

Setting the Pace for the Digital Future



Plusnet in Figures

Plusnet

More than

28,000

Business customers

Around

200 Million

EUR Sales in 2022

Bandwidths up to

100 Gbit/s

in the gigaspeed network

Around

500

employees

all over Germany

10

locations

More than

300

partners

Around

800 Million

minutes of speech telephony / month

More than

6,500 km

own, active fibre optic backbone

Access to more than **50,000 kilometers**
of fibre optic in the backbone network via
cooperation agreements

100%

subsidiary of EnBW



Our Vision, our Mission and our Values



Our Vision

We are a leading partner in the telecommunications sector and are setting the pace for the digital future in Germany.

Our Mission

With the right solution for Internet, telephony and network, as well as gigaspeed technology, we make telecommunications easy and fit for the future for our customers.



Our Mission

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

Progress

As pacesetters for the digital future, we are pioneers, bridge builders and groundbreakers. Combining visionary thinking with technological know-how, we show our customers new, innovative solutions to suit their needs.

Partnership

As experts with many years' experience, we show our customers and partners the way to the digital future. In doing so, we respond to their individual needs in a trusting and fair partnership at eye level.

Passion

We are passionate about what we do. And we know what we have to offer. This is the spirit of our commitment to our customers and partners. We take on problems and do not give up until we have found the solution.



Our Offer

Our Offer

Cutting edge gigaspeed-capable
telecommunication and network
services

Modular, broad product portfolio



Internet

Fibre optic

Cutting-edge technology with bandwidths up to 10 Gbit/s at reliable speed, high availability and stability

DSL

Bandwidths up to 250 Mbit/s with high reliability, flexibly expandable with telephony solutions

Wireless local loop

Gigaspeed internet with high reliability and data security. Ideally suited for the wireless connection of locations



Telephony

SIP Trunk

Modern telephony solution at lower costs, with more flexibility and high operational and communicational security

Cloud telephone system

Future-proof and flexible IP telephony for efficient collaboration across any number of locations.

ISDN

Continue to use existing telephone systems with an ISDN (basic or primary multiplex) connection



Networking

SD-WAN

Maximum agility in the network management and increase in performance through Software Defined Wide Area Network

VPN

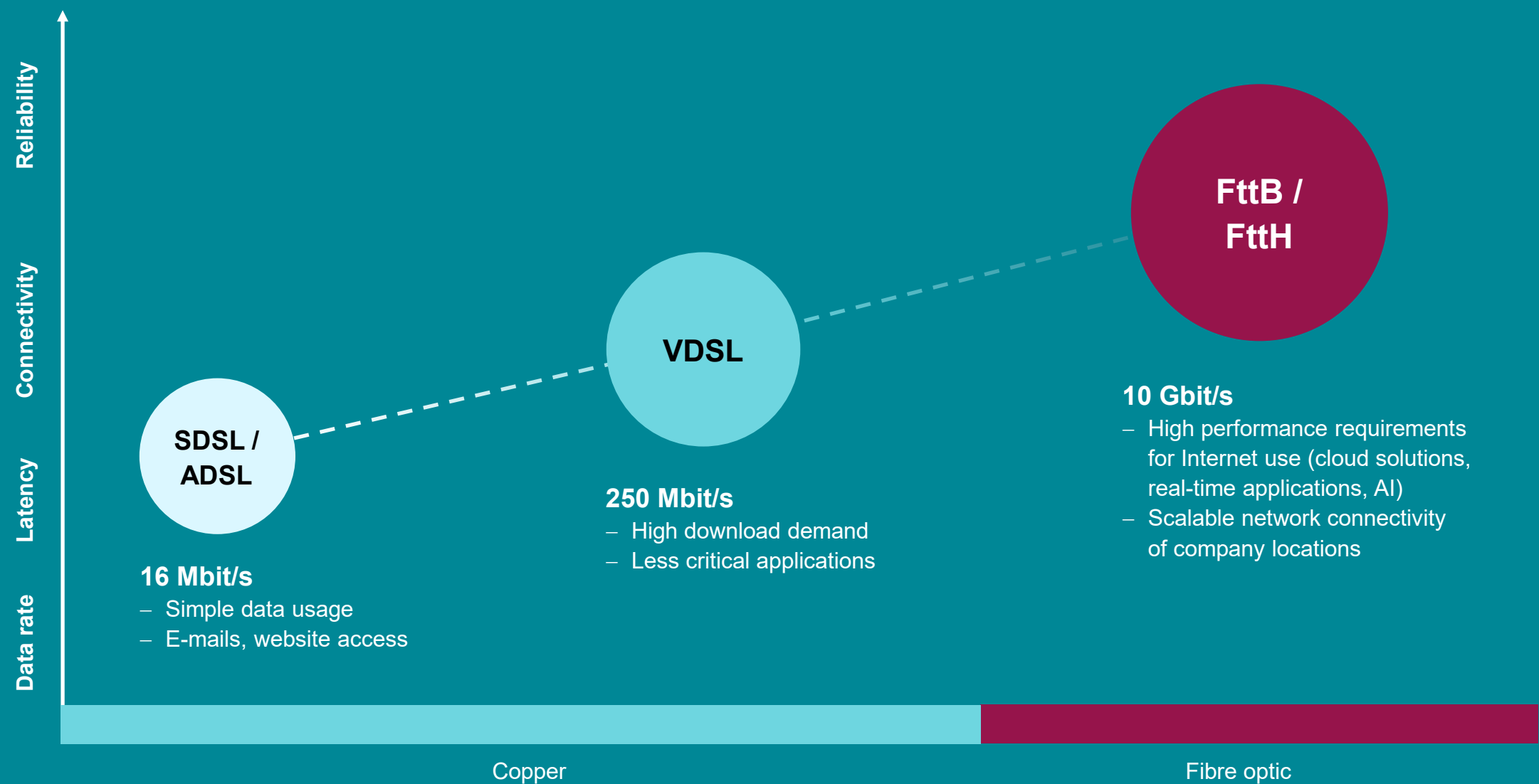
Flexible networking of data centres and locations in Germany and abroad. Secure and highly available data exchange

WDM

Point-to-point leased line based on our DWDM network for customers with high bandwidth requirements

Continuous conversion of our portfolio to fibre optics

Plusnet





Our Customers



Our Customers

We are the preferred partner of medium-sized businesses, corporate customers and municipalities in Germany

The right offer for each customer group

Plusnet



Medium-sized businesses

We guide German mid-sized businesses through the process of digital transformation and enable new business models



Corporate

We offer tailor-made solutions for demanding industrial and business customers



Municipalities

We make Germany's municipalities future-proof



Retail customers

We also connect private households to the fibre optic network

Plusnet

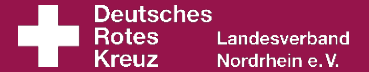


We are working for these and other customers

Plusnet



AVAG·Holding
SOCIETAS EUROPAEA



Customer reference: Retail

Medium-sized businesses

“Plusnet not only delivered the right concept, but also excellent service in implementation.”

