Konecta secures strong lender support for waiver as it works to strengthen its capital structure

November 16, 2026



Madrid, November 16, 2026 - Konecta (the “Company”) is pleased to announce that it has secured the strong support of its holding company lenders for a waiver relating to its decision to defer an interest payment.

The requisite majority of these lenders has approved a waiver of any defaults arising from the company’s decision to defer an interest payment due on 26 October 2026 under the Senior Facilities Agreement.

This waiver builds on the forbearance arrangements entered into on 27 October 2026, both of which have received support from more than 75% of holding company lenders. Together, these arrangements provide the Company with a stable platform and valuable time to continue its constructive and productive dialogue with its financial stakeholders aimed at reaching an agreement on a sustainable capital structure.

The Company welcomes this continued confidence from its lenders in what is an ongoing, collaborative process. Its business continues to operate as normal, and it remains fully committed to its customers, suppliers and other business partners. The Company remains focused on securing a solution for the long-term.

Disclaimer

This press release is for information purposes only. Some of the statements it contains relate to the plans, expectations or objectives of Grupo Konectanet, S.L. and reflect its views as of the date of publication. As with any forward-looking statement, they are subject to factors and uncertainties that could cause actual developments to differ from those anticipated.

About Konecta

Konecta is a leading innovative global service provider in customer management business process and digital outsourcing, with 109,000 passionate employees working in 40 languages across 4 continents and 28 countries. Focusing on the unique needs and opportunities of each industry, Konecta offers a full range of end-to-end customer management solutions – including acquisition, retention, customer service, technical support, and collection – all based on a sustainable business model. These services are built on a portfolio of world-class expertise covering customer experience and process management, digital solutions and cutting-edge technologies. Headquartered in Madrid,

Konecta delivers global revenues of €2 billion with more than 500 clients, covering some of the biggest names in telecoms, energy, banking, mobility, retail, and e-commerce.

Media contacts

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