

colt

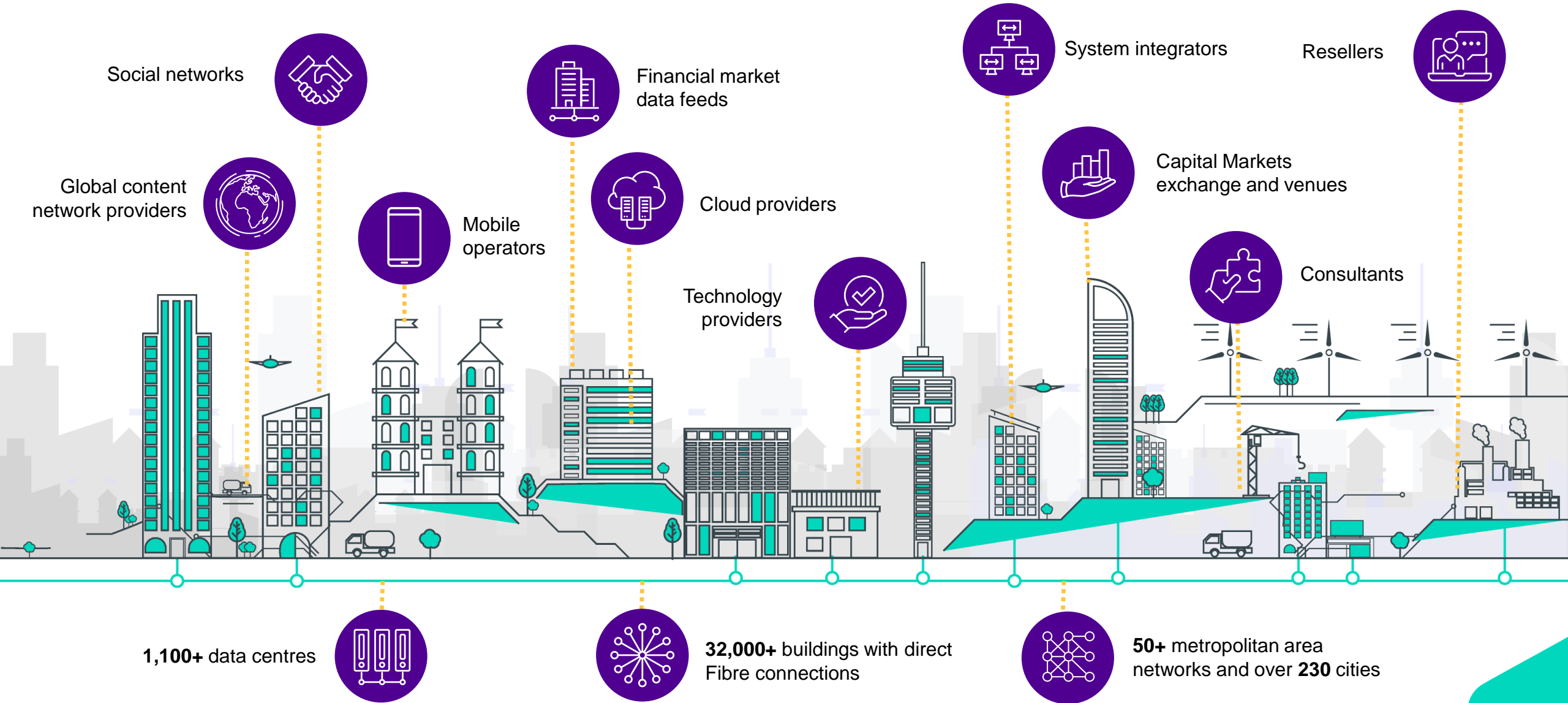
The Colt Story

Value Proposition

DATE



Digital infrastructure is the foundation of today's connected business



It can enable your success, or it can hold back growth & innovation



Flexera

80% of respondents are using hybrid cloud, 16% Public only, 4% Private only



Gartner®:

By 2026, 90% of digital workplace I&O leaders will use environmental sustainability to accelerate cost optimization initiatives



Gartner Predicts 2023: Workplace Leaders Will Focus on DEX, ESG and IT Modernization

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Colt

Over 90% of businesses are planning to invest in **intelligent digital infrastructure**



Successful future enterprises will depend heavily on digital infrastructure architectures and management strategies optimized for a new generation of highly distributed workers and data-intensive applications and services.

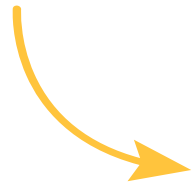
The future of digital infrastructure demands environments that are “distributed by design” with the expectation that they will be highly automated, agile, and workload aware.



Mary Johnston Turner

Research vice president, Future of Digital Infrastructure Agenda program at IDC
IDC, The Future of Digital Infrastructure, 2022: Distributed by Design, Doc # US49249322, June 2022

