

Working With Us

euNetworks Customer Handbook



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Welcome to euNetworks

Thank you for choosing euNetworks - we're proud to be your digital infrastructure partner.

Our focus is on delivering scalable, intelligent, AI and Cloud-ready solutions that drive growth for your business. We're committed to advancing the technology and infrastructure that powers your success and we aim to embed that commitment throughout your entire customer journey with us.

You may have seen that we recently launched our new brand, which we see as an evolution of everything we've built so far. As our business has grown, so has our ambition, and this refresh gives us a clearer, stronger way to express our vision, our mission and the impact we're here to make in the world.

What hasn't changed is who we are, what we stand for, or the purpose that drives us forward. **euNetworks is the Backbone of Europe's Digital Future**, and, as our valued Customer, your success is our top priority. Our team is dedicated to providing you with market-leading services alongside a seamless experience, and we hope that your journey with us has reflected this so far.

This Customer Handbook outlines everything you need to know about working with euNetworks - from key processes and contacts to the service features you can manage through our Customer Portal.

We consider ourselves an extension of your team, and we're here to support you every step of the way. Please don't hesitate to contact us at any time.

Thank you for your partnership.

Marisa Trisolino

CEO of euNetworks

About euNetworks

euNetworks is a critical bandwidth infrastructure company. We own and operate 18 fibre based metropolitan networks connected with a high-capacity intercity backbone covering 53 cities in 17 countries. euNetworks leads the market in data centre connectivity, directly connecting over 600 today, and is also a leading cloud connectivity provider, with over 180 on-ramps on our network directly connecting all key cloud providers and major platforms. This coupled with our extensive connected data centre footprint positions us strongly to support and enable our Customers with their AI and cloud infrastructure developments and challenges.

We offer a targeted portfolio of metropolitan and long-haul services across our network platform and Super Highways, including Dark Fibre, Wavelengths, Internet and Ethernet. Our customers benefit from our unique inventory of fibre and duct-based assets that are tailored to fulfil their high bandwidth needs.

The company is actively committed to sustainability, striving towards net-zero carbon emissions, promoting environmentally responsible supply chain practices, and engaging collaboratively with the industry to address the environmental challenges ahead. For further information visit eunetworks.com.

Much of the information outlined in this Customer Handbook and real-time access to your euNetworks service information is available in our Connected Customer Portal. The Connected Customer Portal is your dedicated digital platform and point of entry to the business, complementing the euNetworks team and enabling true self-serve.

You can register for Portal access [here](#).

The blue text boxes throughout this Handbook call-out the information you can access on the Connected Portal.

1. Your Dedicated euNetworks Team

You have a full team of euNetworks experts dedicated to you and here to help. Typically, your key contacts will be:

Account Manager

Your Account Manager is your main point of contact at euNetworks, dedicated to helping you succeed. They will ensure that we have a strong understanding of your business requirements, working with you to determine how we can best support your strategic priorities, from your first service with us and going forward.

Sales Engineer

Your Sales Engineer handles the technical aspects of your service, identifying the best solutions to meet your requirements. They're your dedicated pre-sales engineer, leading on your solution design and supporting you in making technical decisions for your existing services and as your bandwidth journey evolves.

Delivery Team Member

You will be assigned a member of our Delivery Team as a primary point of contact for all matters related to delivery. They will guide and support you through the delivery journey to the point at which your service is live and handed over to you.

Activation Support

Once your service is handed over, the Customer Activation team will support activations, any further adjustments of service and scheduled migrations to accommodate your business needs.

Customer Care

Our Customer Care Centre (CCC), integrated with our Network Operations Centre (NOC), provides 24/7/365 support for your billing live services. They are responsible for network reliability and performance, major outage management along with customer case resolution and support.

Service Manager

You may be assigned a dedicated Service Manager who will be responsible for service reporting, service reviews, trend analysis, problem identification and management, performance analysis and management of Service Improvement Plans.

