



# Setting the Pace for the Digital Future

# Plusnet in Figures

More than

40,000

Business customers

Around

190 Million

EUR Sales in 2023

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.

## In addition, customised solution modules in the project business



## Security

**Managed network security services** for secure access from the WAN to the Internet and to protect customer networks from unauthorised access and for customer-internal segmentation.



## LAN Management

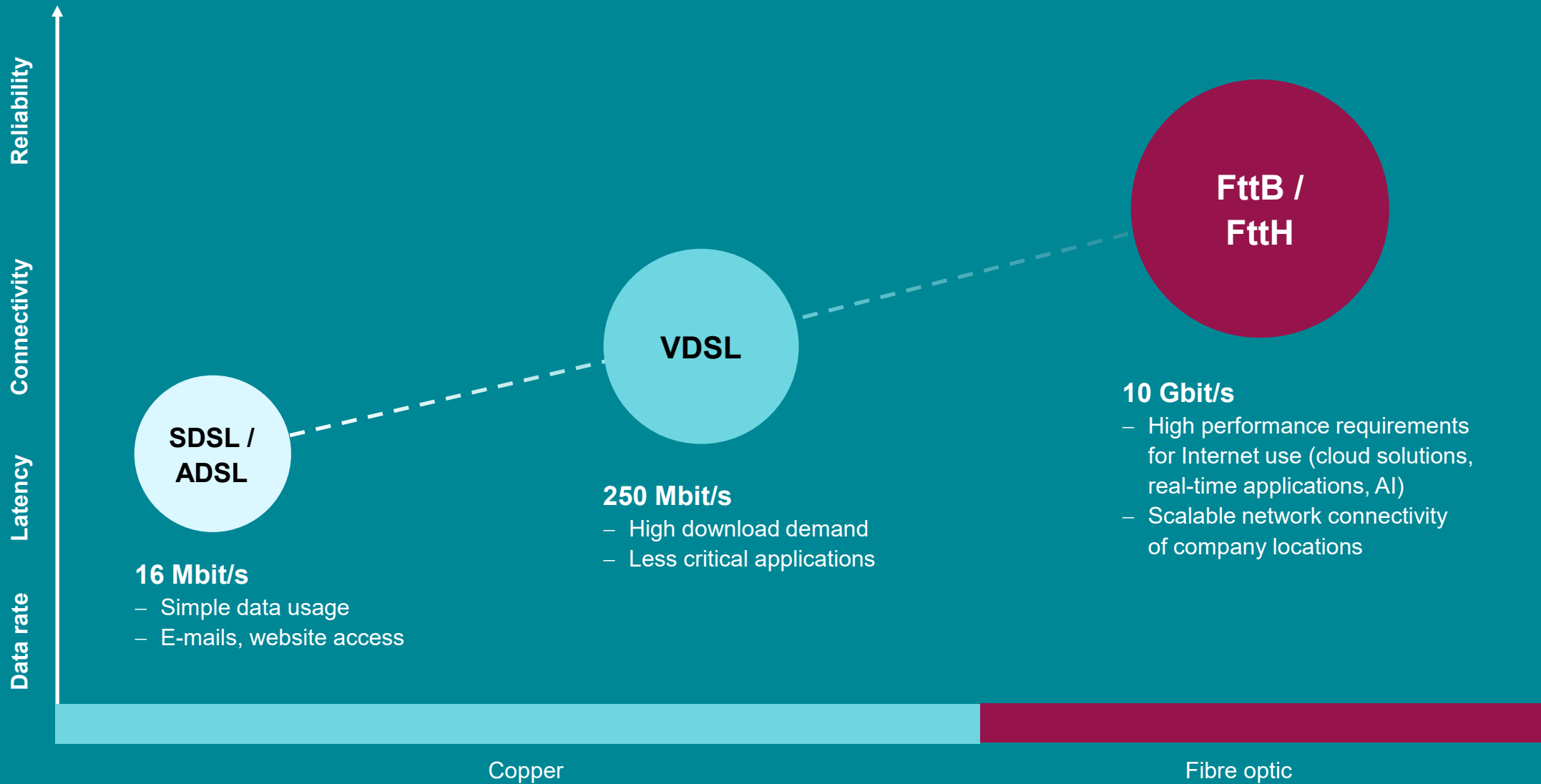
**Planning, creation and operation of complete LAN infrastructures** with router and switch services including monitoring.



## WLAN

**Planning, creation and operation of complex WLAN solutions**, based on renowned and certified manufacturers, also with separate guest access including landing pages, e.g. for chain stores.

# Continuous conversion of our portfolio to fibre optics



We bring fibre optics directly  
to the people



**plusnet**  
Wir leben Kommunikation

**Ja,  
endlich Glasfaser**

Wir bringen Ihr Gebiet ans  
Glasfasernetz. Anschlüsse für  
Geschäfts- & Privatkunden.

