**Background**

We've entered into an agreement to sell eight of our European data centres that we acquired as part of our acquisition of Lumen EMEA. We are selling the data centres as colocation is not a strategic product for Colt and divesting the data centres allows us to focus and invest in our strategic portfolio.

The sites being sold are:

* Amsterdam: Stekkenbergweg 4
* Berlin: Gradestrasse 60
* Dusseldorf: In der Steele 37a
* Frankfurt: Russelsheimer Strasse 22
* Hamburg: Suderstrasse 198
* Munich: Wamslerstrasse 8
* London: 6 Braham Street
* London: 260-266 Goswell Road

As part of this sale, we need to split out contracts held with customers who currently hold network, voice and colocation services. We will be retaining the network and voice services under the current customer contract, with no changes. However, we will transfer the colocation (including any cross-connects, roof equipment, ect) aspect of the contract to a new Colt Group company, on the following dates:

* + 1 June, UK contracts
  + 30 June, DE and NL contracts

Below are some FAQ to support.

## 1. Why are we being informed of a change to our contract?

We are restructuring the delivery of our services into separate entities to better serve our customers and streamline operations. This change involves splitting the contract between:  
  
- The current contracting entity Lumen Technologies UK Limited, which will continue to provide network and/or voice services to you, and  
- Theo Colocation Services UK Limited which will assume responsibility for colocation services.

## 2. What is happening to the colocation services we currently receive?

Colocation services will be transferred to Theo Colocation Services UK Limited, incorporated in England with registered office at 260-266 Goswell Road, London, EC1V 7EB and company registration number 16223822, that has been created specifically to manage colocation services provided to you. Following the transition, Theo Colocation Services UK Limited will be sold to a third-party buyer, who will take over colocation operations at the designated site, on general terms.

## 3. Will this change impact our current service levels or pricing?

No changes are being made to your service levels or pricing as a result of this transfer of colocation services. Your colocation services will continue to be delivered to the same standards and through the same infrastructure, with a seamless transition of operational responsibilities. Please note the third-party buyer is acquiring the data centre where the colocation services are being provided under the contract.

## 4. Do we need to sign a new contract?

In most cases, no action is required from you. The contract will be carved-out, meaning the colocation portion of your current agreement will be assigned to the new company named Theo Colocation Services UK Limited. We will ensure that this is done in compliance with all applicable contract terms and legal obligations.

## 5. How will we be informed when the third-party buyer takes over colocation services?

Once the sale of Theo Colocation Services UK Limited is complete, we will provide a formal communication detailing the effective date of the ownership change and introducing the new provider of your colocation services. The transition will be carefully managed to ensure service continuity.

## 6. Will there be any changes to how we receive support or raise service issues?

Not now, but at a later stage, and only for colocation services. Once the transition is complete, support requests related to colocation will be handled by the third-party buyer. We will share updated support contact information in advance via a notification communication.   
  
For network and voice related services, your current support contacts and procedures will remain unchanged.

## 7. Is our data or infrastructure at risk during this transition?

No, data integrity and service continuity are our highest priorities. All colocation infrastructure and assets will remain intact at the site contracted to provide colocation services under your contract, and the transition will be conducted in a secure, compliant manner with no compromise to your services.

## 8. Who can we speak to if we have further questions or concerns?

Your dedicated Account Manager is available to assist with any questions. We’re committed to full transparency and will support you throughout the transition.

## 9. Why is the Colt making this change?

This strategic decision allows us to focus more closely in our strategic portfolio (network and voice services), while ensuring colocation services are managed by a dedicated provider. This enhances operational focus and innovation in both service areas.

## 10. Will we have the option to terminate our contract if we don't agree with this change?

Your contract remains valid and enforceable under the terms you originally agreed to, subject to the assignment of colocation services. If you believe this change materially impacts your agreement, please contact us so we can address your concerns.