



Virgin telco hits the 50,000 customer mark and exceeds its target for the whole year

- **The brand is already beyond its business plan target of 35,000 fixed customers for 2020.**
- **In just 5 months, Virgin telco has flourished on the Spanish market, where it has positioned itself as one of the major telecommunications brands.**
- **Flexible offers and its fresh, 100% customer-centred philosophy make it one of the top choices for consumers.**

Bilbao, November 5th, 2020. Virgin telco continues to exceed expectations and has already notched up 50,000 customers since its launch in May (36,000 fixed and nearly 14,000 mobile-only customers). Its business plan target for the end of 2020 was 35,000 fixed customers and with two months to go, it has already exceeded the planned figures.

Strong growth in October has allowed Virgin telco to significantly surpass customers in its recently announced Q3 2020 results, in which the company announced nearly 30,000 new Virgin telco customers (21,000 fixed and almost 9,000 mobile-only customers). Virgin telco revenues increased to Euros 3 million in Q3 2020.

This great start has been possible thanks to its network (it covers over 20 million homes, which is also higher than the business plan forecast) and to recently announced key agreements with companies in the industry, such as the agreement with Telefónica to offer NEBA services in areas free from regulation or the agreement with Adamo to use its fibre network nationwide. Virgin telco has also launched its "Netflix Fan" package, which includes access to Netflix and 10GB of data that customers can use on any of their lines (all free for the first 6 months). Virgin telco will continue to innovate in terms of content, extending its successful model. In this respect, Virgin telco has already almost 12,000 TV customers.

Virgin telco's DNA, based on honesty and agility, alongside its flexible product and service offerings allowing customers to choose the products they want has, week on week since its launch, made the brand a force to be reckoned with on a national level. The brand also has one of the quickest online ordering processes. On the www.virgintelco.es website, customers can make the most of digital onboarding in less than three minutes. This means that customers can easily choose what they want in just 180 seconds.

As José Miguel García, head of Virgin telco and CEO of the Euskaltel Group states: *“We are extremely proud of this milestone. Within the brand's first six months, we've exceeded our initial targets. Thanks to the team's efforts, we've offered our services in a transparent, straightforward and flexible way to customers and we will continue to keep the customer at the centre of our business strategy”.*

About Virgin telco

Virgin telco (www.virgintelco.es) is the national telecommunications services brand of the Euskaltel Group, the fourth largest operator in Spain, which began providing services to customers in May 2020. The operator offers premium quadruple play bundles for landline and mobile phones, Internet and TV through an offering that stands apart from the rest: a format that breaks with traditional closed bundles so that consumers can combine products as they like, choosing only what they need, saving unnecessary costs simply and quickly, and taking full control without the small print and with no obligation for grouped contracts. Virgin telco places the customer at the centre of its entire strategy.

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