Friedrich Jonas, Head of IT, Wormland

WORMLAND

Target

Network connection, 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 all internet access
- Migration to modern telephony solution

Solution

- Site connection via VPN
- Managed internet security solution
- IP telephony (incl. DECT and position transmission for emergency calls)
- E-mail redirection of faxes

Customer reference: Finance

Medium-sized businesses

“We have the assurance of meeting all the requirements of the regulator. At the same time, Plusnet's all-IP network gives us the freedom to shape our digital infrastructure according to our customers' needs.”

Marc Urban, Head of Information technology Department, Volksbank Wolfenbüttel



Target

Secure IP network for all branch banks

Requirements

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

Solution

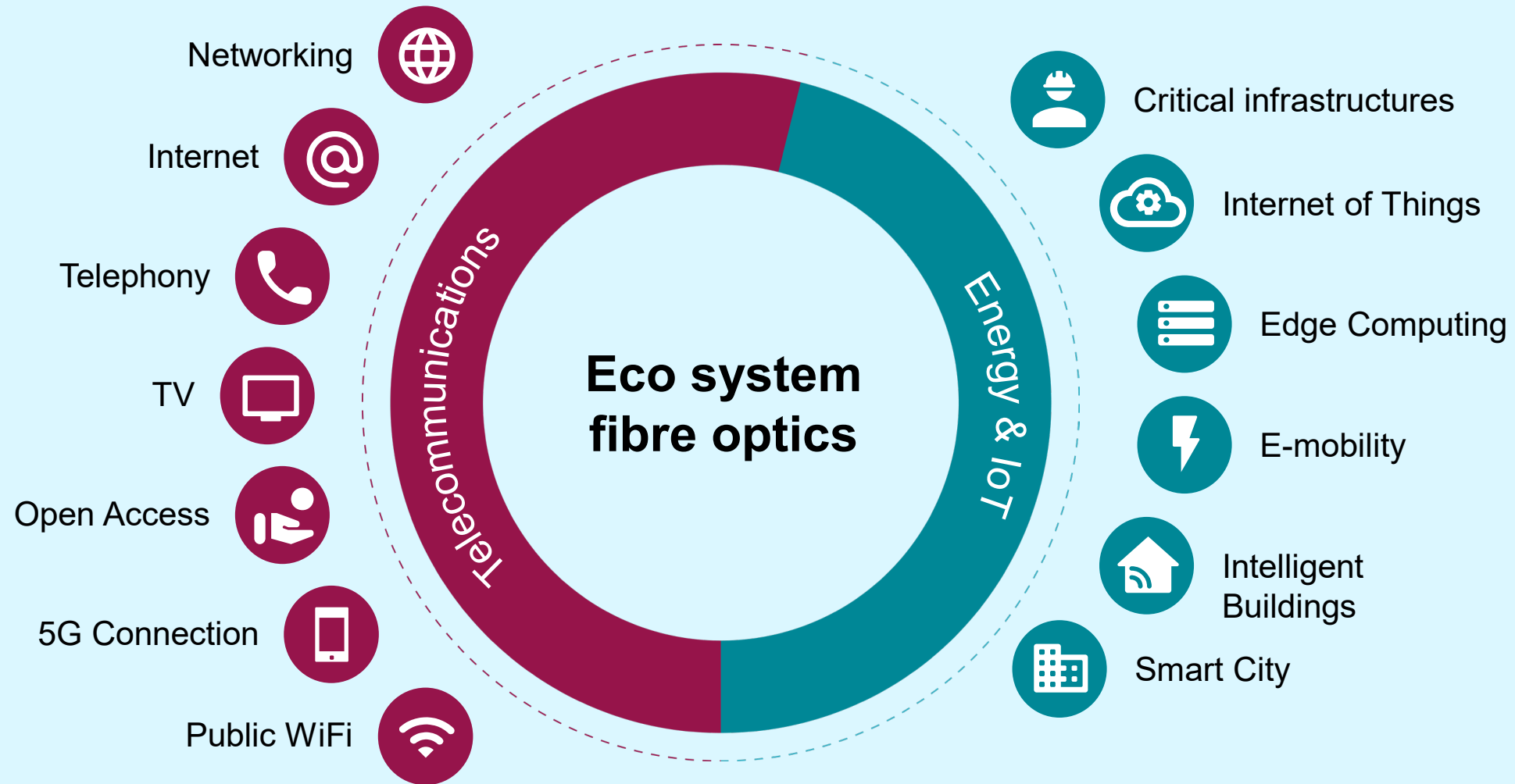
- MPLS WAN for branches and self-service centers; MPLS service classes for alarming over IP
- Compliance security standards
- Redundant connection of the cloud provider
- SIP trunks for IP telephony
- LTE emergency kit for each branch office



Our Offer to Municipalities and Public Utilities

We make Germany's municipalities
future-proof

Broadband requirements for municipalities and public utilities



We bring fibre optics directly
to the people



**Self-managed fibre
optic expansion in
commercial and
mixed areas**

Establishment and operation of third-party networks

Municipalities

- Support in network planning and procurement as well as in the conclusion of service and maintenance contracts
 - Establishment, configuration and network operation
 - 24/7 network monitoring via own systems and network fault clearance
 - Provision and fault clearance of individual connections as bitstream access in accordance with the provisions of the NGA Forum
 - Billing of NGA pre-services to marketing partners (Open Access)
-



Telecommunications products under own brand

Public utilities (white label business)

- Provision of Internet, telephony, TV and other innovative services for private, SoHo and business customers via white-label platform
- Compliance with legal requirements as an Internet service provider and subscriber network operator
- Simplification of business processes through automated workflows
- Provision of end-customer services (including order management, hardware procurement, customer support, billing)
- Provision of interfaces required for business processes (end-customer portal, availability query, order management, fault clearance, billing)



Customer reference: Public utilities

Medium-sized businesses

Plusnet

“Plusnet has convinced us of its end-to-end, interlocking value chain, starting with a high level of expertise in network operations, through the provision of white-label products, to a professional CRM platform.”