To seize the opportunities of today, you need to make



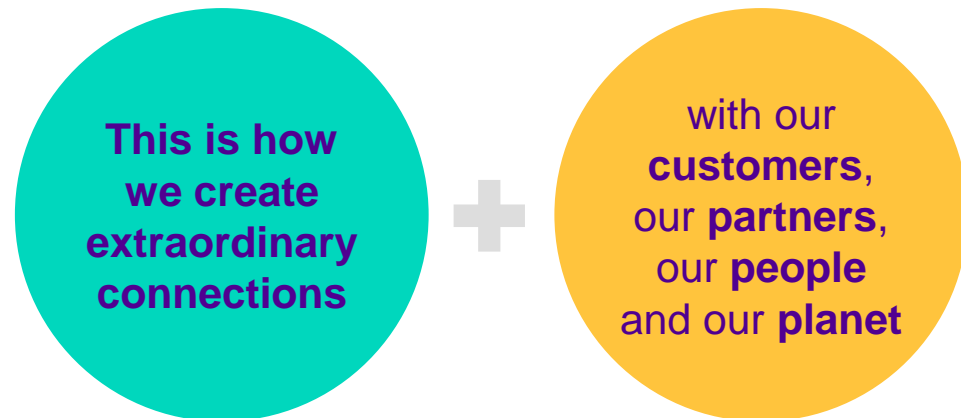
extraordinary connections

Our vision

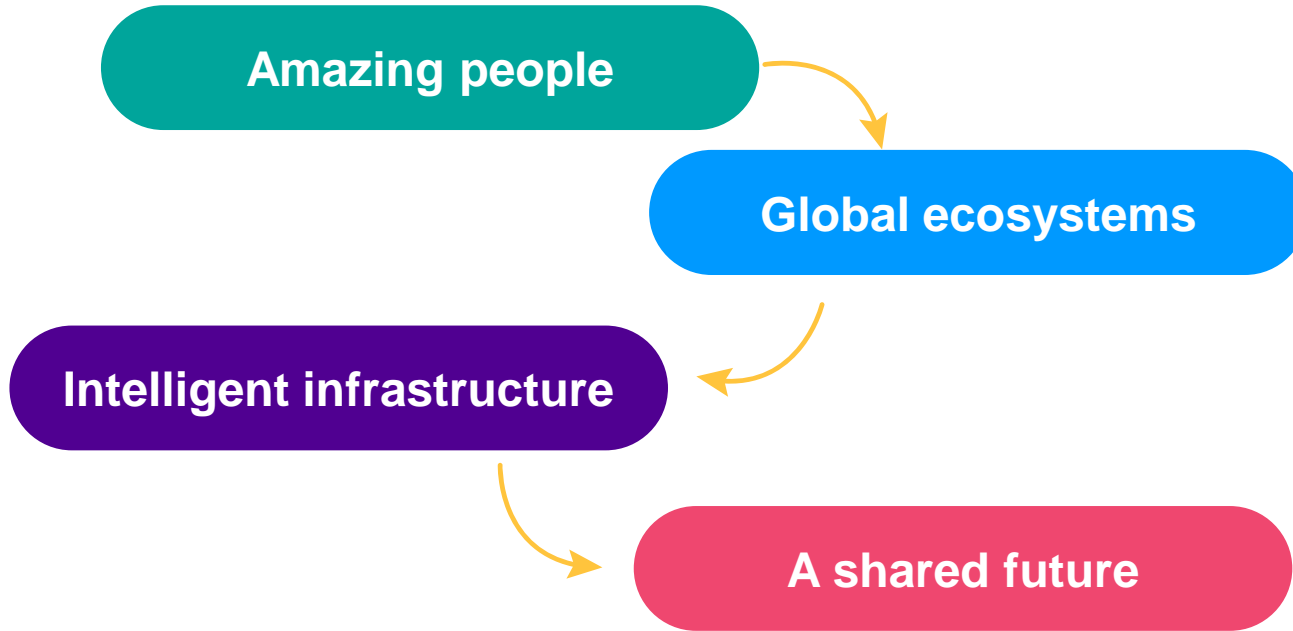


is to be the digital infrastructure company that the world's leading businesses choose to connect with.

Powered by like-minded partners and amazing people, we are authentic and driven by a common purpose to put the power of the digital universe in the hands of our customers, wherever, whenever and however they want.



How we work with our customers



- Industry-leading NPS
- Managed services to deliver complex projects
- Award-winning customer experience
- Local knowledge with international scale and reach



Customer experience is what sets us apart



We will pick up the phone on **avg. in 18 seconds** and continue to invest in more customer-facing teams to improve our service



1100+ network upgrades each month as we continually develop new technology and improve our service



90% of all services have **automatic monitoring**, fixing problems before you've even noticed the difference



Six languages spoken across customer support, in all regions, with round-the-clock assistance

colt

The Colt experience

100% recommended by our customers, as of May 2023

[Get the report](#)

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2023 Global Customer Value Leadership Award Winner

Enterprise Network Services

Colt's acquisition of Lumen EMEA



1100+
connected data
centres

Operations in **38**
countries

Over **1000 new**
people across the
business

Tier one
network AS

10 new subsea
systems and **12**
landing stations

New professional
services portfolio



32,000+
connected
buildings



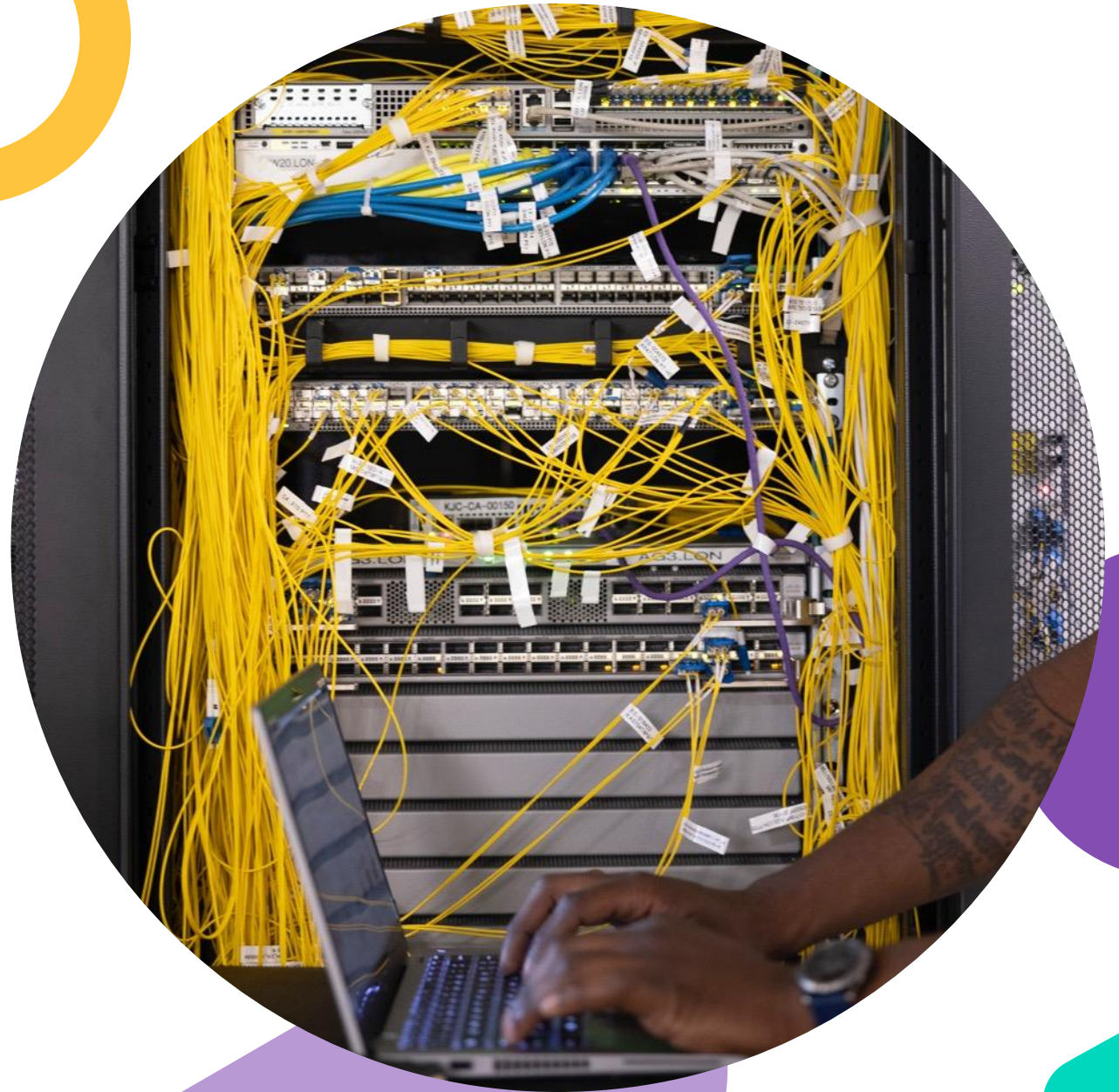
GlobalData is taking a very positive stance on the proposed acquisition by Colt of Lumen's EMEA business, because the proposed deal offers clear benefits for both parties and fits in well with the two providers' existing strategic ambitions. The proposed deal also aligns with key trends in the wider network services market such as edge and APIs



