



Company profile

One Region • One Network • One Offer



Contents

01 Introduction by CEO at GTS Central Europe Group

02 Who are we

03 Our aim. Our vision. Our values.

04 Comprehensive product portfolio

06 Strategic approach to solutions

07 GTS Central Europe group network

08 References

09 Maximum care



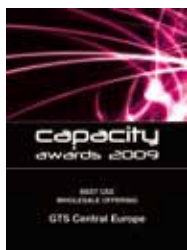
GTS CE Group – main facts

Owners: A consortium of North American and European private equity funds led by Columbia Capital, M/C Venture Partners and Innova Capital.

Revenues in 2009: € 384,5 million
 EBITDA in 2009: € 86 million
 Number of employees: More than 1300

GTS Central Europe (GTS CE) is a multi-layered infrastructure-based provider of integrated telecommunications solutions established in 1993 for the countries of Central and Eastern Europe. Based upon its own regional fiber network, GTS CE provides fixed voice, data, IP, MPLS and broadband services primarily to business customers, as well as to other telecom carriers, mobile operators and content providers.

GTS CE's primary countries of operation are the Czech Republic, Poland, Hungary, Slovakia and Romania, with network extensions and local partnerships involving the neighboring countries of Ukraine, the Baltic States, Bulgaria, Russia, Croatia, Slovenia, Serbia, Moldova and Turkey. The global telecommunications magazine Capacity chose the GTS CE Group as the best wholesale carrier in the Central and Eastern European region for 2005 and 2007 and 2009.



As a leading provider of telecommunications services in the Central and Eastern Europe, our priority is to ensure we remain a unified company working on the constant development of the telecommunications network throughout the region where we are active. Our aim is to continue to be the preferred partner and supplier of integrated telecommunications solutions that innovates progressively and thereby contributes to the satisfaction and trust of our customers.



Our vision:

One Network - One Region – One Offer

GTS CE has an unrivalled footprint within the CEE region, allowing us to offer our customers and partners unrivalled reach and accessibilities within the CEE area. As a single brand present across an entire region, our customers benefit from the level of simplicity, cost savings and efficiency that is hard to achieve for companies using multiple suppliers for all their needs. We see CEE as one region, one that requires only a single network. We are always looking for solutions that simplify the business of our customers.

Our values

For success and maintenance of a unified structure in a highly competitive environment, it was always important that we value everything that has helped us to achieve our present success. The value system in GTS CE significantly affects how we establish our priorities and relations, whether with our customers, contractors, partners, the general public or current and future employees. Thanks to thorough compliance with our standards, we have managed not only to strengthen our organization's position significantly, but also to comply with many of our customers' requests.

Professionalism and guarantee of quality

We always try to match our obligations with the maximum responsibility and professionalism. Our customers can always rely on receiving above-average and technically superior services that are easily available, which ensure complete security and a guarantee of long-term reliability. We also take care to ensure the comprehensiveness of the portfolio of services we offer and their easy integration into existing systems.

Customer satisfaction

Satisfaction and long-term good relations with customers built on mutual trust together form our highest priority. Our partners are regularly updated concerning special offers or new products in our portfolio, and we also offer our clients tailor-made solutions that meet all their requirements in terms of the technical aspects and contract duration. When developing new services, our actions are always governed by our customers' needs.

Innovative solutions

In further developing our services, we continue to look for new options in terms of innovations and improvements to our current systems and products. We place great emphasis on technological perfection and evaluate our work with the best experts. To succeed in a competitive environment means monitoring new trends in the market, and for us this is more than a challenge to go forward, it is also our inspiration behind driving telecommunications to a higher level.

Team of experts

Professional employees form the basis of our know-how, and we believe in choosing the best and assisting them in continuing to develop their potential and qualifications. A good working environment, the right motivation and great teamwork is the way we use to successfully achieve our aims.

The GTS CE Group has a technically developed and wide-ranging network thanks to which our clients can take advantage of a comprehensive portfolio of voice, Internet and data services. Guaranteed quality and the certainty of a secure network are trust-building attributes that our regional and multinational customers have appreciated for 16 years. In return, we offer unified solutions across the entire region, enabling our customers to reduce their costs and worries.



Internet solutions

Since our customers have differing needs, we ensure secure and fast Internet connections that match our client's current requirements within an appropriate price range. In this way they get to choose their optimal solution from the various speeds and technologies we offer.

