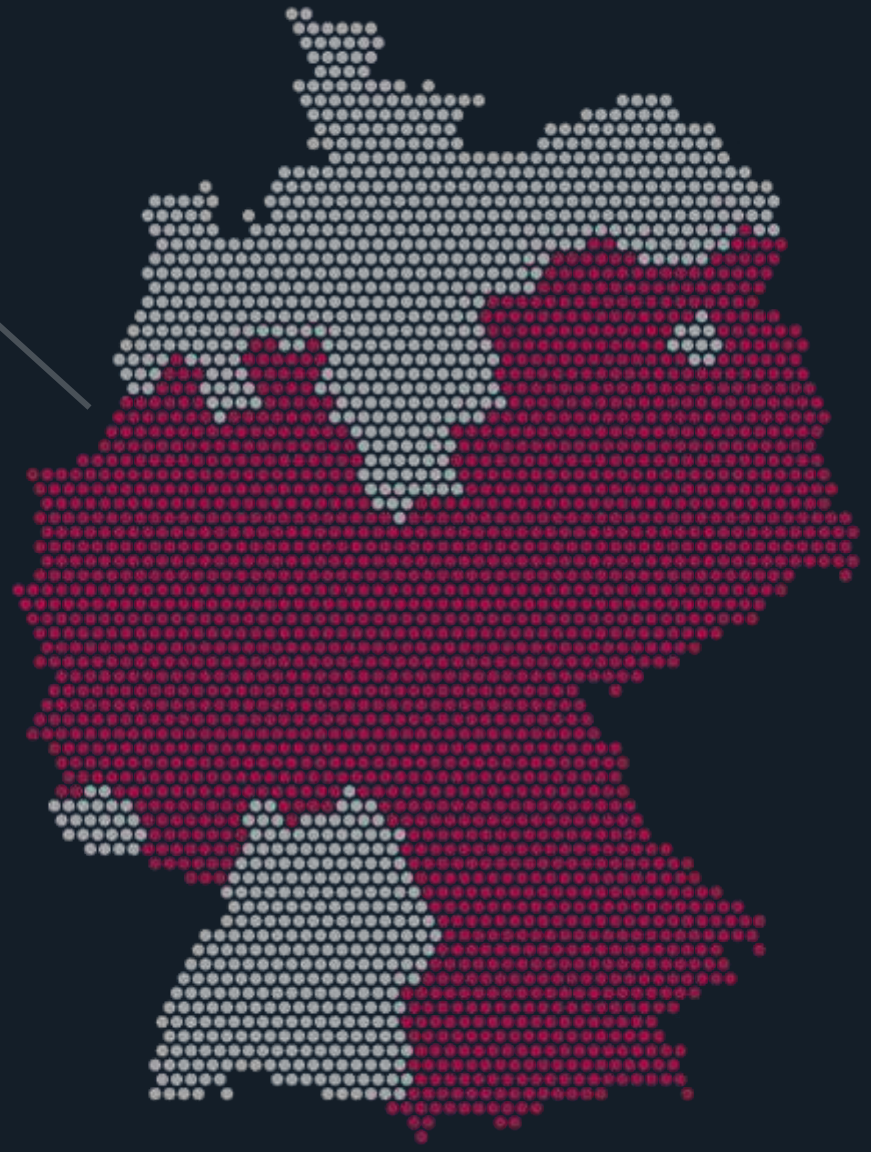

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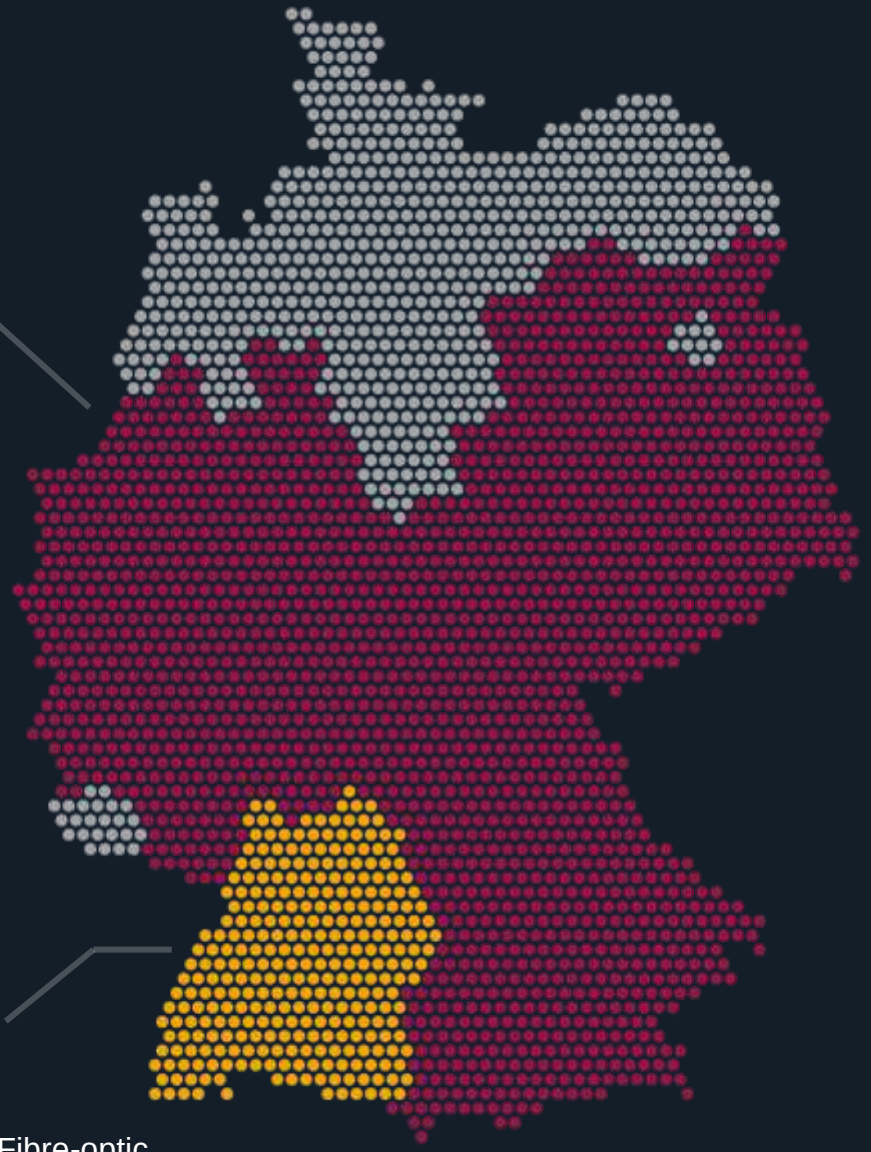

NetCom BW

Baden-Württemberg & neighbouring Bavaria: Fibre-optic expansion through sister company