GlobalData report
November 2022

What is **extraordinary** for you?

Today?
Tomorrow?





Amazing people

We create extraordinary experiences because our talented and diverse people genuinely care about your business

72

EU Q3 23 NPS based on understanding and acting on what matters to you

Our Net Promoter score leads the industry



We track how easy it is to do business with us to drive ongoing excellence



We invest in all areas of the customer experience, from initial interaction through to service delivery

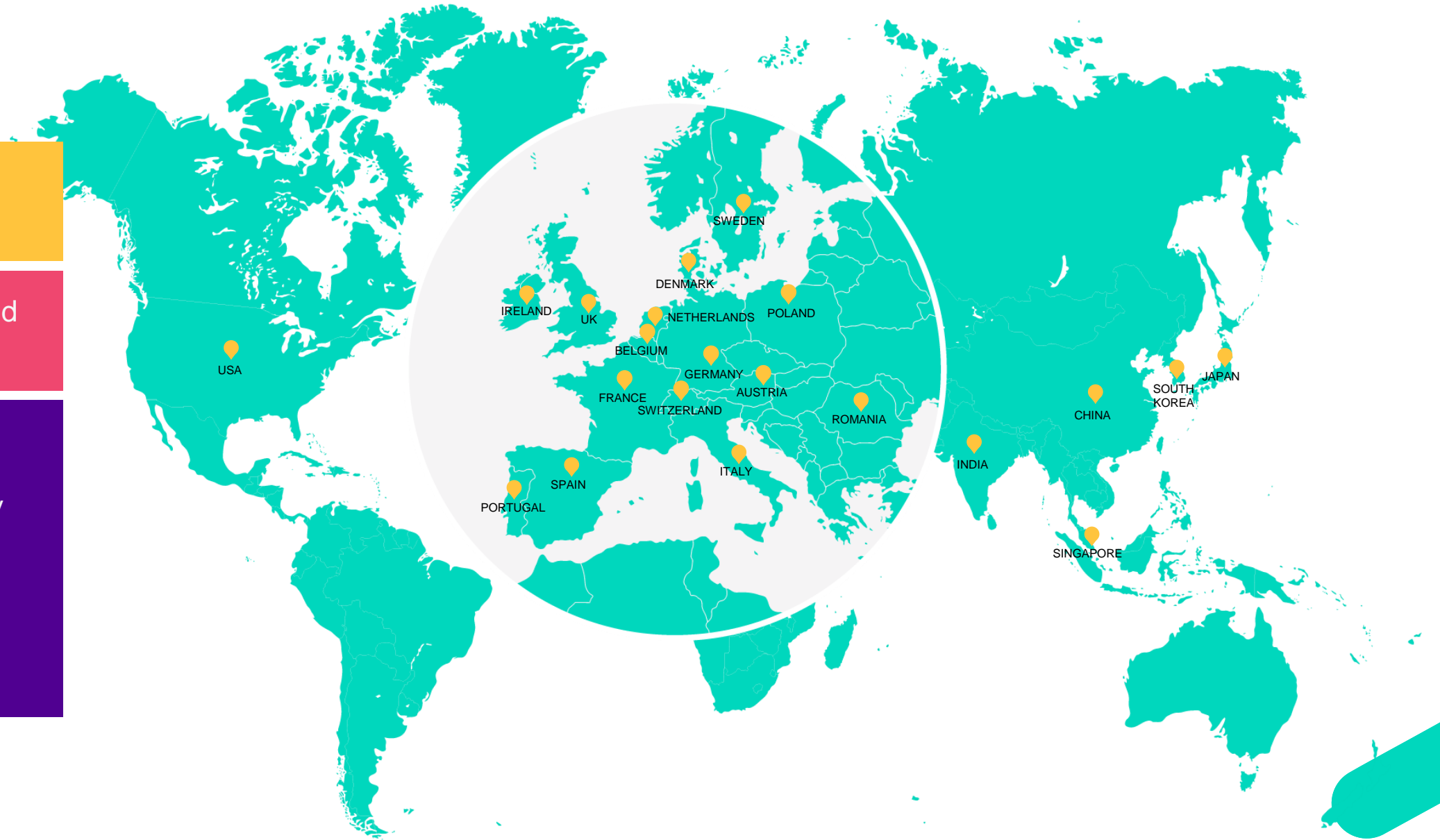
Our global team with local expertise can take your connections to the next level

Over **6000**
Coltias globally

Deep expertise and
experience

**Core customer
centric teams in:**

- Service Delivery
- Network Operations
- Service Management & Billing



We're on a mission to open our company and industry to more voices and perspectives



“While we know there's a business case for Inclusion and Diversity, at Colt, it's more than that. Creating an inclusive workplace is woven into our DNA. One where people feel a sense of belonging, where we're all able to contribute and work together to achieve our strategy.”