In addition to your key contacts, the entire euNetworks team is here to support you – please do reach out to us.

Customer Portal Functionality

You can manage your core team contacts, ensuring that your dedicated euNetworks team are communicating with the correct individuals in your organisation on any aspect of your service.

2. The Delivery Process

We work hard to ensure that our delivery process is as seamless as possible. Here's what to expect:

1. Getting Started

- ▶Receiving your confirmation: You will receive your order acknowledgment email within five (5) working days. It will provide:
 - Your personal Delivery Team member's contact - they're your primary point of contact, guiding your service through to installation.
 - Your Targeted Delivery Date (TDD). This is our best estimate, based on standard times, unless we've agreed on a specific date with you.
 - In the rare case you have not received an order acknowledgement within five (5) working days, please contact your Account Manager.
- ▶Service specific items or components are ordered: When specific items are needed for your euNetworks service we'll immediately begin ordering these as needed.
- ▶Site access is arranged: Our partners or vendors might reach out to you to arrange necessary visits to your site(s).

2. Roll-out

- ▶Deployment commences: The euNetworks Operations team and our local delivery partners will begin to roll-out your services.
- ▶Precise connection details: If your service needs an extension or a Cross Connect, euNetworks or the local vendor will provide you with an LOA/CFA document, clearly showing the exact handoff points and connection types.
- ▶Keeping you informed: Your dedicated member of the Delivery Team will keep you updated every step of the way with progress milestones. Feel free to ask them any questions you have about the delivery plan along the way.
- ▶A seamless delivery experience: your Delivery Team member works with everyone involved to ensure your installation is seamless.

Customer Portal Functionality

On the Services page, you can track the delivery status and view the expected delivery date in real-time.

3. Your Service is Live!

- ▶ Ready For Service email: You'll receive your Ready for Service (RFS) email which indicates that your euNetworks service is operational and ready for use.
- ▶ Handover documents: Your Delivery Team member will send you a separate email containing the handover document for your service. This document will detail all aspects of the service.
- ▶ Everything you need to connect: This notice gives you all the details required to turn-up your service, along with your Dedicated Support contacts for the life of your contract.
- ▶ NOC: From here on, the euNetworks Network Operations Centre (NOC) now manages your service. You can find their contact information and escalation details below or in your Connected Portal account.

Customer Portal Functionality

You can view your active services, download the latest LOAs, manage IP addresses (create new, edit or delete an existing one) directly in the Connected Portal.

3. Customer Activation

If you have recently purchased new services from us, euNetworks provides a dedicated test and turn up function to ensure specialised support for service activation as well as hot cuts, scheduled migrations and service modifications.

The function covers extended European hours covering early morning and late evenings, from 08:00 to 23:00 Monday to Friday. This allows us to support our Customers who may be located across different time zones.

In the case of scheduled migrations or in-life service modifications and switch overs, we offer to support these activities during maintenance windows as agreed with you. To ensure we serve you the best across different time zones, we ask that you please provide us with a minimum of 48 hours notice. This means that we can align the right resource to support you, plan the technical feasibility of the change, and appropriately cover off any other required workflow.

4. NOC and Customer Care Centre Support 24/7

We provide you with ongoing support for your installed services 24 hours a day, 7 days a week, 365 days a year. Your success is our priority.

Our Customer Care Centre (CCC) is integrated with our Network Operating Centre (NOC) and is dedicated to managing your services in the most customer-centric, responsive way.

The team continuously monitors network health, initiates trouble tickets when potential issues are detected, and delivers professional customer service and technical support. If a problem arises with your service, we act swiftly to resolve it.

Direct Line:

For UK +44 20 7952 1355 For Germany +49 69 9055 4270

Email: customercare@eunetworks.com

Customer Portal Functionality

Use the Support section in the Portal to open and track trouble tickets, receive real time updates from engineers, and submit general requests. Visit the Planned Maintenance section to review scheduled or in-progress maintenance windows.