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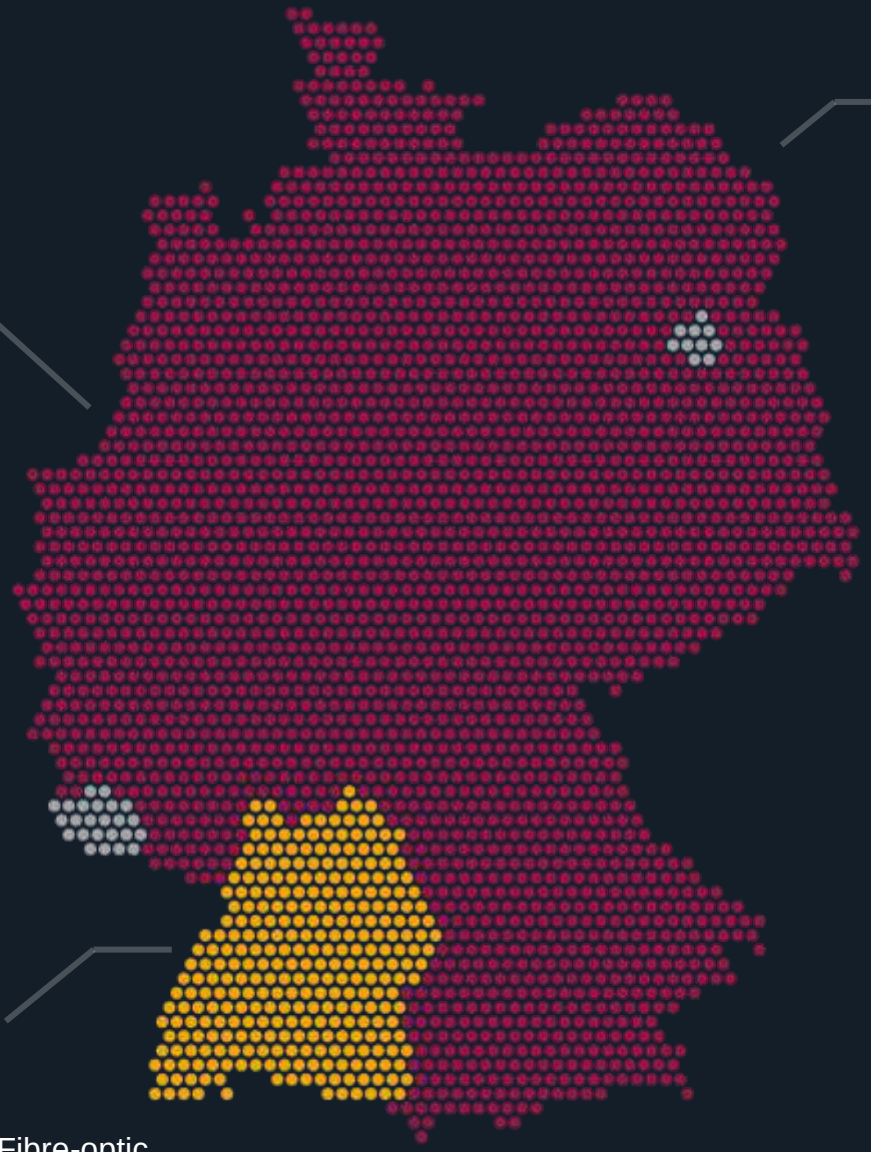

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Fibre-optic cooperation with public utilities companies

NetCom BW

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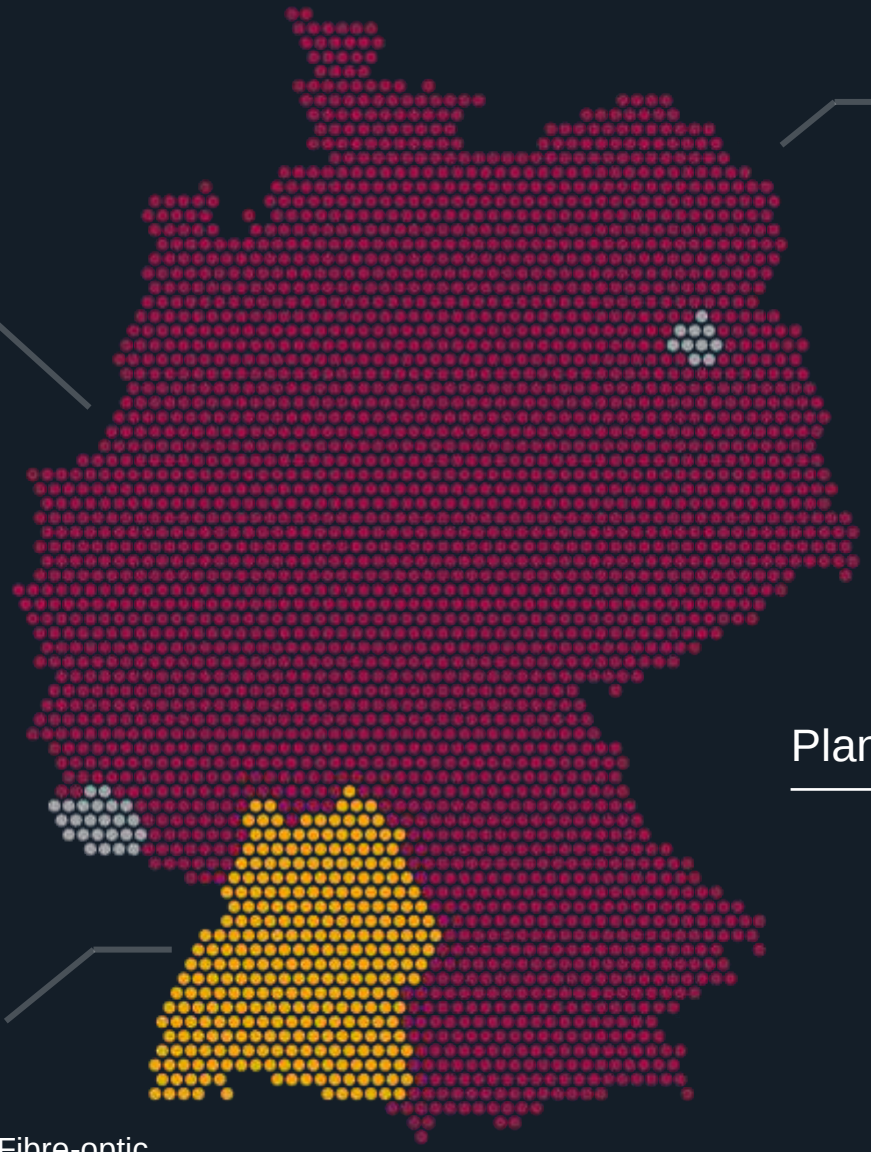