Norbert Kraus, Coordinator of Broadband Activities, Stadtwerke Marburg



Target

Municipal broadband supply
from a single source

Requirements

- Operation of a fibre optic network
- White label products for marketing under own name
- Provision of a CRM platform with all necessary interfaces for business processes as well as webshop

Solution

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



Our Partners



Our Partners

A key factor in our success is the trustful cooperation with our business partners

Our Partners

Sales Partners

Intermediation of the Plusnet product portfolio to business customers



Value Added Resellers

Integration of Plusnet pre-service products into own portfolio



ISP & Carrier

Use of Plusnet Internet access products via network coupling – from xDSL via Ethernet to wireless local loop



Consumer Wholesale

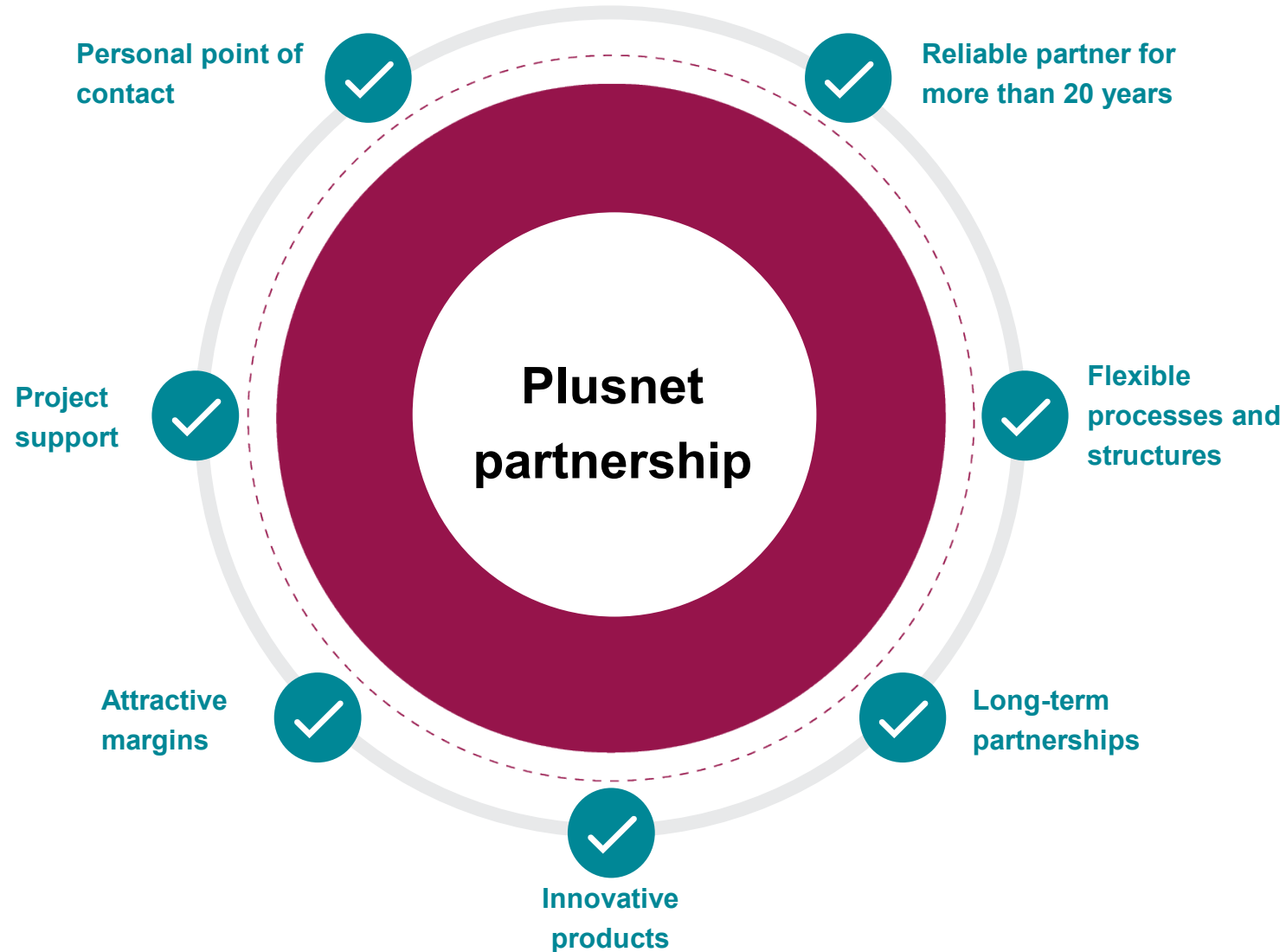
Resale of Internet access and voice services based on the Plusnet network to retail customers

We work with a large number of regional and nationwide Internet & telephony providers for end customers.

Selection of our top partners

The Plusnet partner package

Plusnet



- 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 personal assistance and advice
- Project-specific special prices

Satisfied partners

Plusnet



**Tobias Kagerer, Head of Cloud,
Carrier Services & Networking**

“Plusnet solutions are implemented at several thousand of our customers. Continuity is a top priority for us, and we will continue to count on Plusnet's reliable as well as flexible performance and services to further expand our product and project business in the future.!”



