

## Deutsche Telekom renews Cellnex's certification as a "Zero Outage Supplier" for the fourth year in a row

**In full impact by the Covid-19, Cellnex has been approved once again by the German group in Spain for its quality standards for end-to-end management of the data transmission connectivity service**

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- Through the "Zero Outage Supplier" programme, the Deutsche Telekom Group selects and certifies its **key providers of connectivity services in each country to act as partners** in improving the service to the end customer.
  - Cellnex provides connectivity services to T-Systems, the German group's company operating in Spain, which has been responsible for performing the type-approval and renewal of the certification process based on the criteria and quality levels set by Deutsche Telekom.
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**Barcelona, 29 January 2021.-** The Deutsche Telekom Group has renewed Cellnex Telecom's certification as a "Zero Outage Supplier" for the fourth year running, through Rainer Anton Offermann, Head SuperSquad Production Infrastructure & Service Enabling within the Deutsche Telekom Technik GmbH unit.

This certification is part of the German group's worldwide programme for selecting and certifying their key connectivity service providers in each country, to act jointly as partners in improving the service to their end customer.

The programme sets the German group's quality standards for its customers based on the operational excellence, security and stability of the systems, monitoring of critical components and reduction / resolution of incidents with availability 24/7 by its key suppliers.

**Cellnex Spain Managing Director, Albert Cuatrecasas** greatly values the renewal of this certification for the fourth year in a row: "We believe that this new approval as a Zero Outage Supplier by Deutsche Telekom is extremely significant, especially in a year marked by the impact and extreme difficulties derived from the Covid-19. The demands and prestige of this programme within the sector are very high." And he thanked the whole team for their efforts: "This is an acknowledgement for a further year of a job well done by the company's commercial, engineering, deployment and surveillance teams of the connectivity services (link and fibre)".

Cellnex has been working for Deutsche Telekom in Spain since 2015, providing connectivity services to T-Systems. This company of the German group has been responsible for performing the type-approval and certification process on Cellnex, based on the criteria and quality levels set by Deutsche Telekom.

This type-approval and certification process measures indicators linked to commercial service, compliance with the delivery dates of contracted services, continuity of service, and constant real-time information, scaling, response time and resolution of incidents, to name just a few. It should be underlined that, in accordance with Deutsche Telekom's requirements, the information, management and resolution of serious incidents affecting service are reported in real time directly to Germany.

T-Systems monitored these indicators throughout 2020 along with the quality of the connectivity service and the level of continuity offered by Cellnex.

With Cellnex, the Deutsche Telekom Group has 63 access providers certified as "Zero Outage Supplier" worldwide.

### About Cellnex Telecom

Cellnex Telecom is Europe's leading operator of wireless telecommunications and broadcasting infrastructures with a portfolio of c.107,000 sites, 75,000 of them already in the portfolio and the rest in the process of closing or planned roll-outs up to 2028. Cellnex operates in Spain, Italy, Netherlands, France, Switzerland, the UK, Ireland, Portugal, Austria, Denmark and Sweden. Cellnex's business is structured in four major areas: telecommunications infrastructure services; audiovisual broadcasting networks, security and emergency service networks and solutions for smart urban infrastructure and services management (Smart cities and the "Internet of Things" (IoT)).

The company is listed on the continuous market of the Spanish stock exchange and is part of the selective IBEX 35 and EuroStoxx 600 indices. It is also part of the FTSE4GOOD and CDP (Carbon Disclosure Project) and "Standard Ethics" sustainability indexes. Cellnex's reference shareholders include Edizione, GIC, ADIA, CriteriaCaixa, Blackrock, Wellington Management Group and Canada Pension Plan.

For more information: <https://www.cellnextelecom.com>

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