Keri Gilder, CEO



Our networks and initiatives are part of our inclusive culture



Disability Access



Cross-Cultural Understanding



Womens' Network



LGBTQ+ & Allies



**Returners@
Colt**

Post career-break support



**Best Brave
Self**

Womens' development series



Inspiring Inclusion

Driving inclusive leadership



**Mental Health
First Aiders**

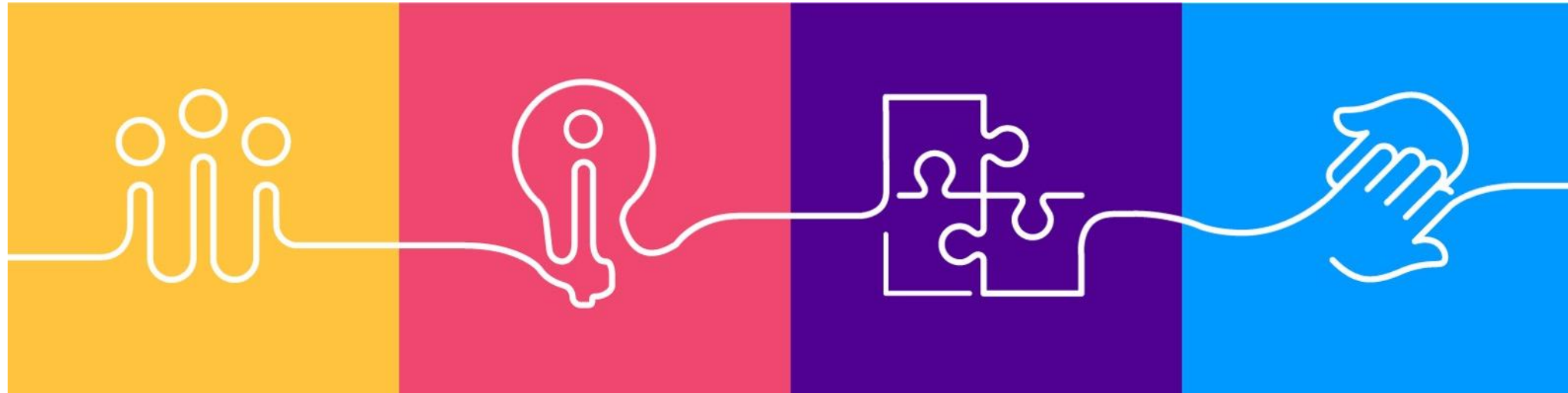
Mental health support



**Leonard
Cheshire**

Hosting students with disabilities

We live and act by our values, anchored in the truth that people matter



**We know people
matter**

**We always find a
better way**

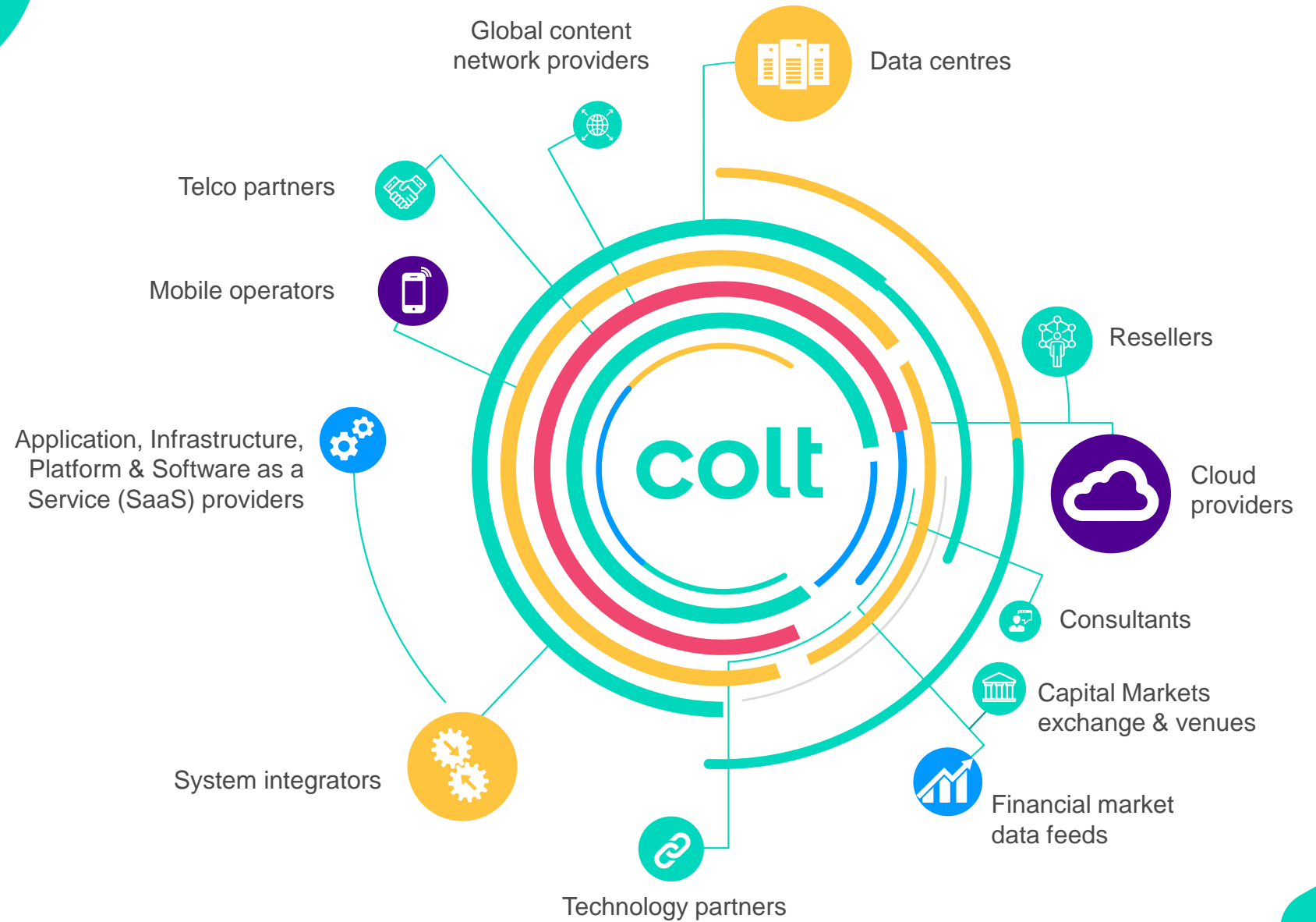
We win together

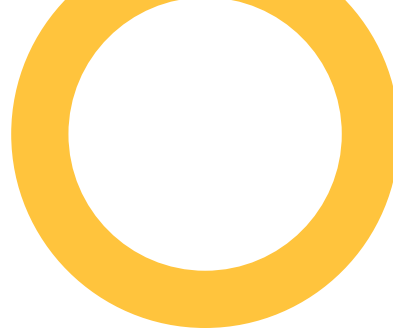
**We can change the
world**



Global ecosystems

We shape services to meet your needs





An ecosystem of the world's leading digital service providers, partners and people