**Jetzt  
bestellen**

 [www.plusnet.de/glasfaser](http://www.plusnet.de/glasfaser)  
T: 0221 499 399 33

Plusnet | Ein Unternehmen der E.ON

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



# 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



## 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

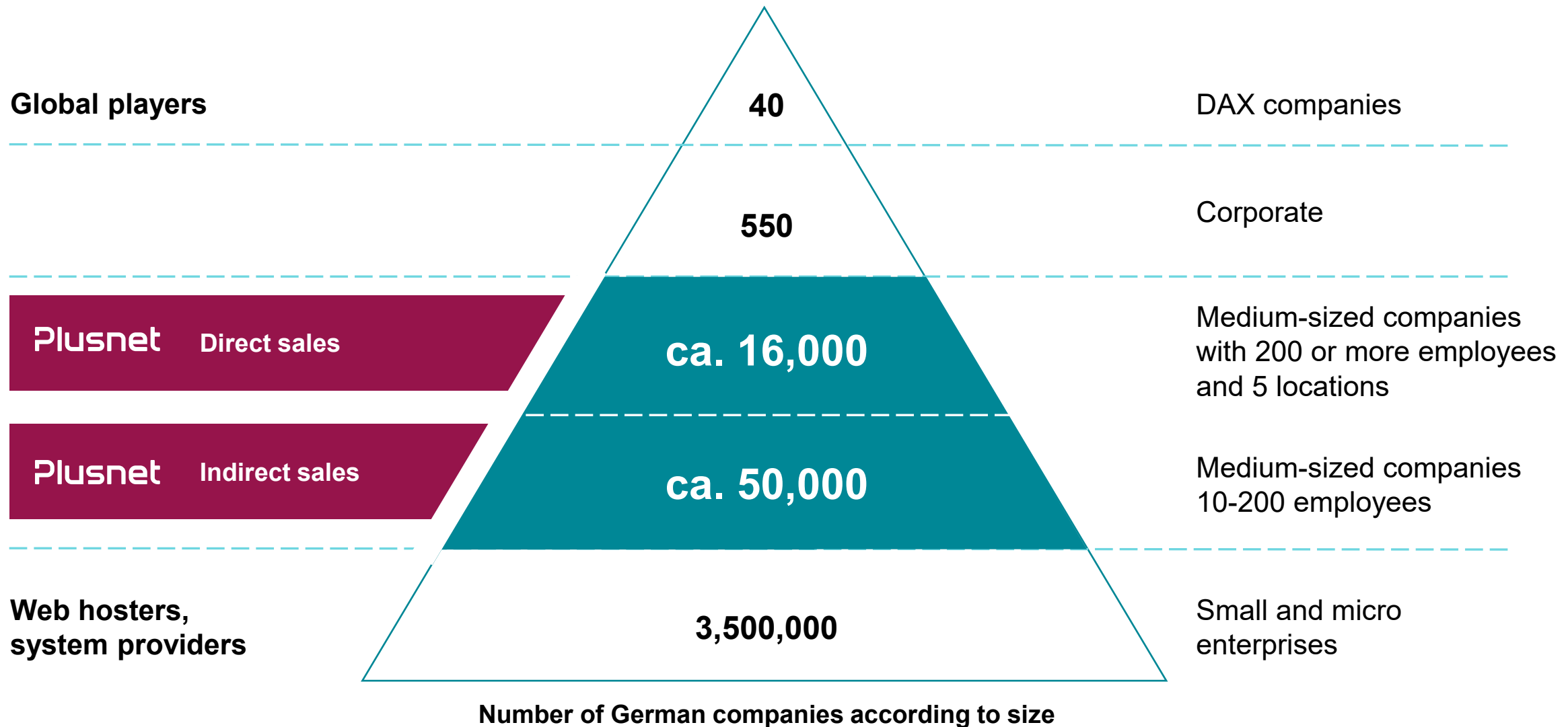
We make Germany's municipalities future-proof