5. Incident Management

We strive to ensure that incidents are rare, however if they do happen, we want to solve them swiftly. If you experience trouble with your euNetworks service, please contact the Customer Care Centre by email or phone and request they raise a trouble ticket on your behalf, or raise an incident via the euNetworks Connected Portal.

To facilitate troubleshooting, we need you to please provide the following information to your euNetworks Customer Care Centre contact. This enables the team to act as quickly as possible to support you and resolve the incident.

- ▶ Customer Entity
- ▶ euNetworks Service Number
- ▶ euNetworks Service ID/Customer Circuit ID
- ▶ Date and time of the occurrence
- ▶ Description of the problem
- ▶ Contact information (name, email address, telephone number, etc)

Every incident is issued with a unique case number which is used as an identifier for the incident. All communication and information regarding the incident are tracked by this case number. We will use all reasonable endeavours to provide you with your case number within 15 minutes.

- ▶ If you choose to call us, then you will be greeted by an Automatic Call Handler.
- ▶ Additionally, you may choose to leave a voice message. These will go directly to a Customer Care engineer for processing and resolution.
- ▶ Our Call Handler system enables improved handling of calls in the event of high call volumes.

6. Incident Lifecycle

We manage incidents through a case with a predefined workflow consisting of the stages detailed below. You will be provided with updates at each stage and more frequently if the repair becomes extended. These updates will be delivered to you via email to your identified contacts for the service.

Lifecycle stages

1. Incident Reporting and Classification

Categorises the incident, assigns a priority, assesses the details and provides initial support. Based on the nature of the event that you report, we will categorise the incident by one of the following types:

- ▶ **Impairment:** is defined as a non-service impacting degradation of your service which affects the standard of quality. Examples of impairment issues could include: packet loss, jitter, delay, capacity limits, port failure (with working redundancy in place).
- ▶ **Outage:** Occurs when there is a total loss of service. Examples of an outage could include: loss of power, equipment failure, software failure, fibre cut, natural or man-made disaster or catastrophe resulting in services being completely unavailable to you.
- ▶ **On hold:** A ticket will be set to the status 'on hold' if we are waiting for important information from you or awaiting access to a Customer site. The time the ticket is set to 'on hold' will be excluded from the SLA. Examples include: awaiting access to customer location, we are unable to reach our end-customer to conduct a troubleshooting session, or when we agreed to proceed with the restoration at a specific time. Please be assured, we actively strive to prevent 'on hold' times and do not automatically assign these to the incidents.

2. Analysis

Collecting and analysing the information and preparing for resolution. The assessment will continue to review all incident data available to identify appropriate responses and actions.

3. Progressing

This is performed once the incident is fully understood. Finding a resolution to an incident means identifying a way of rectifying the issue. Fix agents are identified and mobilised to resolve the issue.

4. Service Restored

The fix agent undertakes the work required to resolve the incident. During this time your service will be restored. As we are still working in close proximity, the incident is not yet cleared.

5. Clear to Customer

The Customer Care Centre confirms that the incident has been resolved. This confirmation is provided to the contact who reported the incident. The ticket is closed on your confirmation of issue resolution, or is deemed to have been fixed if, within 24 hours after being handed back to you, no reasonable response has been received following at least two attempts to contact you. Additionally, the Customer Care Centre ensures that the incident continues to be monitored after closure of the case and that service continues to be fully restored as expected.

6. Final clear

When the Customer Care Centre closes the ticket, they issue a brief summary of the ticket containing relevant details and a basic reason for the incident.

Customer Portal Functionality

Full incident lifecycle visibility is provided in the Portal, including ticket creation, updates, and resolution confirmation.

7. Target Repair Times

For service-affecting faults, euNetworks targets a Time to Repair (TTR) as specified in the service order. The Time to Repair is the time between opening a fault ticket on the euNetworks tracking system (either by Customer notification or euNetworks initiation) and the time the fault is repaired and set to Service Restored or Clear to Customer.