Google Cloud



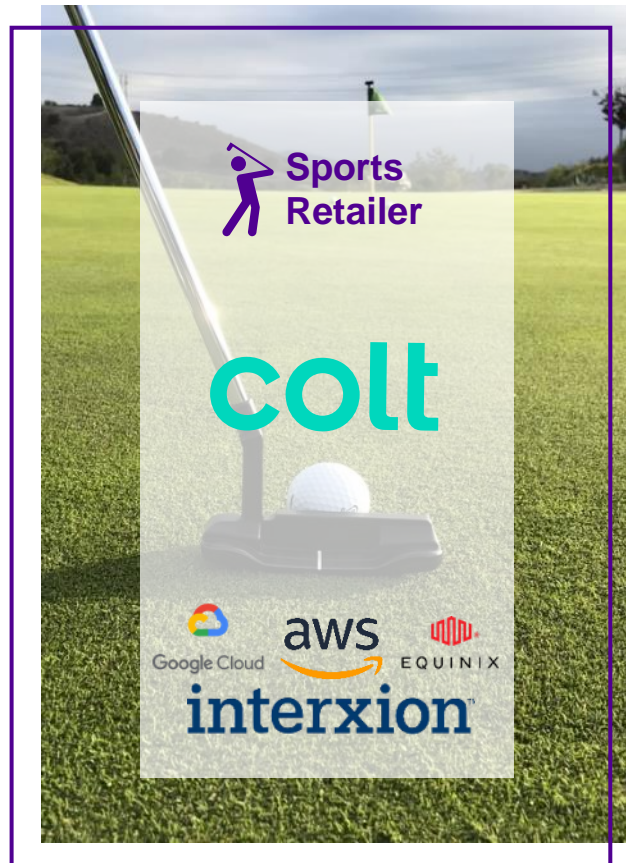
EQUINIX

WHERE OPPORTUNITY CONNECTS



Our collaborative approach builds smart solutions for tough problems

Digital transformation



Mission critical cloud



Voice for the modern workplace



The image features a white background with several abstract, colorful shapes. At the top center, there is a teal, rounded, teardrop-like shape. To its right, there is a yellow circle partially overlapping a yellow ring. Below these, there is a purple circle partially overlapping a purple teardrop shape. At the bottom left, there is a large orange teardrop shape. On the far left edge, a light teal ring is partially visible. The text 'Intelligent infrastructure' is centered in a teal, sans-serif font.

Intelligent infrastructure

Get digital infrastructure on your terms with Colt On Demand

- Order and change services in real-time
- Scale connectivity and bandwidth up and down
- Dynamic billing and pricing

Also available off-net

- Order services to over three million off-net locations
- Scale your network through a highly automated digital portal
- All under a single Service Level Agreement

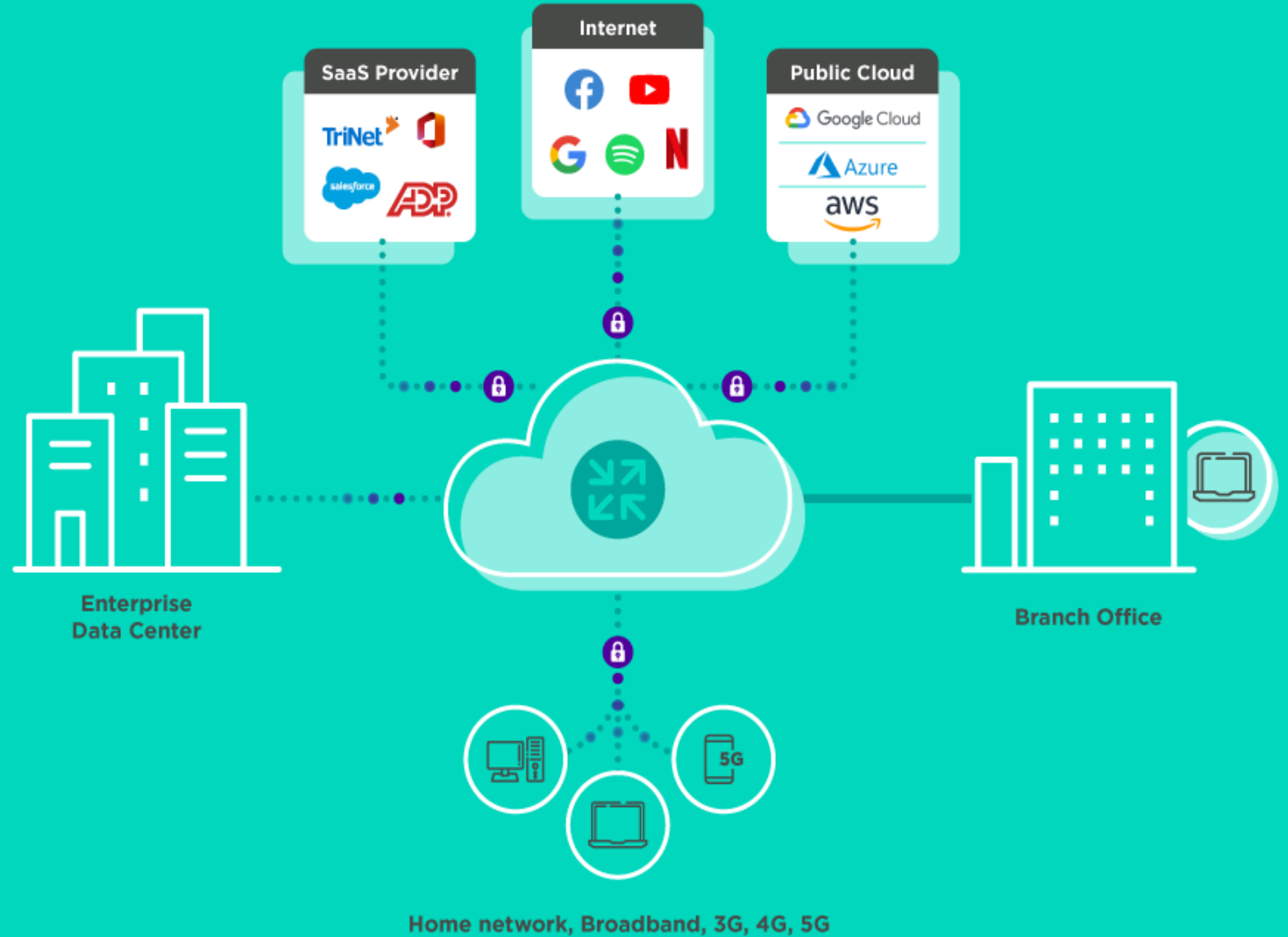


Modern digital infrastructure


Internet becoming the corporate network: SD WAN, enterprise networks are now becoming hybrid.