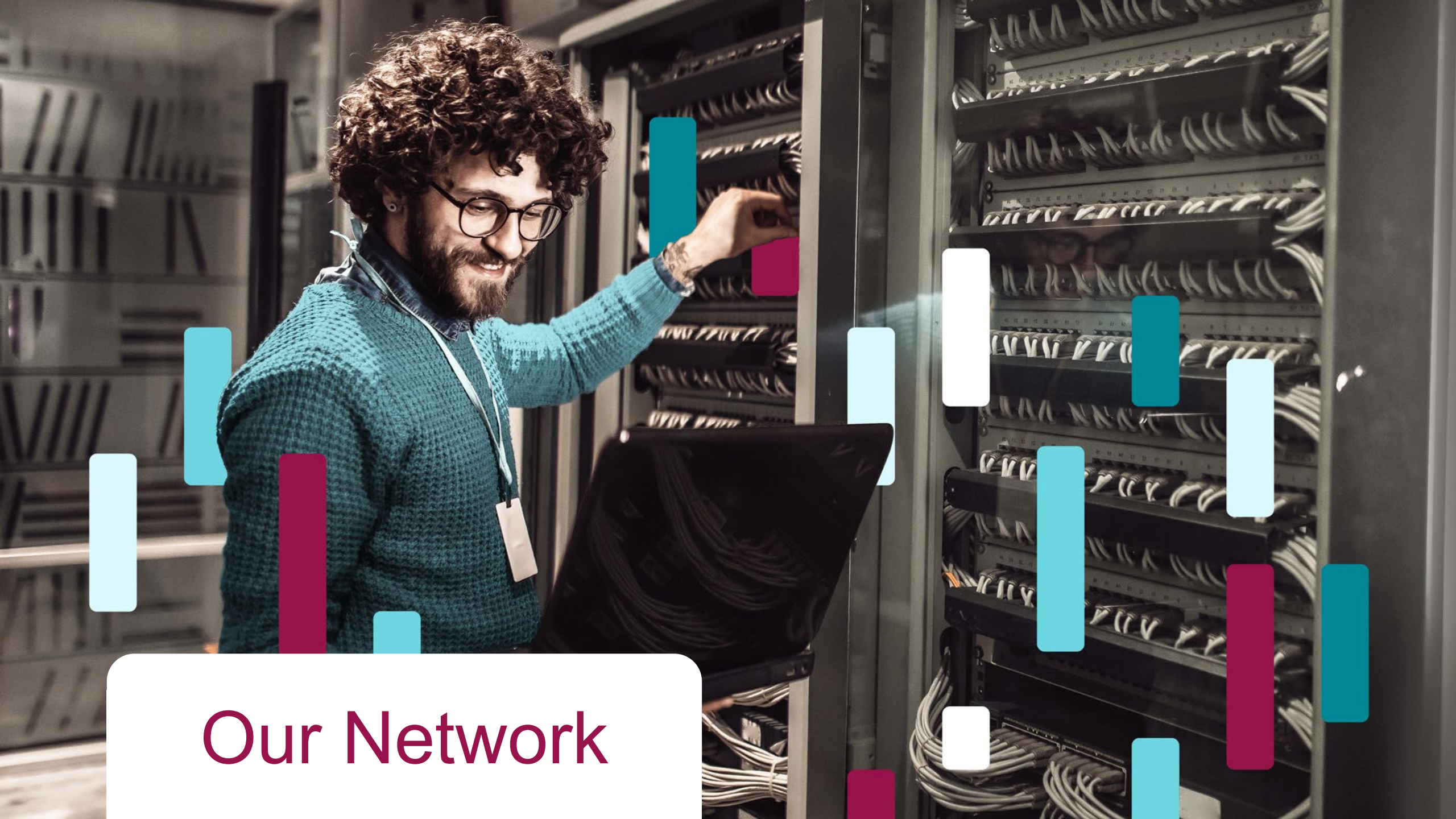
**Michael Schäfer,
General Manager**

“As an Exclusive Partner, we have been marketing exclusively Plusnet products and solutions for years. In times of easy comparability and dropping prices, quality, service, good communication and future security are crucial. With Plusnet and EnBW, we find exactly these attributes and a story with which we can convince our customers every day.”



**Matthias Plümer,
Managing Partner**

“Working with Plusnet is partnership at eye level. With its great expertise, Plusnet always manages to develop high-quality products that meet market needs and which are good sellers.”



Our Network



Our Network

Cutting-edge, Germany-wide
infrastructure

State-of-the-art networks, available throughout Germany

Plusnet

Our backbone

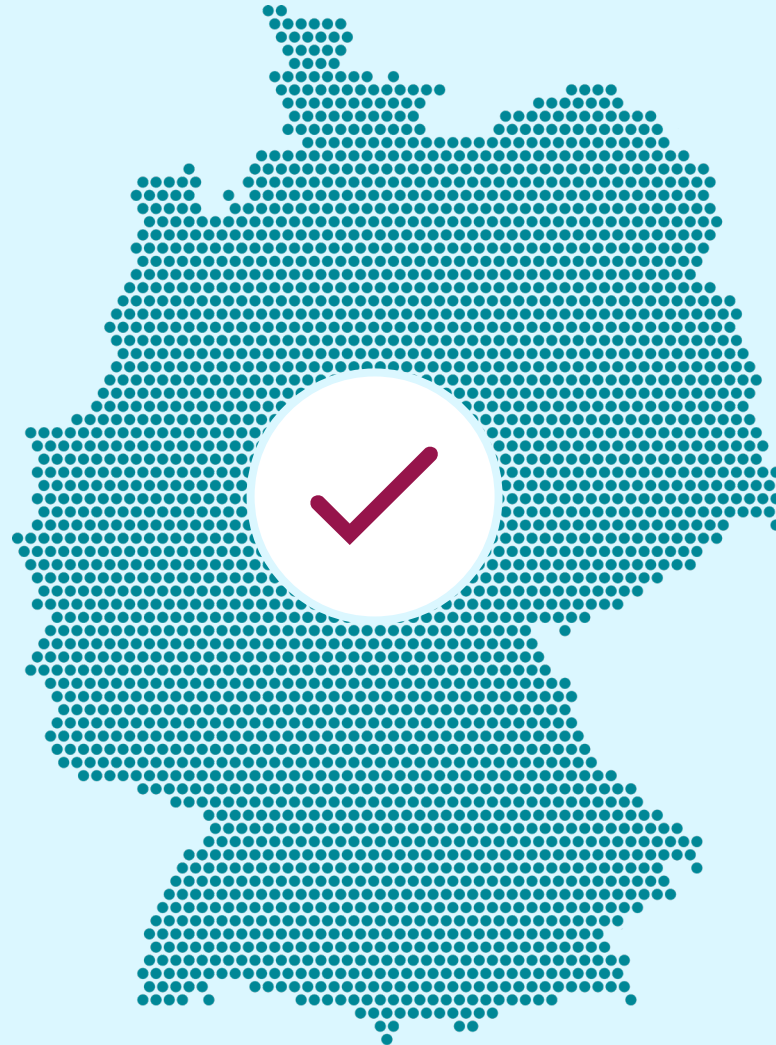
Own fibre optic core network

- Data transmission at up to 100 Gigabit/sec. according to DWDM standard
- Basis for latency-optimised services (SD-WAN) and real-time applications (Industry 4.0, Cloud)
- 6,500 km line length, available almost throughout Germany. Additional access to >50,000 km of optical fibre through cooperation with GasLINE and DB broadband