8. Problem Management

The primary objectives of Problem Management are to prevent problems and resulting incidents from happening, to eliminate recurring incidents and to minimise the impact of incidents that cannot be prevented. Problem Management is executed by our Customer Care Centre.

9. Reason For Outage

If a formal Reason for Outage (RFO) Report is required, we will create a new case and respond accordingly. Please note that the processing of a formal RFO can take up to 10 working days. In the event of a major outage, we will issue an RFO at our own initiation, explaining the details of the incident, root cause analysis, steps taken to restore service, timelines and next steps for preventive controls.

An RFO Incident Report includes the following information:

- ▶ Management Summary
- ▶ Incident Details
- ▶ Problem analysis
- ▶ Service Improvement Actions/Plan

10. Operational Escalation Matrix

We endeavour to ensure that you never have to escalate an issue, but we recognise that there may be times when a hierarchical escalation is appropriate during the Incident Management resolution process. We encourage you to follow the escalation steps outlined below. We remain committed to ensuring swift resolution and maintaining clear, effective communication with you throughout the process, and listening to your feedback.

Level 1: Engineer on duty
For UK +44 20 7952 1355
For DE +49 69 9055 4270
level1@eunetworks.com

Level 2: Senior Engineer on duty (2 hours following incident creation)
For UK +44 20 79521 366
For DE +49 69 90554 366
level2@eunetworks.com

Level 3: Shift Leader on duty (4 hours following incident creation)
Peer to Peer escalation – Angel Banev | Emil Georgiev | Lyudmil Lakov | Valeri Kolibarov
For UK +44 20 79521 377
For DE +49 69 90554 377
level3@eunetworks.com

Level 4: Senior Manager (8 hours following incident creation)
Peer to Peer escalation – Ivan Petrovic | Michael Zylla | Samer Abu-Gosh | Sohan Castelino
For UK +44 20 79521 388
For DE +49 69 90554 388
level4@eunetworks.com

Level 5: Director (12 hours following incident creation)
Peer to Peer escalation – Nitesh Mohite
For UK +44 20 79521 399
For DE +49 69 90554 399
level5@eunetworks.com

11. Scheduled Maintenance

To ensure that our infrastructure is operating correctly and to avoid any unscheduled breakdowns or downtime, we must conduct regular routine maintenance on our network, including upgrades and augments. These scheduled maintenance workflows are planned within specific windows to avoid service interruption wherever possible. Procedural reviews will determine whether maintenance is service affecting (SA) or non-service affecting (NSA) and we will advise you accordingly.

- ▶ All service-affecting maintenance events are advised with a lead time of 10 days.
- ▶ In some instances, we also inform of non-service affecting maintenance events, which are on a shorter lead time of 5 days.

Class	Notification	Description
1. Major	10 days* (minimum) SA and NSA	Work that may cause a major service outage. Complete loss of service due to backbone, or other infrastructure maintenance. Complete loss of market, data centre, infrastructure, aggregation points, hardware failure, fibre cut and multiple customer/location failures.
2. Multi Customer	10 days* SA and NSA	Work that may cause complete loss of service or high degradation of the quality of service for multiple customers.
3. Single Customer	10 days* SA	Work that causes complete loss of service or high degradation of the quality of service for a single customer.
4. Impairment	10 days* SA	Work that may cause a performance reduction or degradation of customer applications. Includes Quality of Service issues, packet loss, bandwidth restrictions or latency outside of SLA.

We will notify you by email or in writing in advance of scheduled maintenance if it is reasonably expected to create any service interruption. Where there are reasonable grounds to do so, you may request the date of the scheduled maintenance to be changed, either in email or writing, no later than one working day following the initial notification of the maintenance.

If you notify us and therefore reject the originally scheduled maintenance date, an alternate date will be provided at least five working days after the originally proposed date if possible. We then ask that you please make all reasonable endeavours to comply with the timing as it's important the maintenance work is done.