Users are connecting from everywhere: Hybrid working means working from the office, home or anywhere.


Need for enhanced Security i.e. SASE: With cloud-based infrastructure and remote workers, further expansion of security is needed.



Our intelligent global network helps deliver a seamless customer experience



Simplified relationships



Greater speed



Competitive pricing



Enhanced security



Agnostic cloud connectivity to key global cloud providers



Built for SDN and with proactive performance monitoring



AWARDS



colt
Colt named a Challenger in the 2023 Gartner® Magic Quadrant™ for Network Services, Global

Get the report

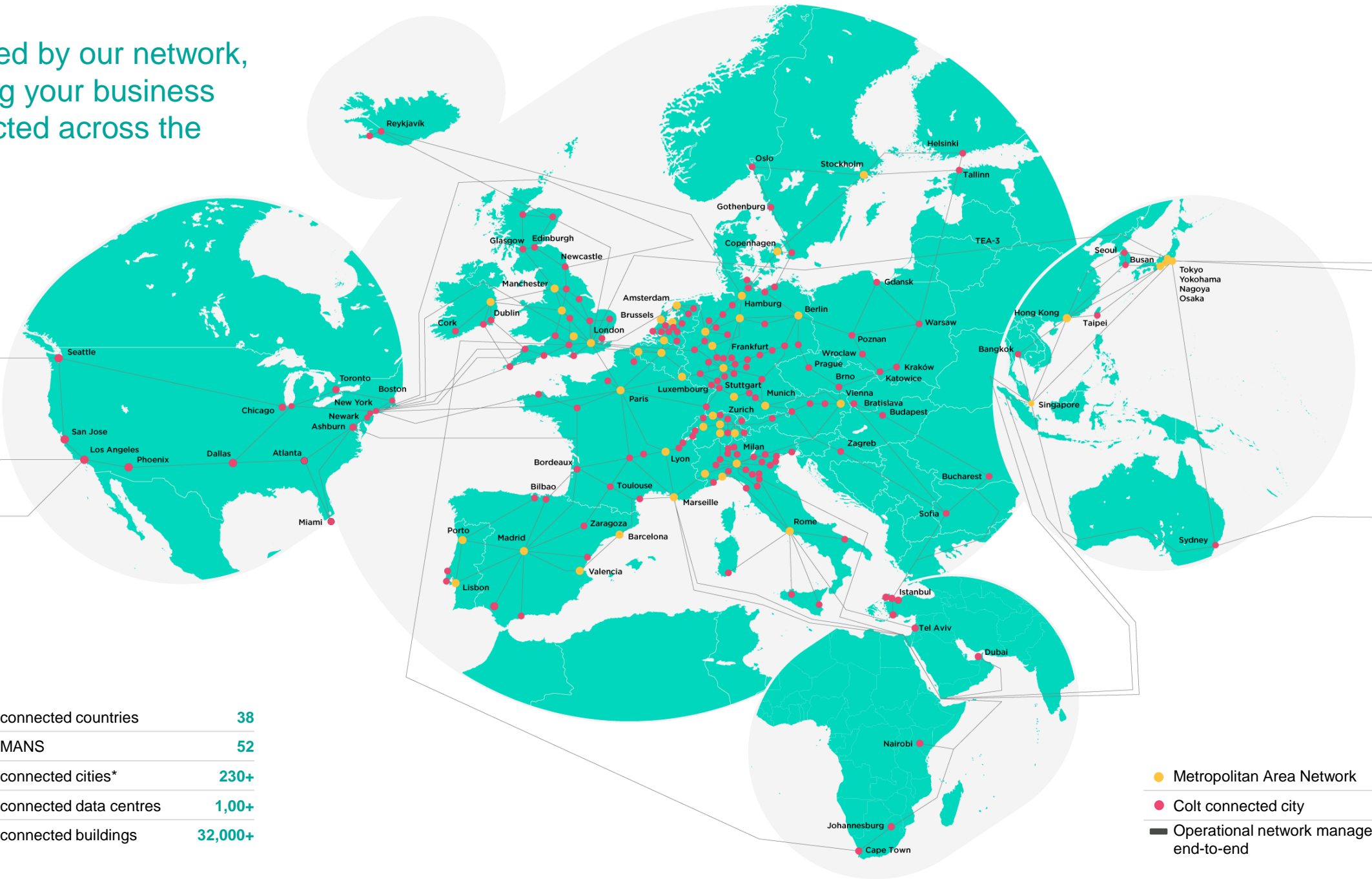
ABILITY TO EXECUTE

COMPLETENESS OF VISION

As of August 2023 © Gartner, Inc

Company	Ability to Execute	Completeness of Vision
Orange Business Services	High	High
Telcel	High	Medium
Telecom Italia	High	Low
China Mobile	Medium	High
China Unicom	Medium	Medium
China Telecom	Medium	Low
Telefonica	Medium	Medium
Telecom France	Medium	Low
Telecom Argentina	Low	High
Telecom Brazil	Low	Medium
Telecom Mexico	Low	Low

Powered by our network,
keeping your business
connected across the
world



Number of connected countries	38
Number of MANS	52
Number of connected cities*	230+
Number of connected data centres	1,00+
Number of connected buildings	32,000+

- Metropolitan Area Network
- Colt connected city
- Operational network managed end-to-end

The image features a white background with several abstract, colorful shapes. At the top center, there is a pink rounded rectangle. To its right, a teal circle is partially overlapped by a teal ring. Below these, a yellow rounded rectangle is partially overlapped by a yellow circle. At the bottom left, there is a teal rounded rectangle. On the far left, a pink ring is partially visible. The text "Shared future" is centered in a teal, sans-serif font.

