

PRESS RELEASE

LambdaNet Communications Deutschland AG receives top marks in customer satisfaction

Another excellent result in the customer satisfaction survey 2010

Hannover, 19 October, 2010. As part of the TÜV ISO 27001 certification, LambdaNet Communications Deutschland AG carries out a customer satisfaction survey annually. A representative number of customers participated in the survey. They were asked about customer service, order processing, problem solving in case of malfunction and about the brand LambdaNet as a whole. This year's overall grade of 1.83 according to German school grading system (1 = excellent, 5 = fail), surpasses the already excellent prior year grade (2009: 1.87).

The account management was able to improve its grade to 1.67 (2009: 1.99). Eighty percent of the customers are satisfied or very satisfied with their account managers and stated that the advice is equally solution- and product-oriented. The order processing received the grade of 1.85 and the hotline was rated 1.96. Overall, 87% of the respondents were satisfied or very satisfied with LambdaNet and the collaboration. About half of the clients believe that the importance of the cooperation between them and LambdaNet will still increase in the future.

Value for money and flexibility in adapting to customer needs were named as significant strengths of LambdaNet, as well as the speed of processing requests and offers. In addition, the quality of the products is highly praised.

"Of course we are very satisfied with the results. They confirm that we have chosen the right path. We were and are always in transparent dialogue with our customers, who strengthened us and confided in us throughout the process of restructuring. We are happy to join forces in a positive future and will continue to do everything we can to keep our customers satisfied," commented Uwe Knoke, chief of sales and marketing at LambdaNet Communications Deutschland AG with regards to the survey results.

About LambdaNet Communications Deutschland AG

LambdaNet Communications Deutschland AG is a premier provider of telecommunication and internet services. Founded in 1999 and headquartered in Hanover, Germany, LambdaNet is a 100% subsidiary of the listed company 3U HOLDING AG. Well-known customers, namely network operators, internet service providers, industrial corporations, banks and insurances, service providers and retailers rely on LambdaNet's services. LambdaNet operates one of the most sophisticated fiber-optic and IP/MPLS networks in Europe, covering more than 40 cities in 11 countries, including metropolitan networks to 5 major European business centers. LambdaNet provides global VPN solutions based on a network of cooperation partners. The company's service portfolio includes state-of-the-art IP/MPLS data services, high-availability internet services, integrated voice services, bandwidth transmission services up to 10 Gigabit per second as well as hosting services based on LambdaNet's 25 data centers.

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