## Retail customers

We also connect private households to the fibre optic network

# Concentration on medium-sized businesses





# We are working for these and other customers

Plusnet



# 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



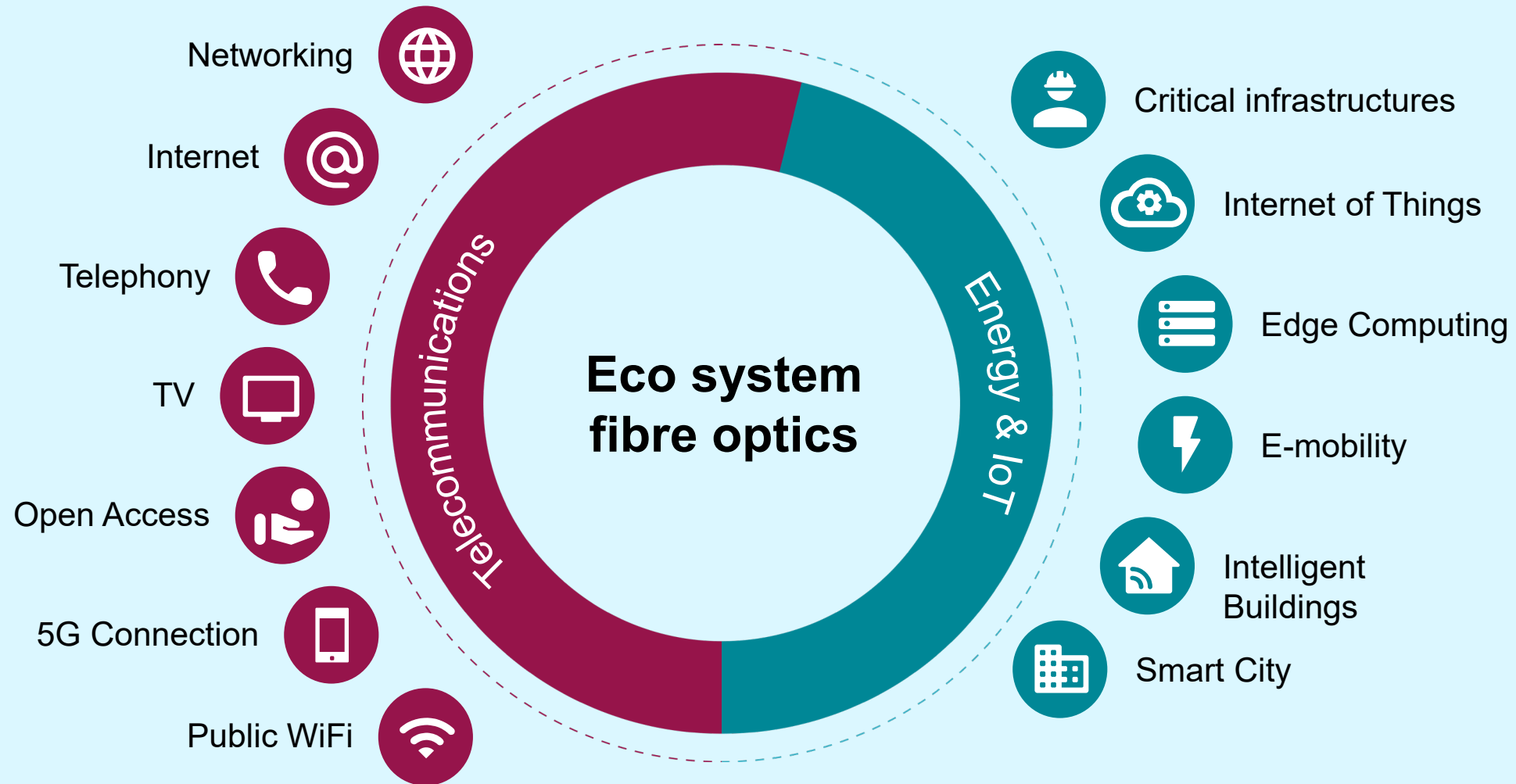
# Municipalities & Public Utilities



# Our Offer to Municipalities and Public Utilities

We make Germany's municipalities  
future-proof

# Broadband requirements for municipalities and public utilities



# Open Access partner for municipalities & public utilities

## Enabling Open Access & increasing network utilisation

- Procurement of integration partners to enable your fibre optic infrastructure and IT for Open Access
- By connecting to Plusnet Netbridge, Plusnet and more than 300 of our sales partners increase the network utilisation of municipal utilities

## Marketing services under your own brand

- Broad range of resale TC products for easy entry into marketing to private and business customers (Internet, telephony, networking) as well as
- **Carrier advance services** for your own product design