Notification of scheduled maintenance will include the following information:

- ▶Proposed start date and time of scheduled maintenance
- ▶Proposed duration of scheduled maintenance
- ▶Details of affected circuits or equipment

Scheduled maintenance will normally take place during off-peak hours (between 00:00 and 06:00 CET) unless agreed in writing with affected Customers or as stated in your Customer legal agreement.

Wherever possible, we will make reasonable endeavours to minimise scheduled maintenance.

Customer Portal Functionality

View all scheduled, ongoing, and completed maintenance relevant to your services in the Planned Maintenance section of the portal.

12. Emergency Maintenance

On occasion, we may identify that there are developing incidents that may threaten business continuity or majorly affect services. In this circumstance we may implement mandatory emergency maintenance to fix the issue before a more significant event occurs. We will use our reasonable endeavours to maximise the notice period for such events, but by their nature, the notification will be less than 10 days.

13. Site Access

Access to euNetworks and third-party technical sites is limited to authorised personnel only and should be requested at a minimum of 24 hours in advance. Emergency cases with a valid reason are processed within 24 hours. Through careful monitoring and control of access, personal safety and network integrity is assured.

Non-Emergency Access

During European business hours, our Customer Care Centre (CCC) will manage and process all access requests.

- ▶As these requests are processed, a ticket number will be confirmed to you.
- ▶If required, you must provide additional information for us to manage this for you.
- ▶When access is granted, you will receive confirmation.

Access request forms received outside of business hours will be processed the following day, unless deemed an Emergency work.

Emergency Access

Emergency Access is defined as unscheduled work that needs to be carried out urgently. This will normally be in response to a fault but may also include responding to a set of conditions, which if not acted upon quickly, will very soon lead to a fault condition.

Access requests for an euNetworks Colocation Centre/Area or a third-party technical site must be requested via email to the Customer Care Centre - access@eunetworks.com. The Customer Care Centre must receive the email with the following information at least 24 hours before the required access date:

- ▶ Company, access requestor with contact phone number
- ▶ Name of Colocation Centre
- ▶ Service Reference / Room / Rack
- ▶ Name of Colocation Customer or Local Access Provider respectively
- ▶ Company, name and mobile of all persons needing access (The mobile number of engineer attending the site is mandatory for health and safety reason)
- ▶ Desired period of access
- ▶ Number of access card(s) (only available at euNetworks Colocation Centre)
- ▶ Kind of scheduled works, scope of works
- ▶ Issued by an authorised requestor
- ▶ On receipt of the information, the access request will be confirmed by the Customer Care Centre via email.

For emergency Access we suggest a follow up call to the Customer Care Centre. Direct Line +49 69 9055 4270 (for German) or +44 20 7952 1355 (for English).

Customer Portal Functionality

Easily submit and track site access requests from the Site Access section, reducing the need for email-based communication.

14. Network Management Approach

We work in accordance with the ISO/ITU standard model, FCAPS, for network data gathering for Performance, Accounting (Billing) and Faults (events/alarms).

We follow ITIL for Incident, Problem and Change Management.

15. Billing

Our teams work hard to ensure all Billing is processed quickly and accurately. In the rare event you have a Billing issue to escalate, please refer to the matrix below.

Level 1: Accounts Receivable Team - billing.disputes@eunetworks.com

Level 2: Accounts Receivable Manager - ar.management@eunetworks.com

Level 3: Finance Leadership - finance.management@eunetworks.com

Level 4: Executive Escalations - customer.escalations@eunetworks.com

Level 5: Chief Financial Officer - cfo@eunetworks.com

euNetworks will acknowledge billing dispute escalations within one (1) business day, confirming receipt and next steps. Resolution times depend on dispute complexity. Escalations should proceed sequentially through the levels outlined above. Where escalation levels are skipped, the request may be redirected to the appropriate escalation point.

Customer Portal Functionality

Access and download all invoices and credit notes anytime in the Billing section of the Portal.