Voice solutions

In the field of voice services we provide our customers with comprehensive telecommunications solutions at a tried-and-tested quality with reliable professional implementation. We provide telephone services enabling transmission of voice, fax and data, either for smaller corporate customers or large corporations.

Data solutions

We provide data services to any companies that need to link their branches or internal company networks and require high quality of data transmission and contractually guaranteed service parameters. Our solutions have the added advantage of enabling users to remotely access corporate applications or systems for the work outside their office.

INTERNET SERVICES

- GTS Internet Access
- GTS IP Transit
- GTS Internet DSL
- GTS Colocation

VOICE SERVICES

- GTS Direct Voice
- GTS Voice CPS
- Toll-Free Phone, Shared-Cost, Premium Phone Services
- GTS Interconnect

DATA SERVICES

- GTS Lambda
- GTS Leased Line
- GTS Ethernet
- GTS IP VPN
- GTS Fibre



Services provided

Internet solutions

GTS Internet Access

provides dedicated and permanent access to the Internet with guaranteed SLA. This can be delivered via a number of access circuit types such as SHDSL, point-to-point or point-to-multipoint licensed radios, or fiber at speeds from 256 kbps up to 1 Gbps.

GTS IP Transit

provides international internet connectivity via Tier 1 operators and GTS own transit capacities to the main European public exchanges. The service is mainly tailored to the local ISP, Content Providers, ASPs and Carriers with their own autonomous systems.

GTS Internet DSL

provides an asymmetrical fixed connection to the Internet. The GTS internet DSL service is based on the reselling of local incumbent wholesale offers or local loop unbundling of the incumbent's twisted copper.

GTS Colocation

provides a location for installing your company's server in the secure environment of a GTS data centre equipped with the highest-level technology. The service includes the installation of a server in a monitored environment with a back-up power supply, redundant cooling system and fire protection system.

Voice solutions

GTS Direct Voice

Direct voice services (IP and TDM) to all national and international networks, allowing local, long-distance, mobile, international calls and dial-up access to the Internet.

GTS Voice CPS

Carrier (Pre) Selection is an indirect TDM service, allowing local, long-distance, mobile, international calls and dial-up access to the Internet. The incoming route to the end user is preserved from the incumbent. This service is also available for resellers.

Value Added Voice Services

GTS Free Phone: toll-free calls charged to the called party

GTS Shared-Cost: services with shared costs

GTS Premium Phone: for simple and efficient service payments over the phone

GTS Interconnect

Interconnect service offers termination and transit of both national and international voice traffic through a PRI (DSS1), E1 (SS7), H.323 or SIP interface. It includes various supplementary services, regulatory consultations and support.

Data solutions

GTS Lambda

Reliable end to end transparent, high-speed data transmission services up to 10 Gbps. Our new DWDM network enables transmission of SDH, Ethernet and SAN services.

GTS Leased Line

provides permanently secure, reliable point-to-point or point-to-multipoint digital circuit solutions based on our strong resilient SDH backbone, combined with a wide range of last-mile access formats. The service has bandwidths of up to 622 Mbps, which can be terminated by the serial or Ethernet interfaces.

GTS Ethernet

provides a point-to-point or point-to-multipoint connection with a guaranteed bandwidth of up to 10 Gbps and a significant competitive price advantage. It is based on LAN technology across our extensive Carrier Ethernet network and, as a technology, it significantly simplifies network setup and administration.

GTS IP VPN

enables data communication among networks and computer systems that are geographically distributed, via a secure private wide area network based on the IP/MPLS protocol. GTS IP VPN is implemented through a network meeting the required technical quality (QoS) and the defined service conditions (SLA). End user sites can be incorporated through asymmetrical and symmetrical DSL or dedicated digital circuits with capacities ranging from 64 kbps up to 1 Gbps, available as either managed or unmanaged solutions. A rich portfolio of optional services is available: QoS, ISDN or xDSL back-up, performance monitoring and pro-active monitoring, central internet, security, etc.

GTS Fibre

Lease a fibre-optic route with all the advantages of a classic data service.

The creation of the GTS CE Group has led to the formation of a solid structure, thanks to which all of the company's activities can be managed effectively and, therefore, helping to coordinate a unified strategy across the entire central and eastern European region. Our services and the development of new technologies are managed through three divisions—international services, wholesale voice services, and a product and technology development.