# 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

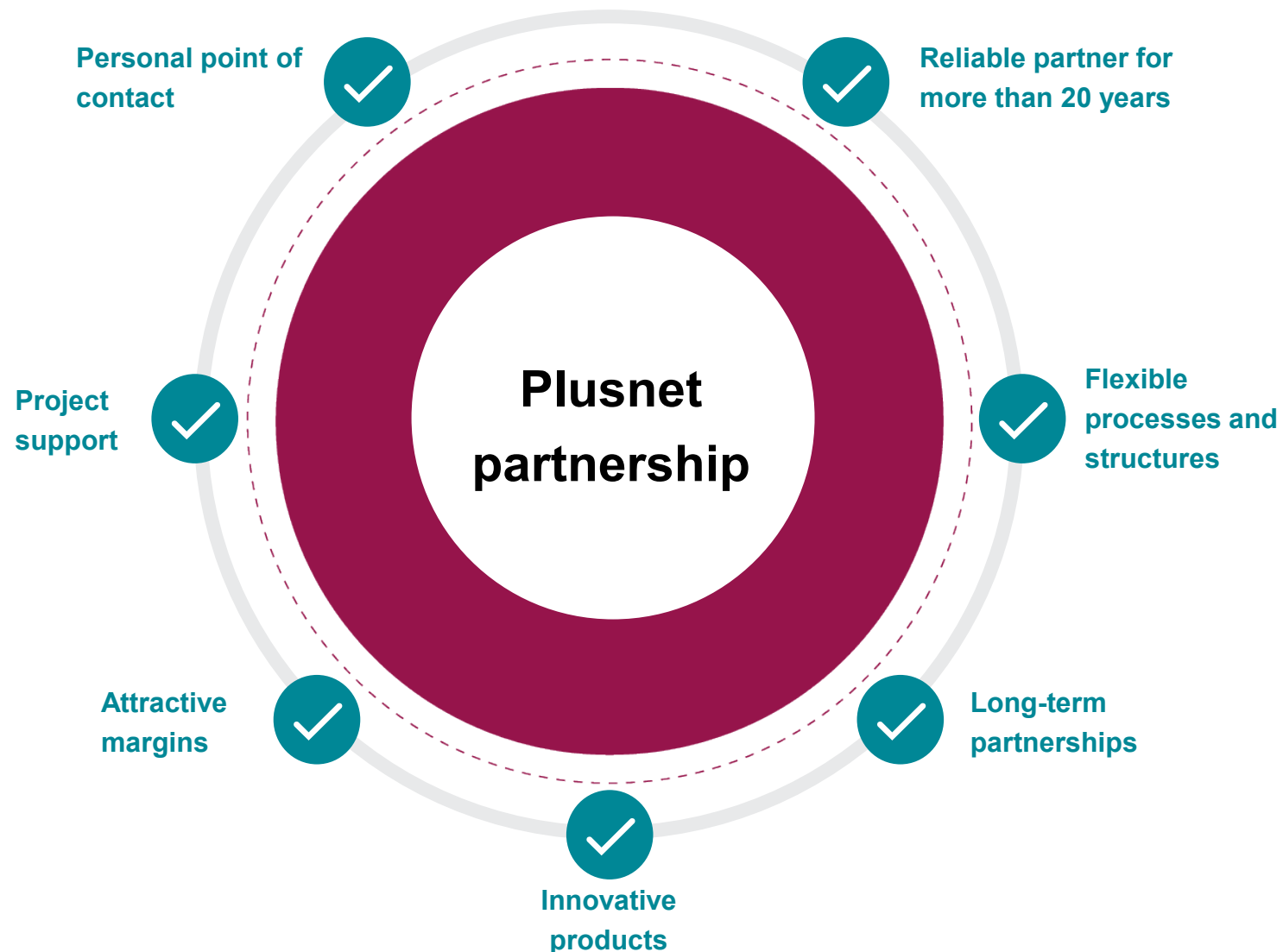


## Consumer Wholesale

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.