Our high performance network

IP-based voice-data network (NGN)

- One of the largest voice-data networks in Germany
- >1,000 main distribution frames (MDF)
- Connection to around 50 national and 30 international carriers



Our extra network

Germany-wide WLL access network

- Largest independent B2B WLL network
- More than 200 base stations and around 1,300 wireless link
- Fail-safe broadband connection where fixed line connections are not possible

Our partner networks

Flexible coverage throughout Germany

- Targeted integration of partner infrastructure in the core and access network
- Available throughout Germany
- Partnership capability as an important core competence

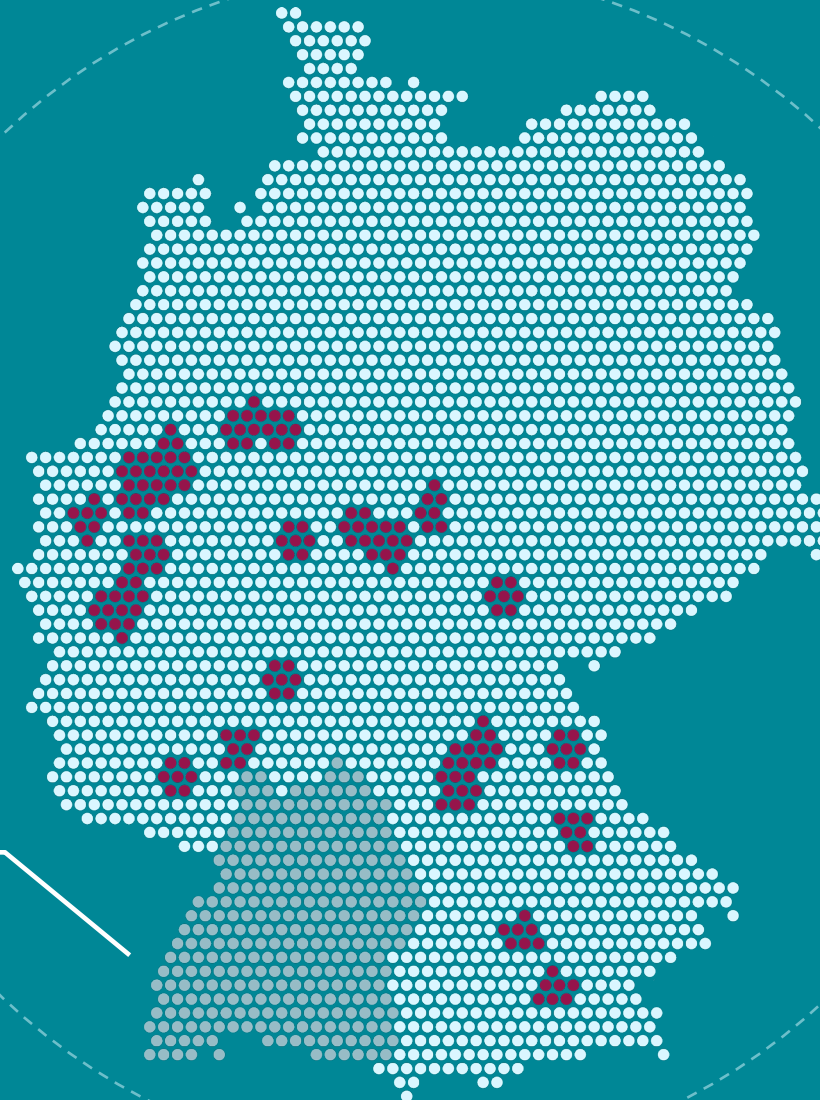
Nationwide self-managed optical fibre roll-out

Plusnet

We have been investing in optical fibre since 2021 and are currently active in around 40 areas in North Rhine-Westphalia, Hesse, Rhineland-Palatinate and Bavaria



Baden-Wuerttemberg and
neighbouring Bavaria:
Network expansion through
sister company NetCom BW



Fibre optics throughout Germany

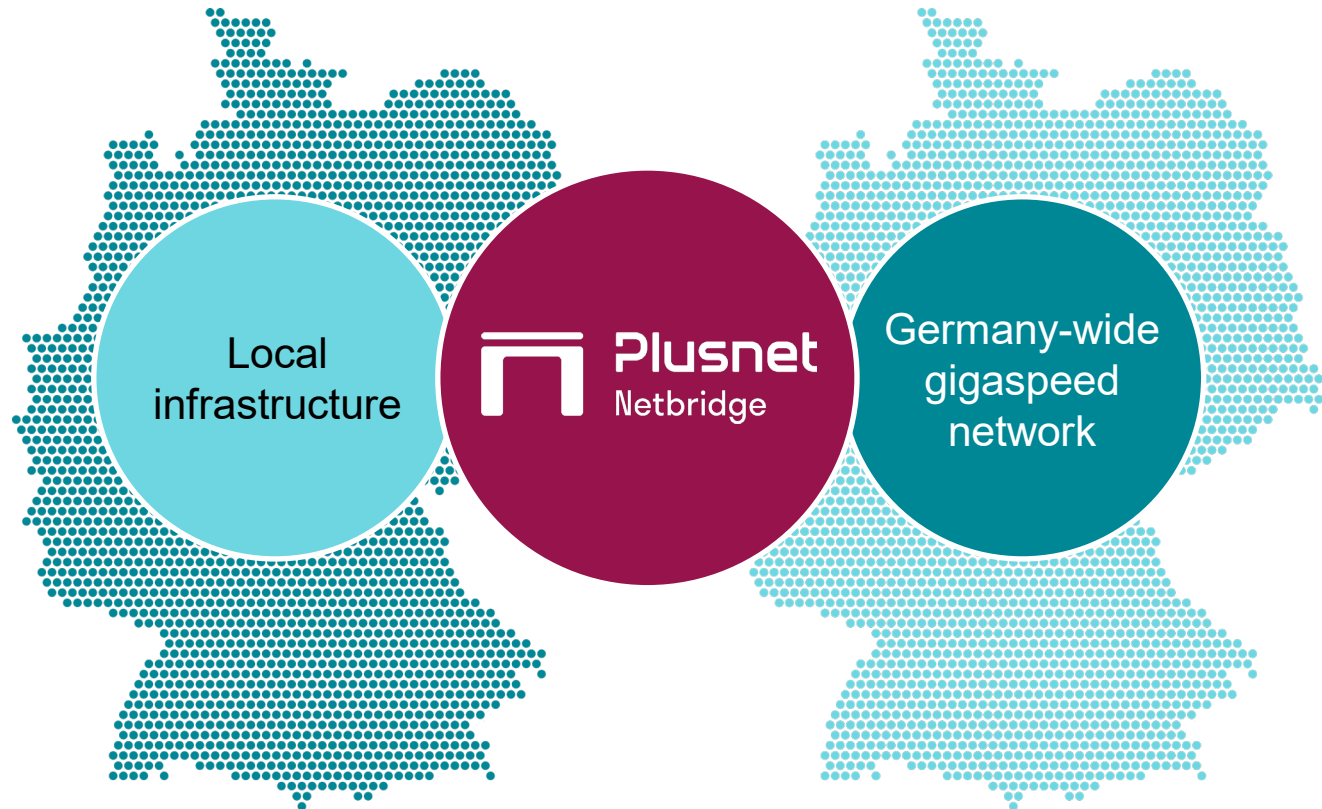
Cooperation with all major fibre-optic providers