International services

The International Services (IS) division is dedicated to the support of our international customers and partners, as well as positioning GTS CE as a true carrier of choice for the region. The IS Business Unit, responsible for wholesale customers, offers our clients a unified product portfolio and seamless network covering the entire CEE region. Its operations involve a wide variety of sales activities, including: the development of new business possibilities, sales support, service management, and the development of regional product portfolio. This goes from the anticipation of customer's needs to the eventual implementation and marketing of new products or services. Our international customers can additionally benefit from a single point of contact, enabling high quality service and simplicity of day-to-day operations.

Wholesale voice services

The Wholesale Voice division provides communications companies with products and solutions in three main product areas — wholesale trading, national interconnect services, and value added services (premium rates, free phones, and dial-up). Serving their customers and developing their markets and reach is achieved thanks to its high performance and exceptional know-how, allowing it to establish itself as the leading international player in the CEE region. With its excellent understanding of regional markets, this division co-operates with the national and international companies in the area of wholesale voice services and solutions and provides regulated interconnect agreements, pure voice transmission, scalable reseller solutions, value added solutions and customer-specific solutions. The basis for connecting a customer's network comprises GTS's own DWDM/SDH backbone and established partnerships with more than 200 operators. GTS Wholesale Voice is currently the only provider able to offer a complete product portfolio, one-stop shopping and SPOC for the whole CEE region.

Network, products and technologies

To maintain a solid position on the telecommunications market, it is fundamental that we work on the constant development of our technologies and products in a way that results in improving the standard and capacity of the whole network, as well as enhancing our service portfolio. This division is in charge of managing, developing and optimizing the entire infrastructure of the GTS CE Group. Its task is primarily to monitor the development of technology on the telecommunications market and then successfully apply it as innovative solutions in our product portfolio. In accordance with our business strategy it is also responsible for expanding and planning new telecommunications networks and preparing their structure across all countries in a way that the performance, availability and high quality of service level remain transparent to their growth. It also supervises the consistent unification of the product portfolio and monitors the needs for new solutions for the local telecommunications markets.

We consider the Central and Eastern European region to be a unified area in which we can guarantee the maximum quality of service provision. We have built a reliable and high-performance infrastructure covering the whole region, giving all our customers access to unified international telecommunications services.



Transport network

Our global transport telecommunication network is based on more than 17,000 kilometers of optical routes connecting all major cities across the central European region. It operates modern, high capacity dense wavelength division multiplex (DWDM) transmission systems based on a ring topology with connections to the regional and metropolitan DWDM/SDH networks covering all major POPs in the region. Our own infrastructure can carry a full range of services (TDM, Ethernet, SAN), while capacity requests of up to 10Gbit/s can be fulfilled with appropriate SLA parameters.

Voice network

The voice network in the GTS CE region is based on traditional voice system, as well as on state-of-the-art Voice-over IP switches (VoIP) with a large number of features and services. The complete redundancy and 99.99% reliability of our systems matches the requirements of all our customers. All types of current interfaces are available across five countries, while the huge volume of value added services (VAS) means we have the right solution for any request.

Central European MPLS network

Our MPLS is a state-of-the-art, virtual private network for the Central and Eastern European region offering intelligent network processing that is both reliable and feature-rich, providing carriers with flexibility for their global provisioning. Carrier MPLS is a service which interconnects the carrier's network with the GTS Regional MPLS network. We provide those sites that lie outside the carrier's own network with its own network, and manages the traffic so that the GTS Regional network supports the same classes of service as the carrier offers to its customers.

The entire network monitored

Every element of the GTS CE network is carefully monitored at INOC, the GTS CE International Network Operations Centre, which is a common network-monitoring facility based in Warsaw. The main objective of INOC is to provide overall continuity for all GTS CE services by analyzing and troubleshooting all network interruptions and monitoring all lines and network devices across five countries. In the event of any query our customers can take advantage of our Single Point of Contact. By dialing just one

number their inquiries will be registered in the GTS CE CRM system. INOC, which is fully equipped with a sophisticated network monitoring and analysing tools and is manned by skilled engineers who will immediately diagnose the issue and take care of any troubleshooting. This cutting edge facility operates 24 hours a day, 7 days a week, and is highly secure and equipped with multiple back-up power supplies.

Data centers

All our data centres in each of the five countries of the GTS CE Group are equipped with up to date technologies such as emergency power supply (UPS, back-up batteries, diesel generator), appropriate air-conditioning, fire protection systems and secure access-evidence systems. Connectivity is provided by our optical fiber network while our collocation services give you also fast and reliable links to other available carriers in the area.