16. Your Feedback

As our Customer, your success is our number one priority. We continue to focus on improving your experience with us and your feedback is vital for helping us drive continued improvements.

We appreciate the time this takes, highly value it and will always follow up to improve the experience we offer.

17. Service Credits

As our valued Customer, we've tried to make it easy for you to know your rights with respect to Service Credits. You can find the key information in your Contractual Agreement with euNetworks.

In the event that you wish to make a claim please contact your Service Manager or Account Manager with the specific issue, referencing:

- ▶ Ticket number (if applicable)
- ▶ Reason
- ▶ Service Number
- ▶ Supporting information

18. Other Information to Support You

Sustainability - helping you understand and manage your Impact

euNetworks is focused on meaningfully supporting you in achieving your ESG and decarbonisation goals. We've developed innovative, data-driven tools that offer emissions reporting on network construction projects and individual services.

The euNetworks Network Construction Carbon Tool - This tool assesses carbon emissions from network construction projects, offering transparency around greenhouse gas (GHG) emissions for proposed new builds. It enables you to understand and accurately report the environmental impact of such projects, empowering adjustments to reduce your carbon footprint.

The euNetworks Carbon by Service Tool - This tool calculates the carbon emissions associated with each euNetworks service. It allows you to report on the environmental impacts of your network services, especially Scope 3 emissions - those from the upstream or downstream supply chain - specifically the network connections owned and managed by euNetworks.

We're also actively working across our supply chain, driving eco-system ESG improvements for your benefit.

We hope these tools are helpful to you. Please contact your Account Manager to access these calculations and discuss them further.

Digital Enablement

We continue to enhance and evolve our Customer engagement with investment in digital channels that provide you with quick and real-time access to self-serve the management of your network services with us.

euNetworks Connected Portal

Our Connected Customer Portal provides you with direct access to your euNetworks services, available to you from a single login, 24/7.

Real-time view of your services:

Once logged in, users see a personalised network map showing circuits across data centres and buildings, alongside an interactive, colour-coded dashboard. The dashboard provides a real-time view of service status, including active, in-delivery, and impacted services, as well as any disruptions.

Immediate pricing:

The Portal's quoting engine provides immediate pricing for Ethernet, Internet and Cloud Connect. You can compare multiple bandwidth and term options, check delivery dates, and place an order in just a few clicks.

Estimated carbon emissions:

A leaf icon in the Connected Portal indicates calculated carbon emissions at different levels:

1. Service level: Estimated market-based emissions for each service since billing went live.
2. Quoting flow: Estimated carbon emissions for the selected product, bandwidth, and term for each quote.
3. Account level: An account-level report showing estimated total carbon emissions by service and product.

Ongoing service management:

The Portal allows you to:

- ▶ Monitor your order progress
- ▶ Monitor in-service performance
- ▶ Review planned maintenance windows
- ▶ Submit and track support tickets with live status updates from euNetworks engineers

Administrative tasks:

All administrative tasks can be handled in the Portal - invoices and credit notes are available in full detail, IP addresses are easily configured and managed from the dedicated service page, Letters of Authorization (LOAs), site access requests, and KMZ files can be generated or downloaded as needed.

Navigating Key Portal Features

Homepage: Interactive map with all services and real-time status.

Services: Track delivery, manage IP addresses, generate LOAs, and download route maps and KML and KMZ files.

Quotes: Get and compare prices for Ethernet, Internet and Cloud Connect services, save, and convert quotes into order.

Billing: View your billing history, access invoices and credit notes.

Support: Raise and monitor trouble tickets with live engineer updates.

Site Access: Submit and monitor access requests.

Maintenance: Get visibility into all planned and ongoing maintenance events.

To get access, contact your Account Manager or submit a request [here](#).

New functionality

Meet Pathfinder - the newly launched functionality that allows you to design long haul-waves and metro fibre routes in seconds.

