



22 January 2026

Maintel Holdings plc
("Maintel", the "Company" or the "Group")

Trading Update

Resilient performance underpinned by a strong sales pipeline

Maintel Holdings Plc, a leading provider of cloud communications, connectivity and security managed services, issues the following trading update for the financial year ended 31 December 2025, based on unaudited accounts.

The Company expects that its 2025 full year results will be in line with consensus¹, with total revenue expected to be £92.2 million and Adjusted EBITDA² expected to be £7.2 million. This performance reflected new contract wins in target vertical sectors and technology segments. While sales in the Public Sector were slightly subdued and the new customer acquisition landscape remained competitive during the second half of 2025, the performance of major enterprise accounts within the Private Sector continued to be strong, particularly in Retail and Financial Services.

Throughout 2025, the Company's sales pipeline was its strongest for many years, with continued growth in the pipeline during the second half. In total, approximately £50.0 million of Total Contract Value in new business was signed, with both new and existing customers. Contract durations for new business are typically between 3-5 years. In the second half of the year this included contracts for a nationwide SD-WAN and network security managed service with a leading UK retailer; an Agentic AI customer experience automation deployment for a large credit management company; and a public cloud Unified Communications solution across around 320 stores and distribution centres in the UK and the Republic of Ireland for a major retailer.

Net debt³ at 31 December 2025 was £18.3 million (31 Dec 2024: £16.7 million; 30 June 2025: £18.0 million), with cash flow generated in line with the revenue performance, alongside continued working capital discipline.

The Company has continued to make good progress on its ongoing transformation programme, addressing the Group's organisational structure, leadership capability, cost base, ways of working and operational efficiency. Under the transformation programme, the Company has deepened its proposition across key industry verticals and has extended its vendor partnerships with the launch of a new strategic partnership with Zoom, offering a fully managed and AI-embedded Zoom Collaboration and Customer Experience solution. Additionally, progress has been made on the deployment of AI-powered and automated solutions, which have improved internal systems and processes, and large-scale customer network deployments have benefited from rapid, right-first-time rollout automation. The cost benefits of initiatives implemented to date continue to be realised.

Looking ahead, the Company remains focused on its purpose of using technology to create customer experiences, services and workplaces that inspire and empower people and on realising its growth potential.

¹ FY25 consensus is for Revenue of £95.0 million and Adjusted EBITDA of £7.0 million

² Adjusted EBITDA is adjusted for exceptional items and share based payments

³ Net Debt excludes issue costs of debt and IFRS 16 liabilities

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Notes to editors

Maintel Holdings Plc ("Maintel") is a leading provider of cloud communications, networking and security managed services to the UK public and private sectors. Its services aim to help its clients operate at the highest level by designing, implementing, innovating and managing their vital digital communication solutions, with a focus across three strategic pillars:

- **Unified Communications and Collaboration** - Making customers' people more effective, efficient, and collaborative with UC&C technology. The core focus of this pillar is the high growth Unified Communications as a Service (UCaaS) market segment.
- **Customer Experience** - Helping customers to acquire, delight and retain their customers using customer experience technology. The core focus of this pillar is the high growth Contact Centre as a Service (CCaaS) market segment.
- **Security & Connectivity** - Securely connecting customers' people, partners and guests to their cloud platforms, applications, and data with secure connectivity, and protecting their business from cyber threat. The core focus of this pillar is the high growth Software Defined Wide Area Networking (SD-WAN), Security Service Edge (SSE) and Cyber Managed Service market segments.

Maintel combines technology from its strategic, global technology vendor and carrier partners, with its own Intellectual Property, deployed from and managed by its own platforms, to provide seamless solutions that its customers can consume without the need for the internal skillset required to deploy and manage the technology themselves.

Maintel serves the whole market, with a particular focus on key verticals of Financial Services, Retail, Public Healthcare, Local Government, Higher Education, Social Housing and Utilities. Its core market constitutes organisations with between 250 and 10,000 employees in the private, public and not-for-profit sectors with headquarters in the UK.

The Company was founded in 1991 and it listed on London's AIM market in 2004 (AIM: MAI).

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