

T-Mobile Expands Long-Term Partnership With Netcracker for Cloud Platform to Facilitate Digital-First Services

Netcracker's Cloud-Native Digital BSS/OSS Unlocks Greater Agility, Innovation and Improved Customer Experience for Operator's Fast-Growing Wholesale Business

Simplify Onboarding

Enable Digital-First Business Models

Reduce Service Launch Cycles

Executive Summary

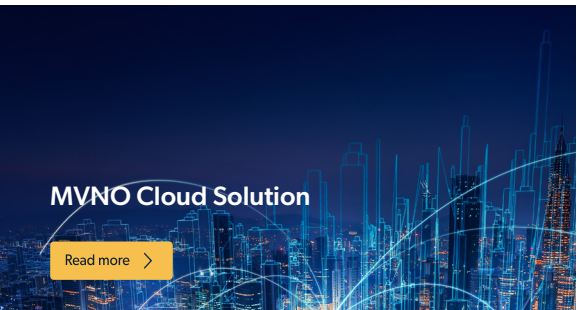
T-Mobile has expanded its relationship to bring Netcracker's proven digital platform into the cloud, unlocking new levels of speed, scale and flexibility for partners and customers as part of a multi-year engagement to evolve and modernize the operator's wholesale business, which includes the MVNO and IoT markets.

Netcracker Digital BSS serves as T-Mobile's billing platform for its wholesale line of business and is used to deliver the best possible offerings and customer experience across its growing subscriber base.

"Netcracker works with us to provision all of our customers on the wholesale side. One of the things that we do is create interesting and unique value propositions, enabling our operators to control their own operator experience as part of using our network. Netcracker helps us bring that to life, by managing the provisioning and the systems that allow us to create interesting and unique rate plans and provide interesting and unique use cases that enable our MVNOs and our IoT solution providers to bring those propositions to market."

– **Dan Thygesen**, Senior Vice President of T-Mobile Wholesale and head of T-Mobile's growing wholesale business

Netcracker Capabilities Deployed



Disrupting Connectivity with Value and Innovation

T-Mobile US, Inc. is America's supercharged Un-carrier, delivering an advanced 4G LTE and transformative nationwide 5G network that will offer reliable connectivity for all. T-Mobile's customers benefit from its unmatched combination of value and quality, unwavering obsession with offering them the best possible service experience, and undisputable drive for disruption that creates competition and innovation in wireless, broadband and beyond.

Accelerating Wholesale Growth Through Innovation

The move builds on years of successful collaboration between T-Mobile Wholesale and Netcracker, enabling wholesale customers to launch, adapt and monetize new offerings in a rapidly-changing market. By shifting to a cloud-native platform, T-Mobile is delivering a digital foundation proven in execution—helping partners realize new revenue streams faster and more securely.

Netcracker's portfolio of digital BSS/OSS and cloud solutions equips T-Mobile with the tools to simplify onboarding, streamline operations and enable digital-first business models. Customers benefit from a flexible digital ecosystem designed to reduce service launch cycles from months to weeks while embedding strong security and privacy protections across every interaction.

As the industry accelerates toward cloud-based digital platforms, T-Mobile and Netcracker stand out by pairing innovation with proven execution. This partnership not only helps wholesale partners compete and grow today, but also creates a strong foundation for future opportunities in AI-driven personalization, advanced 5G monetization and IoT services.

AI-Powered Capabilities for Partners and Customers

Netcracker Digital BSS, including Netcracker Partner Management and Netcracker Managed Services will help T-Mobile continue leveraging best-in-class capabilities for revenue management while optimizing a range of operations, such as reduced bill run times and improved billing accuracy.

T-Mobile Wholesale extended its BSS capabilities into areas such as its MVNO Partner Portal, Partner Configuration and Product Catalog and Billing, which gave the operator the ability to deliver innovative services and solutions to its MVNO customers. This includes utilizing features of Netcracker Agentic AI Solution to help improve customer care and interactions, thereby elevating overall customer satisfaction.

"Netcracker's doing a couple of really interesting things for us. When we think about how to apply GenAI from the wholesale business perspective, we really think about: can we solve problems that require a manual intervention today as a function of how we operate the business? And on the other side, how can we use GenAI to make it easier for our customers to do business with us? And so, both of those, for example, are underway with us based on our relationship with Netcracker."

– **Dan Thygesen**, Senior Vice President of T-Mobile Wholesale and head of T-Mobile's growing wholesale business

Strong Long-Term Partnership

Netcracker continues to provide managed services for T-Mobile's wholesale BSS. This allows T-Mobile to focus on driving revenue growth and loyalty while strengthening its leading position in the market and giving its wholesale customers additional opportunities to create their own solutions.

In addition, Netcracker provides a comprehensive set of services, such as Agile and DevOps methodologies for development, configuration and delivery.

"T-Mobile has been expanding outside of its core, fast-growing Wholesale business and into more disruptive areas. Our ongoing relationship with Netcracker has resulted in bringing new ways to leverage our extensive network and spectrum that will drive new opportunities and change the game in the U.S. market."

– **Dan Thygesen**, Senior Vice President of T-Mobile Wholesale and head of T-Mobile's growing wholesale business