Shared future

We want to build a better future together



Standards that drive exceptional service

- The only comms provider with GDPR-compliant binding corporate rules
- Accredited to the highest standards of accountability across:



Where we pioneer
new technologies
with our partners that
simplify the complex



Awards



Most Innovative Service Provider of the Year

Colt

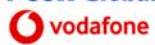
Best Digital Transformation Project in Telco

PLATINUM WINNER



colt
PCCW Global

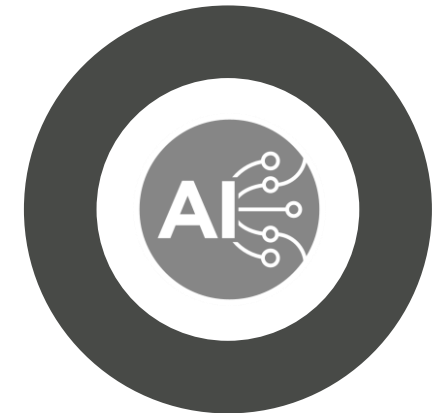
Deutsche Telekom, Colt,
PCCW Global & Vodafone



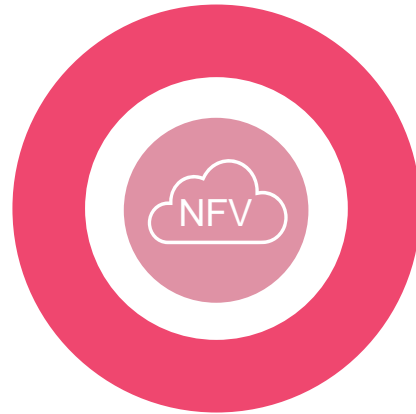
Robotic Process
Automation (RPA)



Blockchain
Multi-Carrier Voice
Settlement



Artificial Intelligence
Network Health Predictor



Network Function
Virtualisation (NFV)



5G



Innovation Labs

Where sustainability is integral to who we are and what we do and how we help our customers



Our science-based targets will drive the future of Colt



Sustainability is central to how we do business



We're committed to helping our customers become more sustainable

Where our award-winning sustainability programme can help your own CSR targets



EMS 549911

SCOPE 1



Our near-term **targets are approved by the SBTi** and we are developing our long-term targets and net zero strategy.

SCOPE 2



46.2% carbon reduction to meet the ambitious target of limiting temperature rise to 1.5 degrees

SCOPE 3



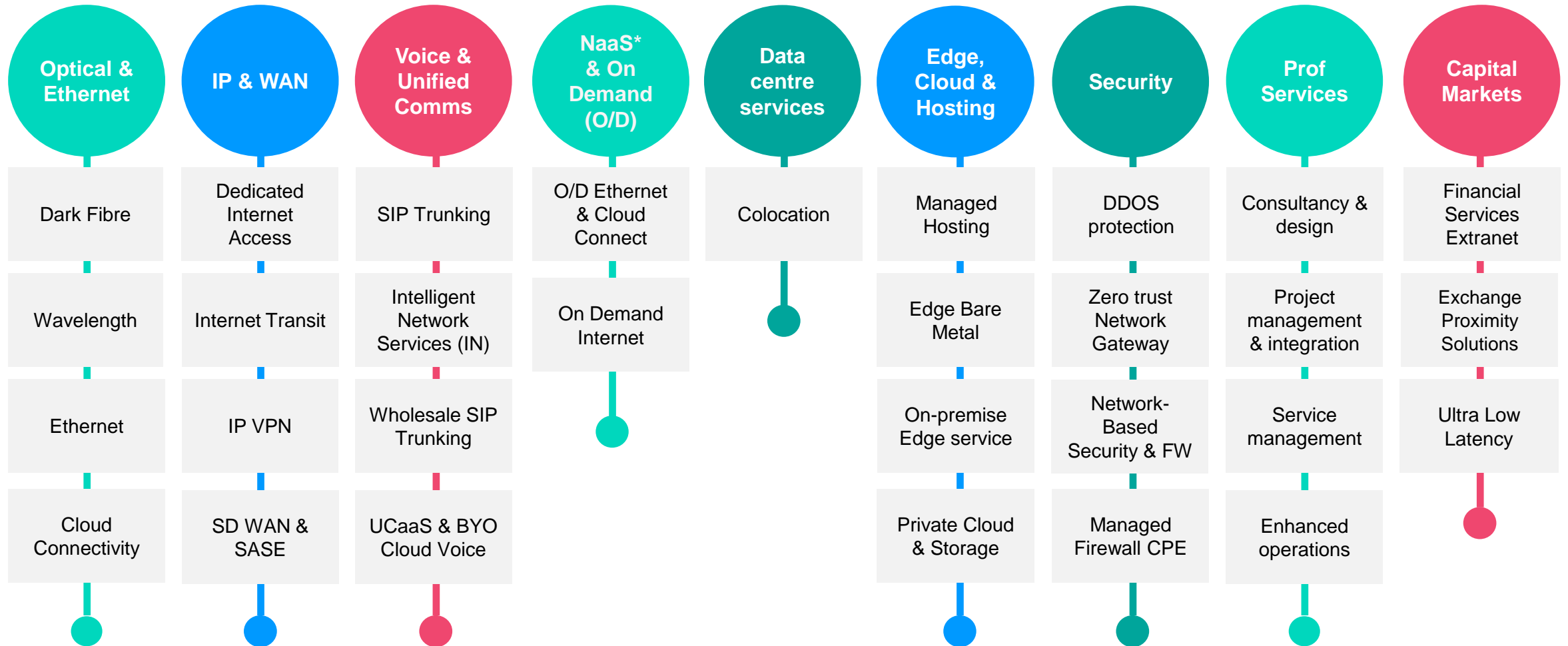
Carbon reduction target to **meet the Paris Climate Change Agreement** base target of limiting temperatures to 'well below 2 degrees' **by 2030**