From our position in the Central and Eastern European region, we are able to provide our services to two target groups - wholesale providers of communications services and corporate clients. In co-operation with telecommunications operators, systems integrators and data service brokers, we create a unified network of quality services featuring unique availability. In the field of corporate clientele, we focus on international companies in all the regions of Central and Eastern Europe, primarily in the field of finance, banking and IT, while we also provide services to retail chains, consultants and other companies.

**Companies and corporations:**

Auchan
Bonduelle
Cetelem
Citibank
Coca-Cola
Danone
Ericsson
General Motors
GE Money Bank
Hewlett Packard
IKEA
ING Bank
Pepsi-Cola
Unilever
Tesco

Wholesale customers:

AT&T
Belgacom
BT / BT Infonet
C&W
COLT
ETT
Global Crossing
Golden Telecom
Introute
Invitel
KPN
LEVEL
LINX
Netera
NTT
Orange
OTE
PCCW
Qwest
Rostelecom
Sprint
TATA
TDC
Telecom Italia
Telekom Austria
TeliaSonera
Tiscali
T-Systems
UPC
Verizon
Vodafone

Thanks to our long experience and motivation to succeed in a competitive environment, we offer the maximum degree of professionalism, we are a preferred supplier of services and are a reliable business partner. It is therefore our priority to continue in maintaining long-term relations with our customers built on mutual openness and a serious, individual approach.



Stability on the European telecommunications market

Our professional approach and strategic growth, with the assistance of several acquisitions, has elevated us into becoming a leading provider of telecommunications solutions. We regard the unifying of a comprehensive range of telecommunications services into one network for the whole of Central and Eastern Europe as a great success, the one from which our customers can directly benefit. We wish to build on this position of a strong player on the European telecommunications market in a responsible and systematic manner in the future.

Customer care

For us, a friendly and flexible approach is the key to satisfying our customers. To build the necessary trust and to assure our customers of the quality of our services, we remain in constant contact with them, regularly train our customer service staff and, when developing new solutions, we always consider what fundamental benefits will facilitate the communications options for our clients. Our customer-oriented approach is second nature to us here at GTS Central Europe - We know you only get one chance in this life, so we get it right, the first time and every time.

Benefits of our services

Many telephone operators lack their own local network and instead take advantage of the services of other operators. This results in more potential points of failure and a solution management structure that must span several operators and network management centres. In contrast, the GTS Group provides our customers with solutions from within our network; we are therefore very proud of the fact that we are almost unrivalled in our ability to provide not only the most robust solutions but also the most robust pricing as well. Customer contact centres are always available to our customers, and are happy to help with all services we provide and will immediately assist by proposing a solution to any technical problems.

GTS CE Group - Contact Details

Headquarters:

GTS CENTRAL EUROPE
Address: Al. Niepodległości 69, 02-626 Warszawa, Poland
Tel.: +48 22 488 80 00
Fax: +48 22 488 14 21
Web: www.gtsce.com

Country Headquarters:

Czech Republic

GTS NOVERA s.r.o.
Address: Přemyslovská 2845/43, 130 00 Praha 3, Czech Republic
Tel./fax: +420 225 25 11 11
e-mail: info@gtsnovera.cz
Web: www.gtsnovera.cz

Hungary

GTS Datanet Telecom Ltd.
Address: Ipartelep u. 13-15, H-2040 Budapest, Hungary
Tel.: +361 814-4000
Fax: +361 814-4047
E-mail: info@gtsdatanet.hu
Web: www.gtsdatanet.hu

Poland

GTS Energis Sp. z o.o.
Address: Al. Niepodległości 69, 02-626 Warszawa, Poland
Tel.: +48 22 488 80 00
Fax: +48 22 488 14 21
E-mail: info.centrum@gtsenergis.pl
Web: www.gtsenergis.pl

Romania

GTS Telecom srl
Address: Dimitrie Pompei 10A, 020373 Bucurest, Romania
Tel.: +40 (0)312 200 200
Fax: +40 (0)312 200 222
E-mail: info@gtstelecom.ro
Web: www.gtstelecom.ro

Slovakia

GTS Slovakia, a.s.
Address: Einsteinova 24, 851 01 Bratislava, Slovak Republic
Tel.: +421 2 32 487 111
Fax: +421 2 32 487 222
E-mail: info@gts.sk
Web: www.gts.sk