Pathfinder allows you to:

- Design and compare multiple capacity-checked routes for Long Haul Waves and for Metro Fibre. Pathfinder is sourced with 90 000+ route options.
- Download KMZs immediately and integrate them into your planning tools.
- Request a quote and get a confirmed order form your Account Manager in 30 minutes

Connected APIs

If you're looking for rapid, automated, high-volume connectivity then our APIs are likely a good fit for you. euNetworks' [Connected API suite](#) allows you to embed euNetworks' services directly into your own platforms. They support location and product discovery, quoting, ordering, and trouble tickets submission directly from your organisation's own software.

The foundation follows LSO Sonata standards to support interoperability with global carrier platforms. Where those standards fall short - either by being too limited or too complex - euNetworks offers additional proprietary endpoints. These fill the gaps with simpler ways to get quick pricing, check availability, or retrieve documents. You only use what you need, and every component connects back to the same underlying data set.

Getting started is straightforward. The platform includes:

- ▶A dedicated integration team to work with your developers directly.
- ▶A full sandbox for testing against real-world scenarios before going live.
- ▶Clear documentation with examples, FAQ and use-case guides.

APIs available for integration:

Footprint & Catalogue: Discover euNetworks' on-net footprint and check product availability

Inventory Management: Gain visibility into and manage your existing service inventory

Quick Pricing: Instantly retrieve pricing for Ethernet, Internet, and Cloud Connect services

Quote Management: List, create, and retrieve quotes

Order Management: Place and track service orders for Ethernet, Internet, Cloud Connect

Planned Maintenance: Retrieve and manage planned maintenance events

Support (Trouble Tickets): Open, update, and track support tickets for any service issue

Generate LOA: Automatically generate LOAs without manual intervention

How to Integrate:

Complete [this form](#) or contact your Account Manager directly and our API Development team will be in touch to discuss your requirements.

Our Values

Our Values define us. They are the blueprint for how the euNetworks team conducts themselves, shows up for each other, for you and how we operate our business - leading in a dynamic world.

Relentless Customer Obsession

We breathe, sleep and live for our customers.

Pioneering Innovation

No status quo - only tomorrow's breakthroughs.

Unbreakable Reliability & Security

Safe, sound and always on.

Trusted Market Leader

We own the market by owning our commitments.

Integrity in Action

We do the right thing - even when no one's watching.

Drive Impact

Every action matters - make yours count, together.

Support Contact

Direct numbers

Germany +49 69 9055 4270

UK +44 20 7952 1355

Email support

You can email our technical support team: customercare@eunetworks.com

euNetworks Offices

United Kingdom

euNetworks Fiber UK Ltd

Tel: +44 20 7952 1300

5 Churchill Place, London, E14 5HU

Ireland

euNetworks Ireland – Private Fiber Limited

Tel: +353 1 652 1200

Unit 1, 2050 Orchard Avenue, Citywest Business Campus, D24 VP28, Dublin 24, Ireland

Germany

euNetworks GmbH

Tel: +49 69 905 540

Franklinstraße 61-63, 60486, Frankfurt am Main, Deutschland

Bulgaria

euNetworks Services BG EOOD

Tel: +359 249 11 801

Sofia, boulevard Tsarigradsko Shose 115 G, Megapark business building, fl. 9

Austria

euNetworks AT GmbH

Tel: +43 1 2535966000

Am Europlatz 2, 1120, Wien

Switzerland

euNetworks AG

Tel: +41 43 215 4921 c/o ZL Zurich Lawyers, Riesbachstrasse 57, mailbox 8034 Zurich Switzerland

France

euNetworks SAS

18 Rue De Londres 75009 Paris, France

Netherlands

euNetworks B.V.

Zandkasteel, Bijlmerplein 888A, Amsterdam 1102 MG

ISO 27001

Information security and the protection of data is important to euNetworks. Our Information Security Management System is centred on supporting our customers, our partners and our internal data security requirements. euNetworks is fully compliant and certified with the industry security standard ISO 27001:2022.

www.eunetworks.com