colt

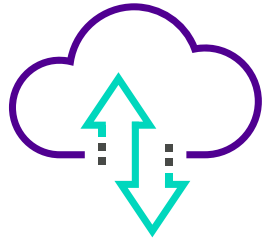
Appendix



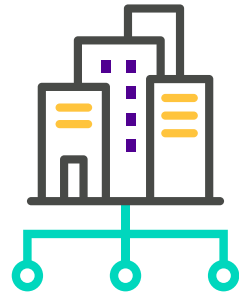
Our portfolio



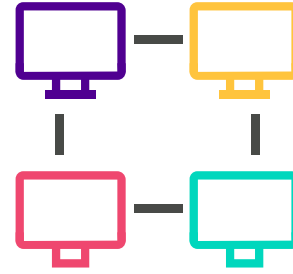
Customer solutions



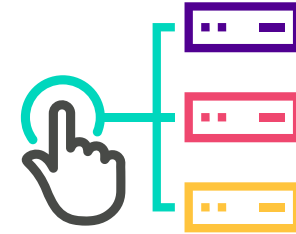
Connecting to the cloud



Connecting your enterprise network



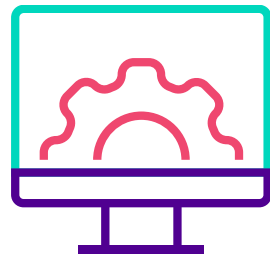
Building your (high-capacity/core/underlying) network



Connecting on demand



Connected voice services



Transforming your digital workplace



Keeping your business secure



Connecting to financial markets

Our industry awards

Overall Portfolio, Strategy, & Execution



Best Global Wholesale Carrier - DATA



Best Global Wholesale Carrier - DATA

Cloud Connectivity



Catalyst team award winner



Colt Dedicated Cloud Access
Best Cloud Innovation



Most Innovative Telco Cloud Strategy



Asian Telecom Awards 2023

Network & Coverage



Outstanding Transformation Strategy



Best Data Centre Interconnect Provider

Automation & SDN/NFV Innovation



Colt and AT&T MEF LSO Sonata API application



NTA SD-WAN Service Excellence Award

Some of our customers

Capital Markets



Enterprise



Analyst recognition continued



"Colt [is] a pioneer in the enterprise network services industry."

Riana Barnard, Best Practices Research Analyst

Our Executive Leadership Team



Keri Gilder
Chief Executive Officer
(CEO)



Jaya Deshmukh
Chief Strategy Officer and
Chief of Staff



Annette Murphy
Chief Commercial Officer



Ashish Surti
Chief Digital and
Information Officer



Caroline Griffin Pain
General Counsel



Gary Carr
Chief Financial Officer

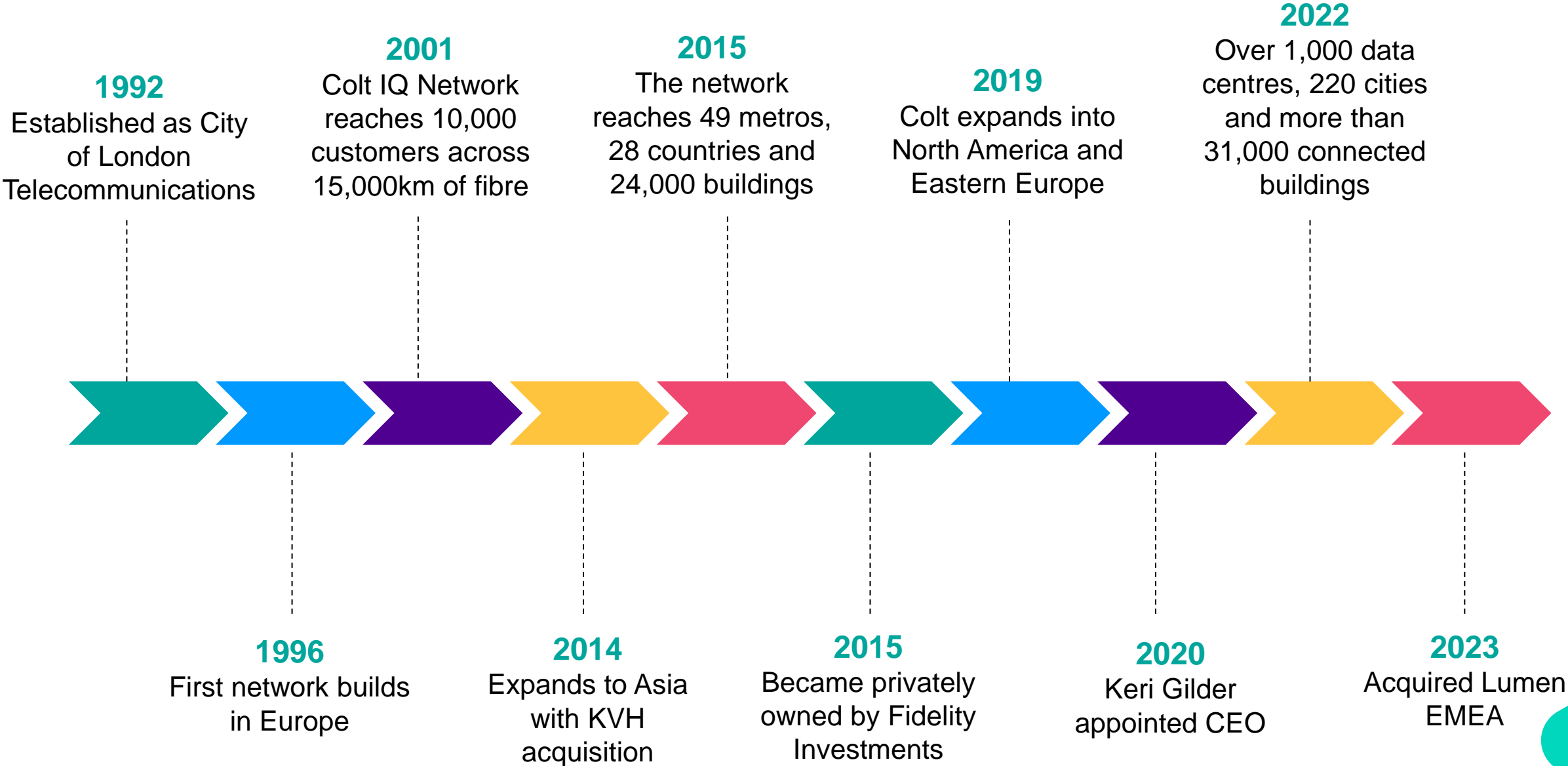


Robin Farnan
EVP Operations and
Engineering



Catherine Leaver
Chief People Officer

Our History



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Thank you