# 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 personal assistance and advice
- Project-specific special prices

## Satisfied partners



**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.”



Die Profis für digitale Kommunikation

**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

## Our backbone

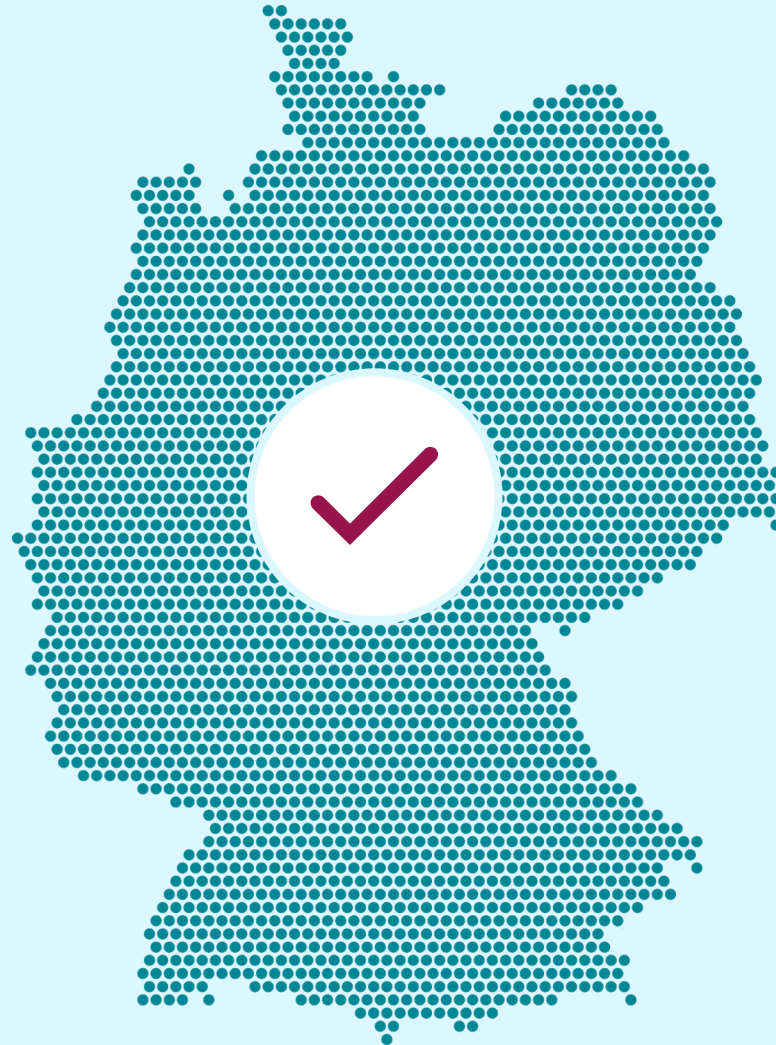
### Own fibre optic core network

- 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

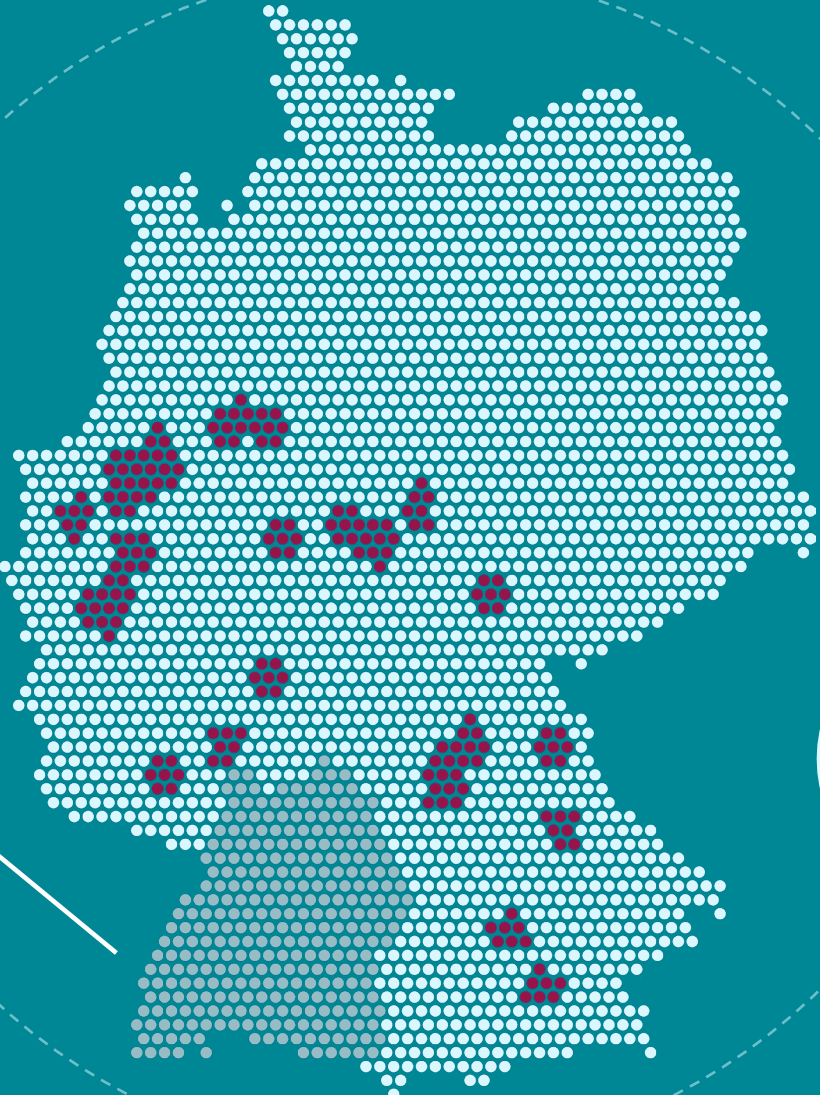
## Our partner networks

### 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

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

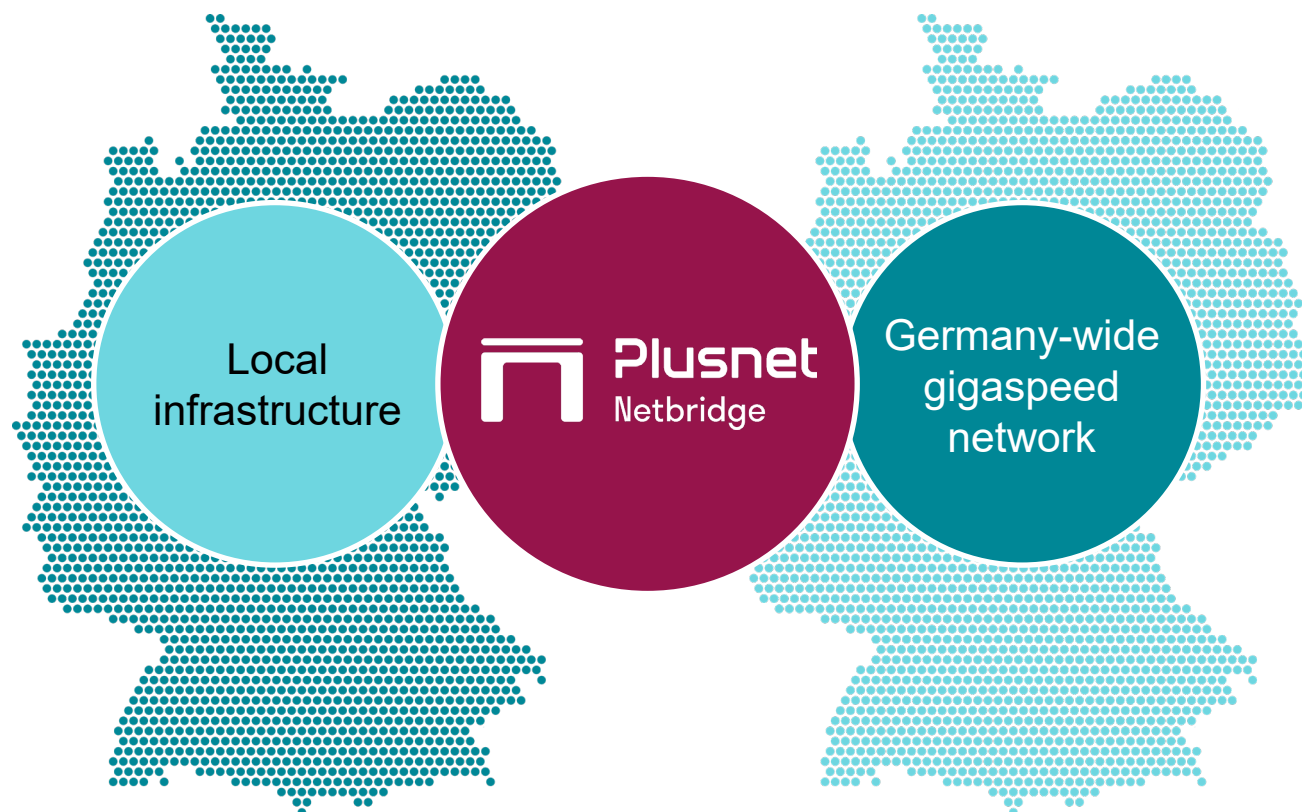
- Thanks to open-access cooperation with infrastructure partners, Plusnet is able to market fibre-optic connections nationwide
- Potential optical fibre coverage (by 2030) of around 16 million connections
- Marketing of fibre-optic connections for business customers and prospectively also retail customers