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Fibre-optic cooperation with public utilities companies

Cooperation agreements with first local authorities concluded; Expansion start Q4/2021

Planning until **2030**

Fiber optic connections **in the low to mid six-digit** range

NetCom BW

Baden-Württemberg & neighbouring Bavaria: Fibre-optic expansion through sister company

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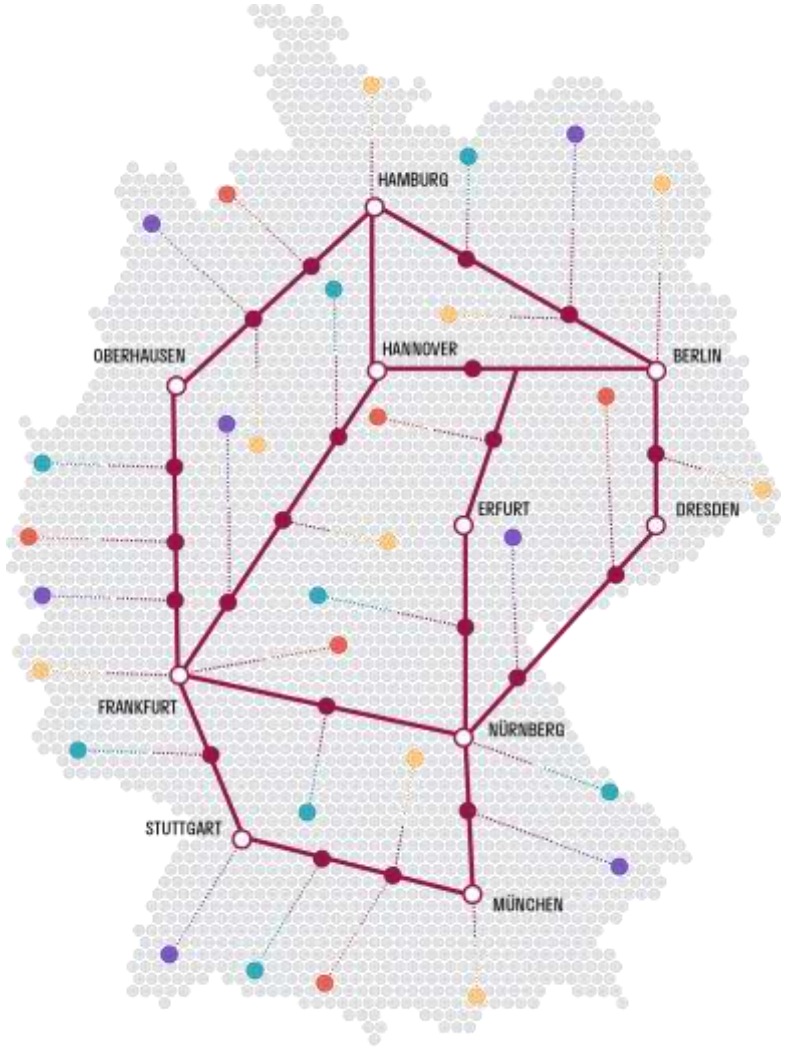
We deliver fibre optics to the people