- Thanks to open-access cooperation with infrastructure partners, Plusnet is able to market fibre-optic connections nationwide
- Potential optical fibre coverage (by 2030) of around 16 million connections
- Marketing of fibre-optic connections for business customers and prospectively also retail customers



Netbridge: Hub for open access networks

- We bring together infrastructure providers and marketers on a virtual, Germany-wide gigaspeed network
- Advantages for all market participants
- Operators: faster network utilisation and return on investment
- Marketers: Access to gigabit-capable infrastructure without own investment; securing growth potential
- Business customers: Future security and greater choice of marketers

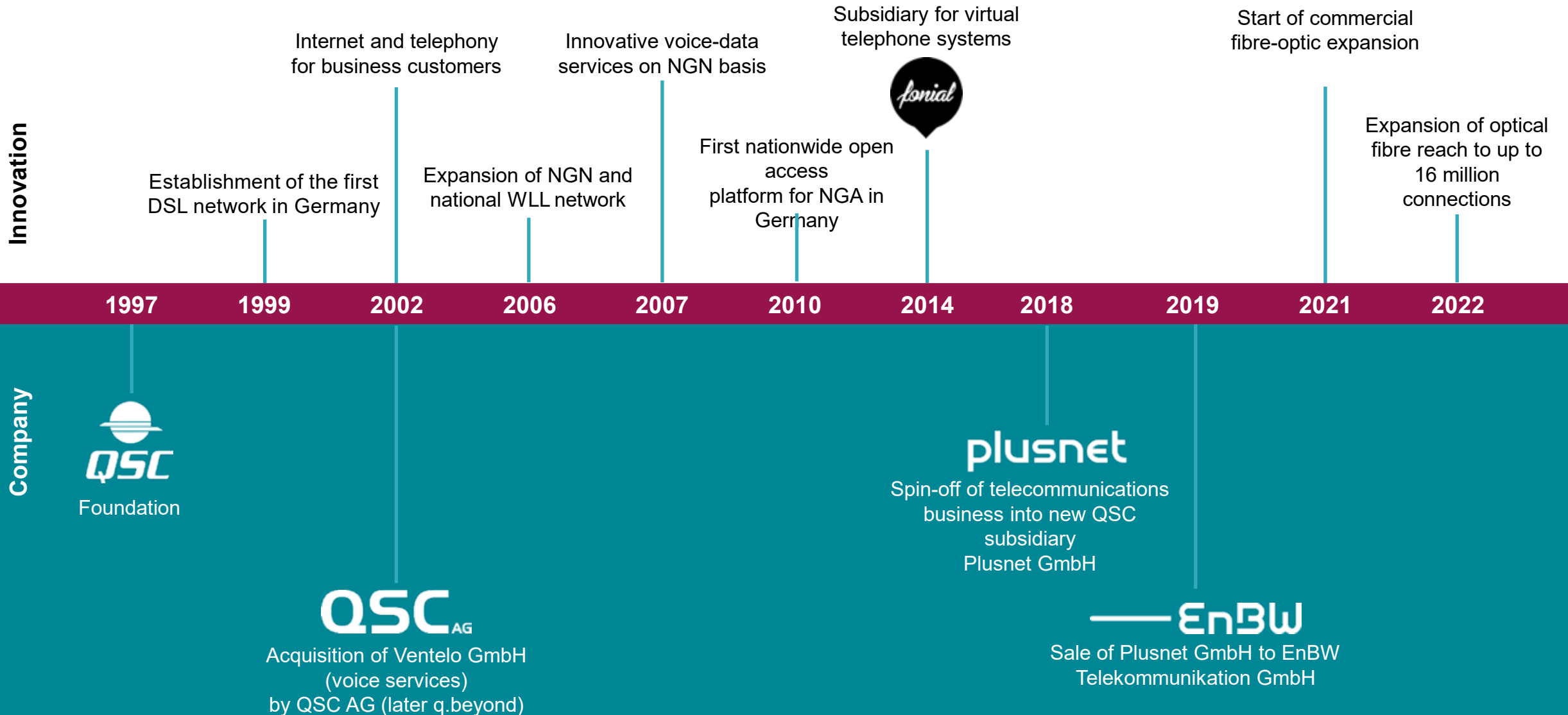




About Plusnet

Milestones in our history

Plusnet



We are part of a strong team

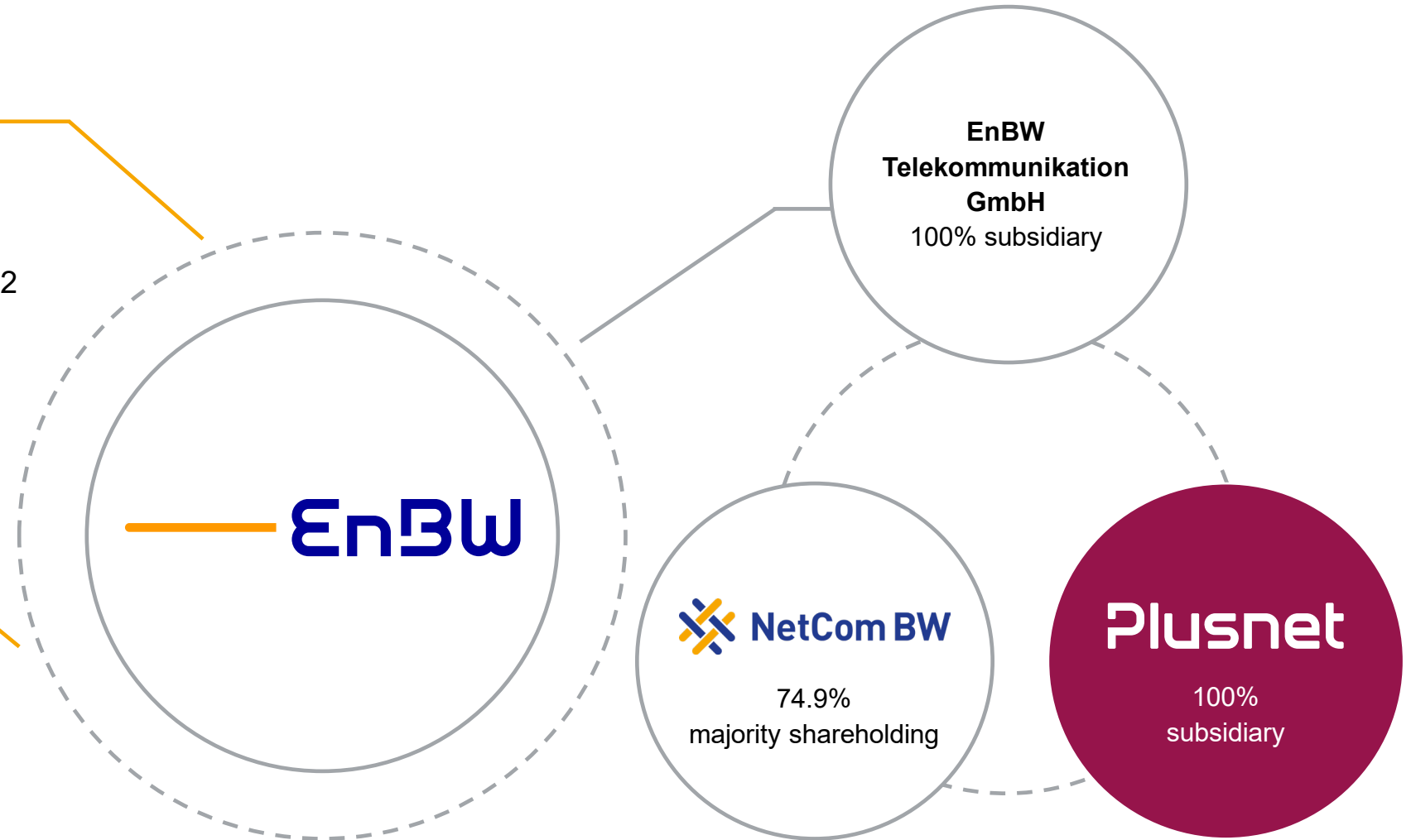
Plusnet

One of the largest energy suppliers in Germany & Europe:

- More than 26,000 employees
- 56.003 billion euros in turnover in 2022
- Core business:
Electricity, gas, heat, water

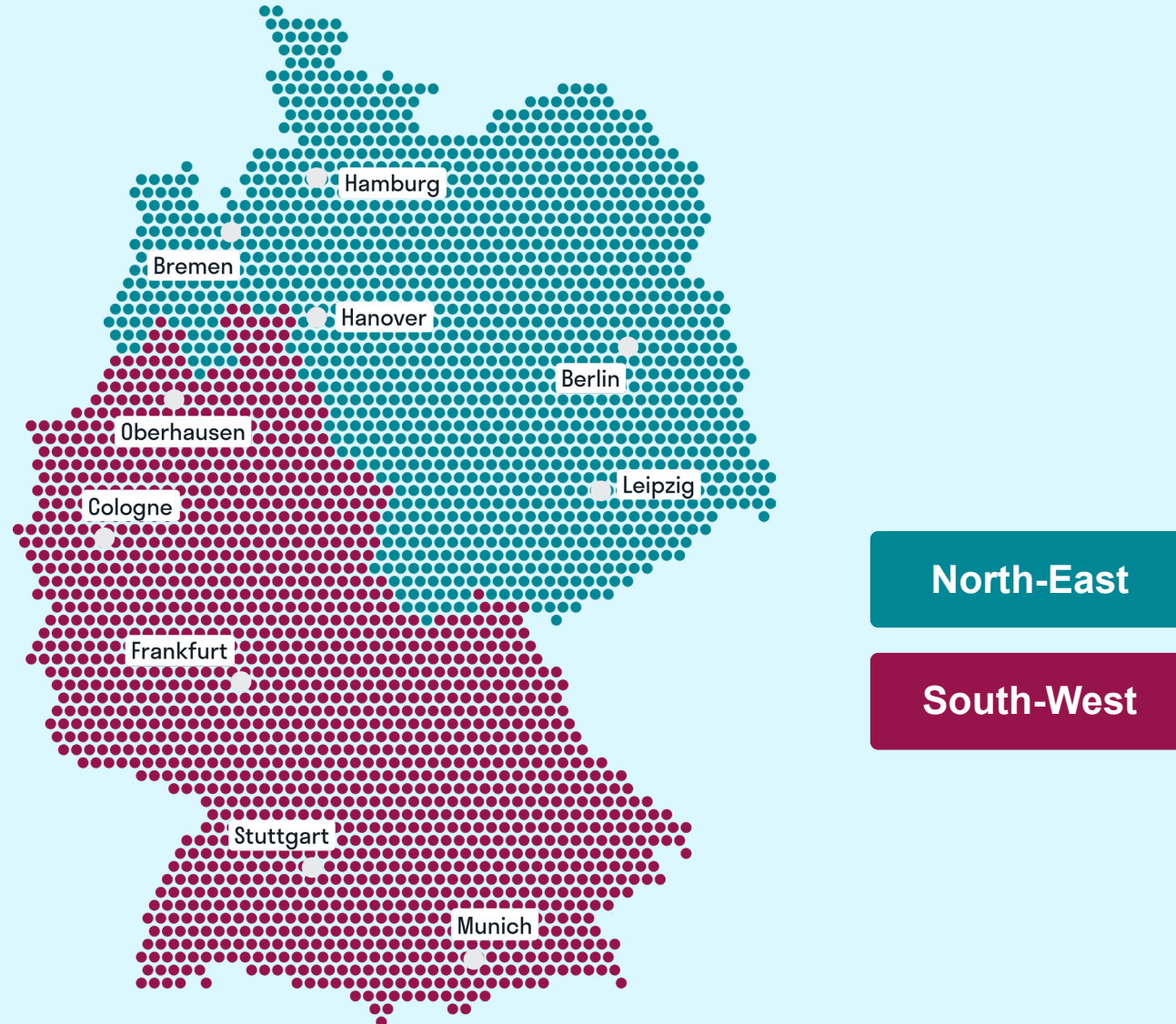
Strategy of EnBW 2025:

- Develop into a sustainable, innovative infrastructure partner
- Investment of 12 billion euros in growth areas
- **Telecommunications and broadband business** to be mainstay in future



A nationwide presence for our customers

With around **500** employees
at **10** locations and more
than **300** Partners, we serve
>28,000 business customers
in Germany in two
Sales regions



Strong sales in five business segments

Plusnet

Infrastructure Services

Interconnection & operation of third-party networks as well as white label & public utility operations

Consumer Wholesale

Pre-services for telecommunications providers for marketing to end customers

Carrier Wholesale

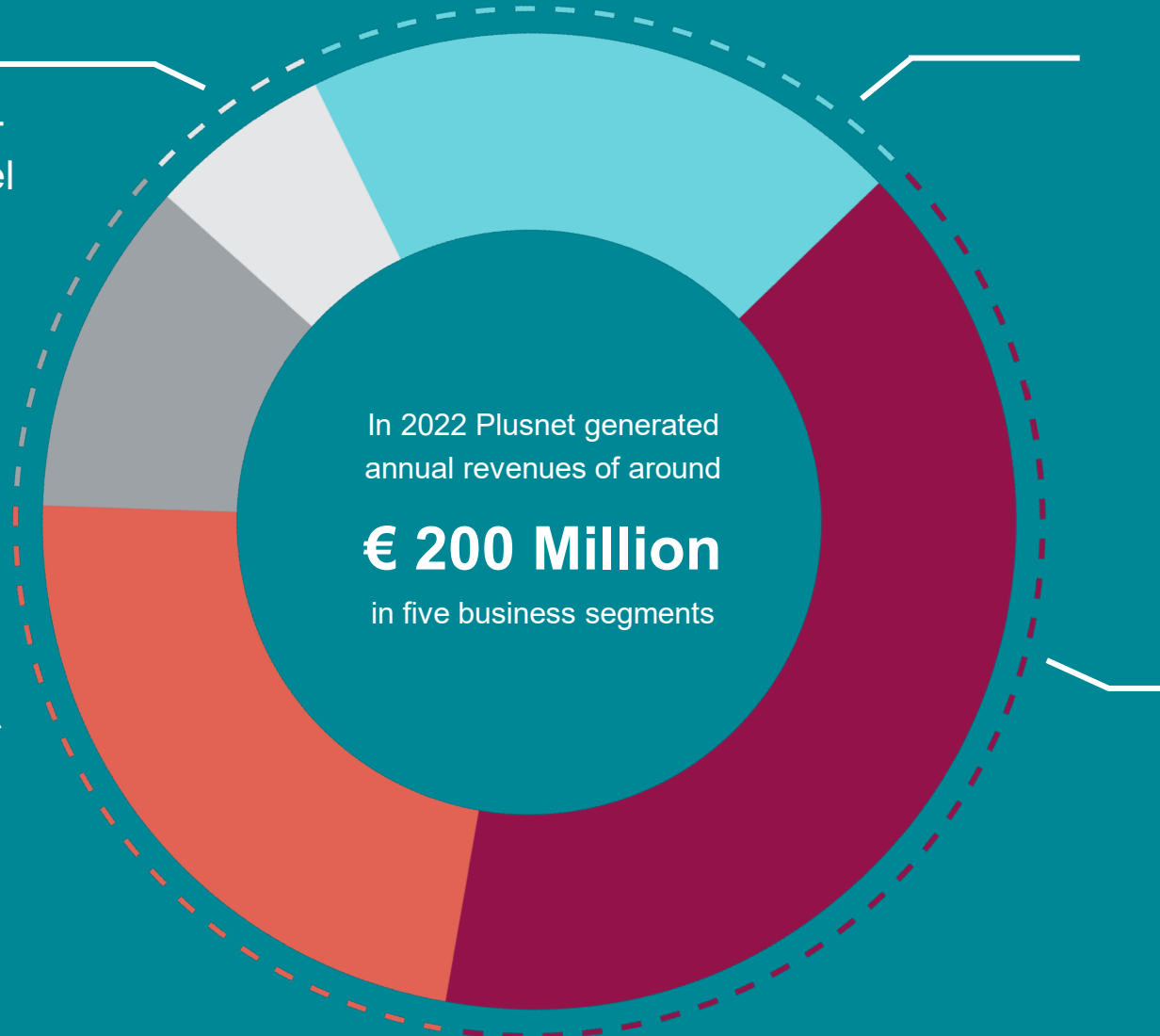
Standard business with national & international carriers

B2B

Products & solutions in direct sales

B2B2B

Products in partner sales



More than 40 years of TC experience in management

Plusnet



Ulrich Hoffmann

Chief Executive Officer (CEO)

Expert in technical and strategic
development of modern gigabit networks

before Plusnet: Chief Operating Officer NetCom BW,
Senior technical functions at Versatel,
Kabel BW, Unity Media



Bert Wilden

Chief Customer Officer (CCO)

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

before Plusnet: Regional Manager Comparex,
managerial functions in direct and indirect
Sales QSC AG, authorised representative of
AachenMünchener Versicherung AG,
Gothaer Versicherung



Our Team



Our Team

Expertise, excellence and
full customer orientation

High level of expertise and strong culture

- Set-up: Around 500 employees* from a wide range of professions at ten locations
 - Broad expertise: Focus on network technology, IT and customer care
 - Customer focus as a principle for action throughout the organisation
 - Operational excellence as an aspiration – in technology, processes and network
 - Corporate culture: A family-like interaction as the basis for strong employee loyalty and a high degree of willingness to change
-



Plusnet

We live communication