# 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

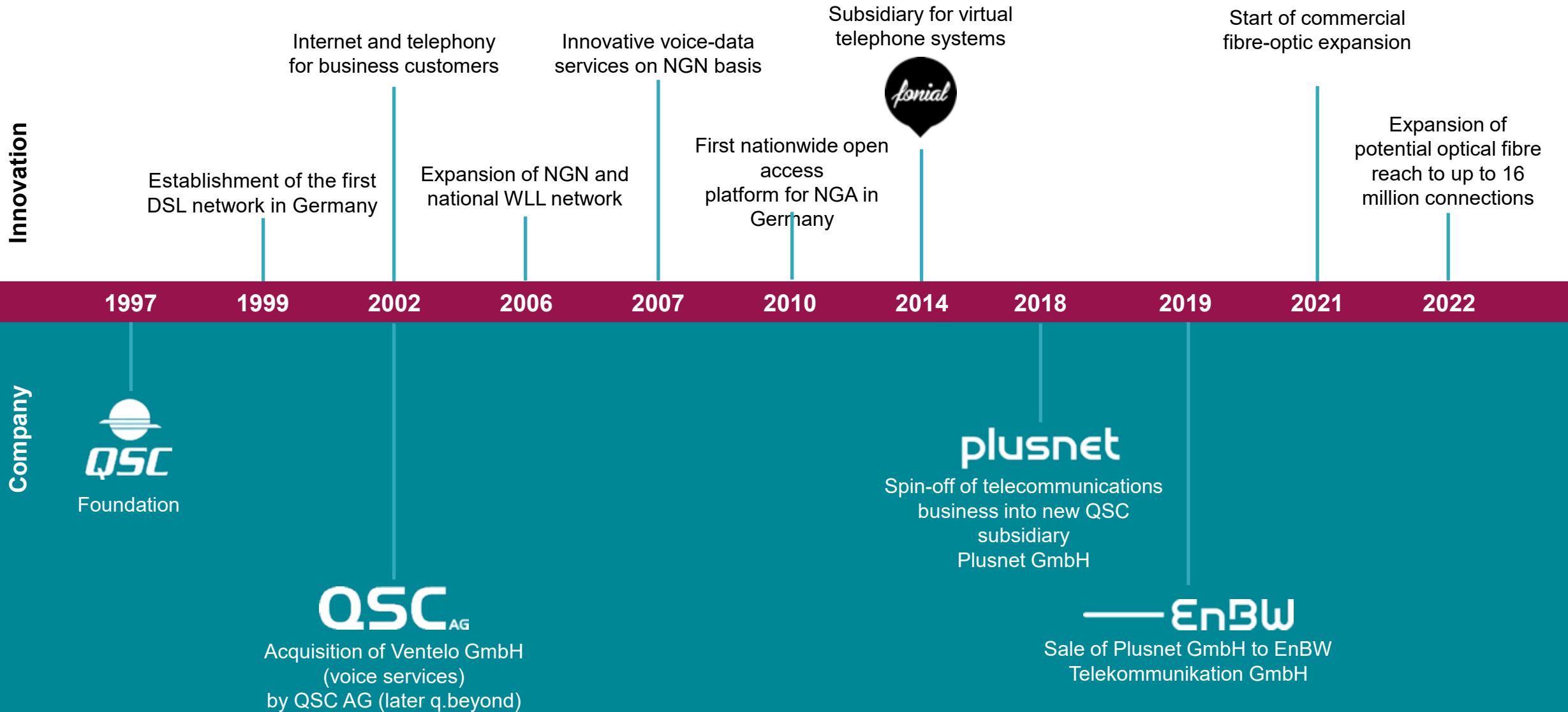




Plusnet

# About Plusnet

# Milestones in our history



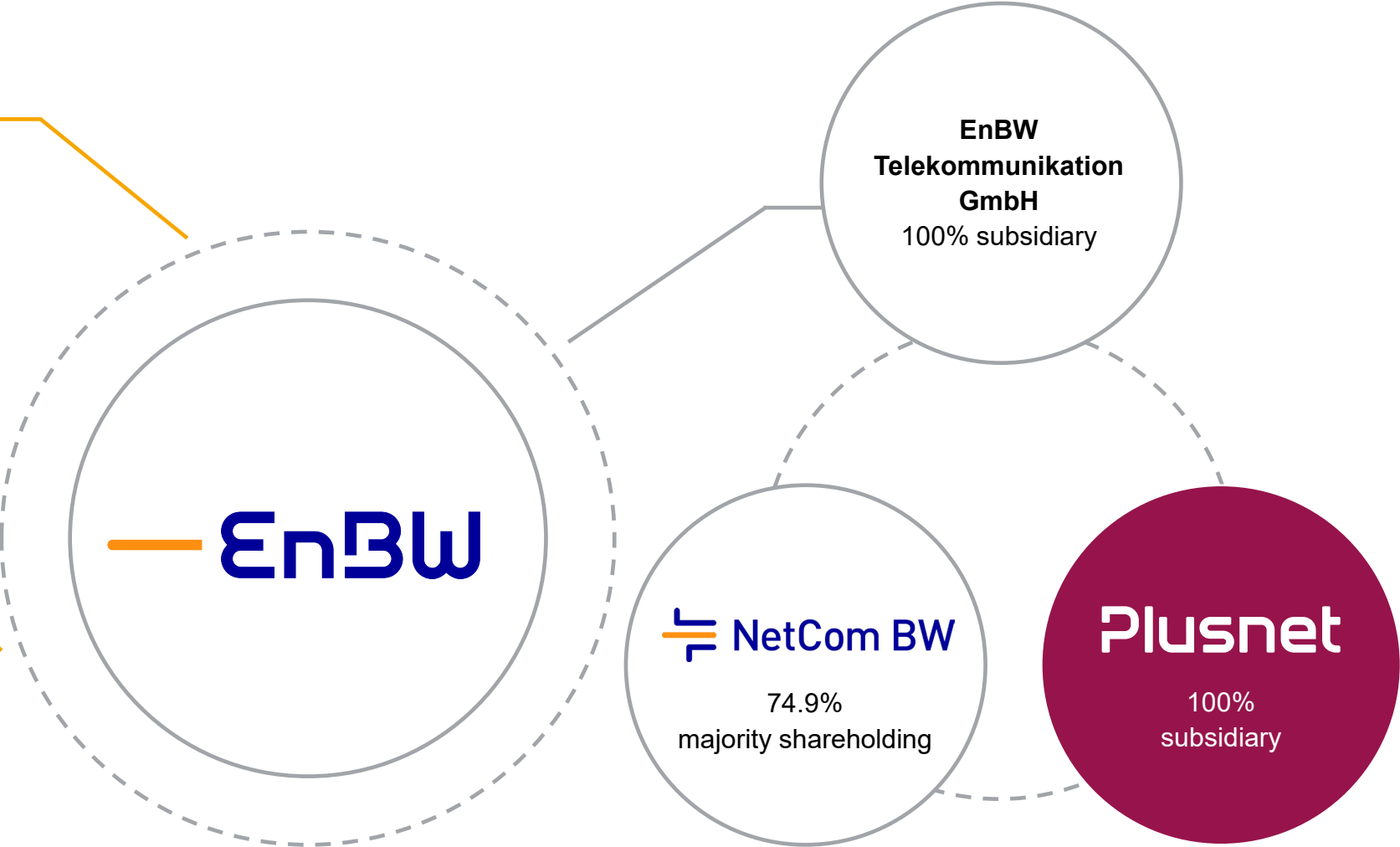
# We are part of a strong team

## One of