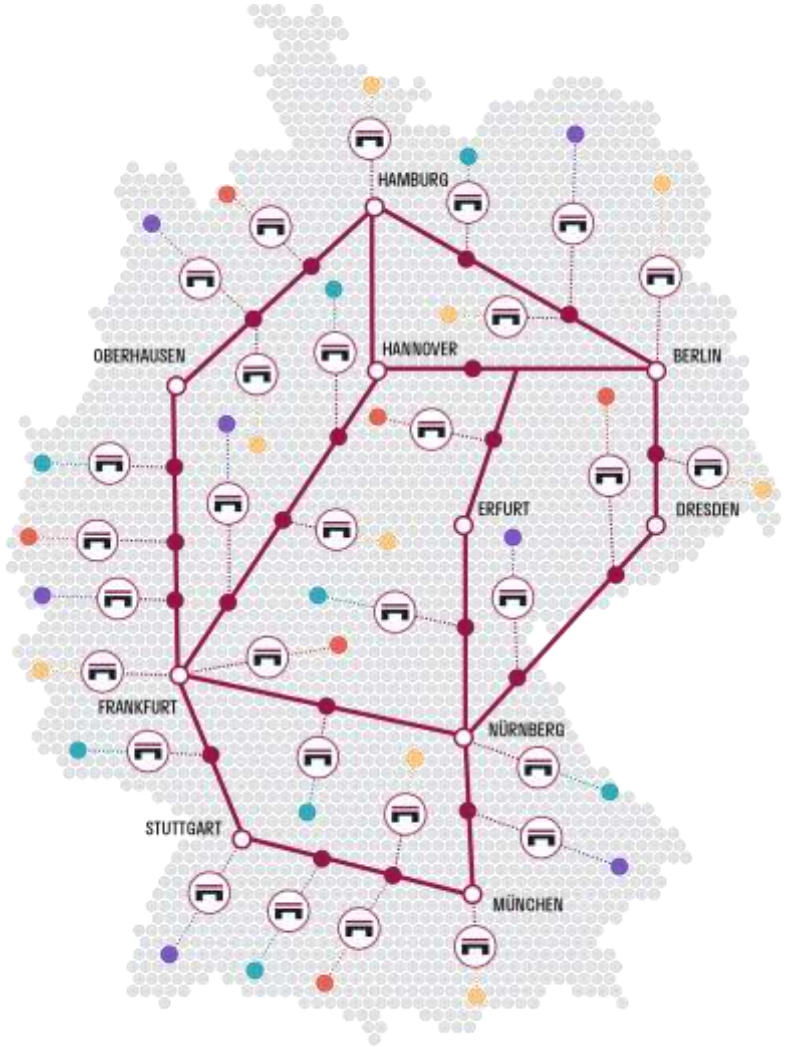
New added value in the glass-fibre ecosystem



- The fibre-optic market in Germany is highly fragmented by a multitude of regional providers
- Fast and smart network utilisation represents a key factor in the emerging fibre ecosystem
- As an integrated telecommunications provider, Plusnet is able to utilise infrastructure quickly and efficiently

plusnet

Netbridge open access platform



plusnet NETBRIDGE

- With our solution, we bring network operators and marketers together **on one platform**
- We interconnect infrastructures nationwide to form **a virtual gigabit network**
- Benefits for all market participants:
  - **Operators:** faster network utilization and return on investment
  - **Marketers:** Access to gigabit-capable infrastructure without own investment; securing growth potential
  - **Business customers:** Future-proofing and greater marketer choice

plusnet

7 OUR TEAM

plusnet

OUR TEAM

Expertise, excellence and total customer focus

plusnet

High level of expertise and a strong culture

- **Set-up**: Some 400 employees in a wide variety of professions at ten locations
- **Broad expertise**: Focus on network technology, IT and customer care
- **Customer focus** as a principle for action throughout the whole organisation
- **Operational excellence as** an aspiration – in technology, processes and the network
- **Corporate culture:** Family-like interaction as the basis for high levels of staff loyalty and a high degree of willingness to change

Our Promise

Enthusiasm and passion for telecommunications

We love what we do.
This is why we work hard to ensure successful telecommunications for each and every one of our customers, day-in, day-out.

Technology choice with proficiency and foresight

We consistently gear our recommendations to the requirements of our customers – and sometimes take unconventional paths

Trust through cooperation in partnership

We believe in working together on an equal footing. This is why we focus on fairness and transparency – for it is the only way to create trust in the long term

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An EnBW Company

SIMPLY TELECOMMUNICATION