the largest energy suppliers in Germany & Europe:

- More than 28,000 employees
- 44.431 billion euros in turnover in 2023
- Core business:  
Electricity, gas, heat, water

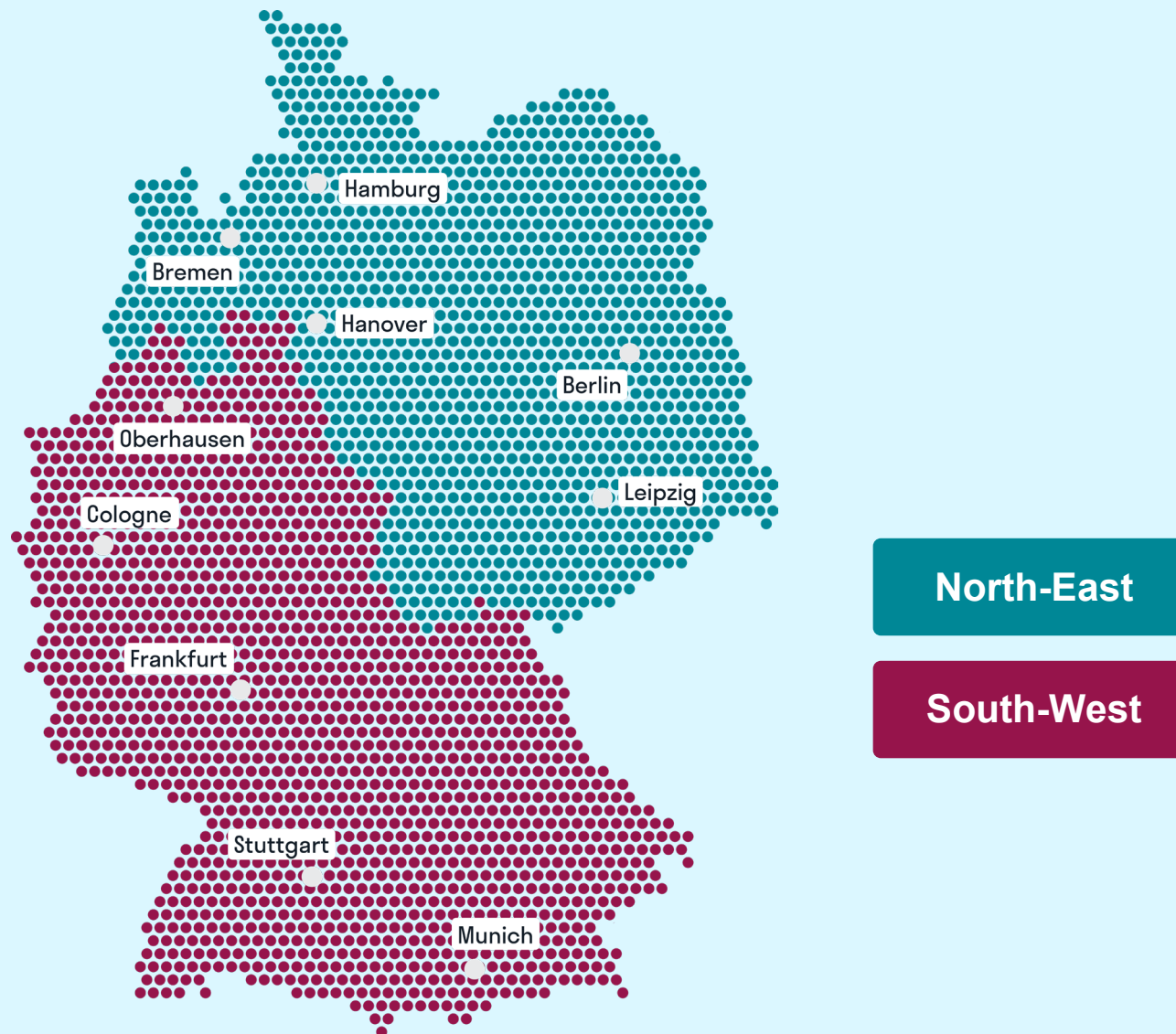
## Strategy of EnBW 2025:

- Develop into a sustainable, innovative infrastructure partner
- **Investment of 40 billion euros** in growth areas until 2030
- **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  
**>40,000** business customers  
in Germany in two sales regions



# Strong sales in five business segments

## Infrastructure Services

Open Access & connection to Plusnet Netbridge and white label services

## Consumer Wholesale

Pre-services for telecommunications providers for marketing to end customers

## Carrier Wholesale

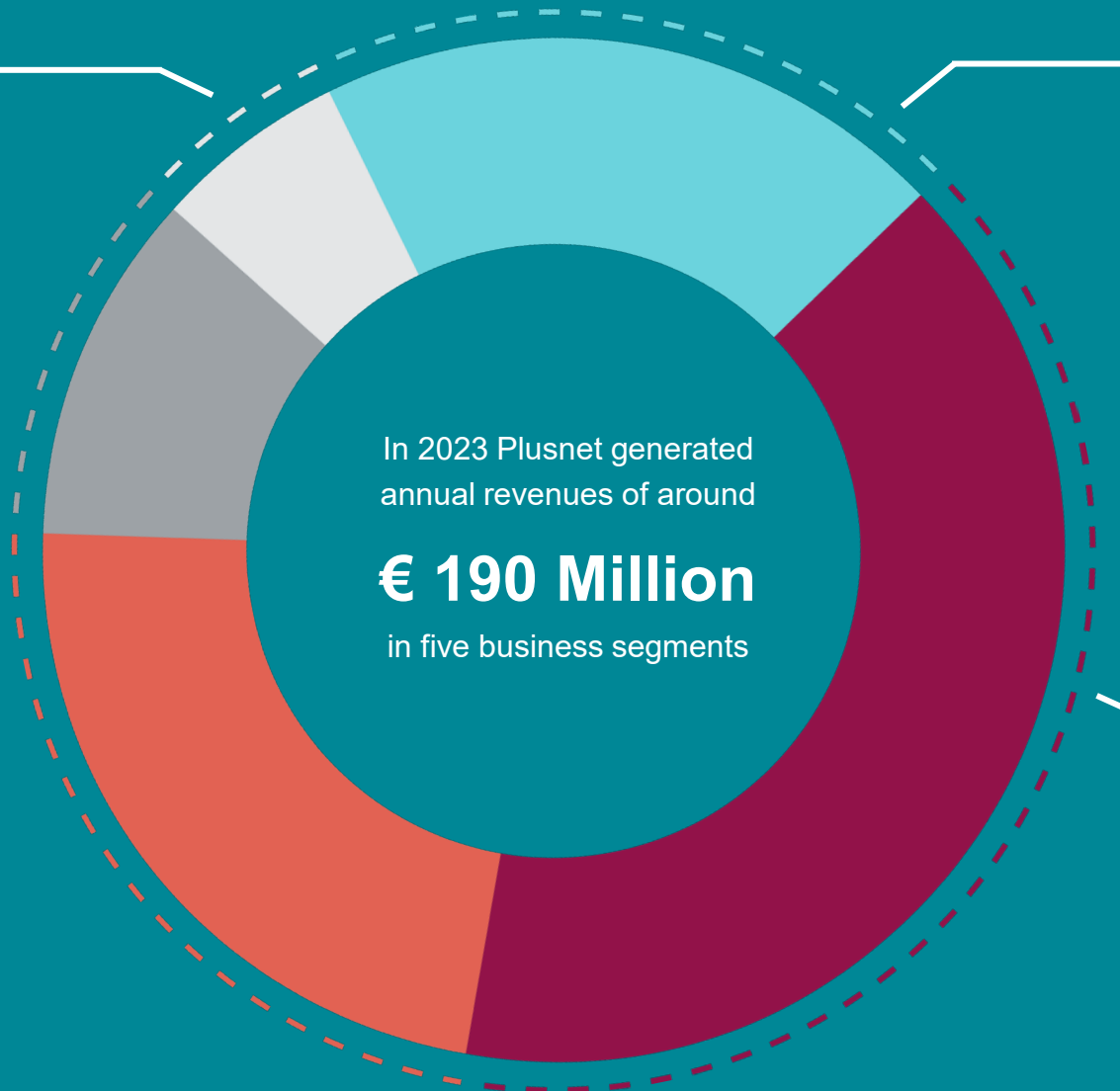
Standard business with national & international carriers

## B2B

Products & solutions in direct sales

## B2B2B

Products in partner sales



In 2023 Plusnet generated annual revenues of around

**€ 190 Million**

in five business segments

# More than 60 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



**Robert Jelinek-Nacke**  
Chief Financial Officer (CFO)

Finance executive with more than twenty years of industry experience and a high level of expertise in areas such as controlling, financing and cost management

before Plusnet: CFO at Alpenglasfaser GmbH, management function in the Deutsche Telekom Group, e.g. as CFO at T-Mobile Netherlands



**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 is one of the best employers in Germany

- Certification by the international Top Employers Institute is one of the most prestigious awards for very good employers worldwide.
- Plusnet has been a "Top Employer Germany" since 2024 and thus demonstrably offers an outstanding working and development environment.



# Plusnet

We live communication