



Roadshow Presentation

Q1 2015 Results




Cautionary statement

'This presentation contains forward-looking statements. These forward-looking statements are usually accompanied by words such as 'believe', 'intend', 'anticipate', 'plan', 'expect' and similar expressions. Actual events may differ materially from those anticipated in these forward-looking statements as a result of a number of factors. Forward-looking statements involve inherent risks and uncertainties. A number of important factors could cause actual results or outcomes to differ materially from those expressed in any forward-looking statement. Neither Telekom Austria Group nor any other person accepts any liability for any such forward-looking statements. Telekom Austria Group will not update these forward-looking statements, whether due to changed factual circumstances, changes in assumptions or expectations. This presentation does not constitute a recommendation or invitation to purchase or sell securities of Telekom Austria Group.'



The leading regional communications player providing convergent telecommunication services

as of 31 March 2015
(in '000, in %)

Austria 

Mobile:

- > Market share: 40.4% (Q1 2014: 42.1%)
- > Subscriber base: 5,375 (Q1 2014: 5,646)

Fixed Line:

- > Access Lines: 2,289 (Q1 2014: 2,288)

Croatia 

Mobile:

- > Market share: 36.3% (Q1 2014: 37.0%)
- > Subscriber base: 1,726 (Q1 2014: 1,807)

Fixed Line:

- > Access Lines: 229 (Q1 2014: 202)

Republic of Serbia 

Mobile:

- > Market share: 22.5% (Q1 2014: 21.5%)
- > Subscriber base: 2,126 (Q1 2014: 2,044)

Slovenia 

Mobile:

- > Market share: 29.2% (Q1 2014: 29.9%)
- > Subscriber base: 684 (Q1 2014: 678)



Belarus 

Mobile:

- > Market share: 42.6% (Q1 2014: 42.9%)
- > Subscriber base: 4,921 (Q1 2014: 4,939)

Bulgaria* 

Mobile:

- > Market share: 39.2% (Q1 2014: 38.5%)
- > Subscriber base: 4,311 (Q1 2014: 4,111)

Fixed Line:

- > Access Lines: 170 (Q1 2014: 154)

Republic of Macedonia 

Mobile:

- > Market share: 28.4% (Q1 2014: 28.3%)
- > Subscriber base: 616 (Q1 2014: 622)

Fixed Line:

- > Access Lines: 76 (Q1 2014: 63.1)



Telekom Austria Group Strategy - Overview



Cash-use policy - Focus remains on maintaining Baa2/BBB ratings

Conservative financial strategy is the framework for investments

- > Ratings Baa2 from Moody's and BBB from Standard & Poor's strengthen financial flexibility

A

Fibre rollout in Austria

- > Investments of EUR 400 mn in 2015-2018
- > Target: Bandwidths of 30 Mbps for more than 70% of the population

B

Flexibility for M&A activity

- > In-market consolidation and convergence
- > Expansion of the existing footprint

Operational and financial highlights for the first quarter 2015

Q1 2015: Challenging mobile markets, strong fixed-line trends and BYR devaluation drive revenues

- > Reduced revenue decline of 2.0% driven by better trends in Austria and Bulgaria and revenue growth in Croatia, 10.0% FX devaluation impacts revenues in Belarus
- > EUR 10.9 mn OPEX reduction achieved with Austria and Belarus as key contributors
- > Group EBITDA comparable grows 5.8% reported; 2.7% growth clean of one-off effect in Slovenia and FX effects
- > Strong growth in fixed broadband and TV services across the Group: 4.5% fixed access lines growth
- > Austria: Increased competition via new MVNOs, but revenue decline slows further
 - > 0.8% revenue decline and 6.3% EBITDA comparable growth
- > Operational improvements in the Bulgarian residential mobile and fixed line markets but 4.1% revenue decline due to strong price pressure



Q1 2015: Challenging mobile markets, strong fixed-line trends and BYR devaluation drive revenues

- > 1.6% revenue growth in Croatia offset by higher spectrum fee imposed by government
- > Belarus: Financial performance remains on track despite FX devaluation reducing customer demand
- > Additional markets: Continued growth in the Republic of Serbia (excl. effects of changes of handset accounting) and in the Republic of Macedonia while Slovenia challenged by pricing trends
- > Net income grows by 127.5% to EUR 92.7 mn
- > Change in Management Board: COO Alejandro Plater follows CTO Günther Ottendorfer
- > Outlook for 2015 unchanged*: Revenue growth of approx. 2%, CAPEX of EUR 700 - 750 mn, intended dividend of EUR 0.05/share**

* This guidance is on a constant currency basis except for Belarus (20% devaluation for FY 2015). CAPEX guidance excludes investments in spectrum and acquisitions.

** Intended proposal for the AGM 2015



Key financial developments in the first quarter 2015

Q1 2015: OPEX savings drive EBITDA comparable trend as revenue decline slows down

(in EUR million)	Q1 2015	Q1 2014	% change
Revenues	956.0	975.9	-2.0%
EBITDA comparable*	338.5	319.9	5.8%
<i>EBITDA comparable margin*</i>	<i>35.4%</i>	<i>32.8%</i>	
Restructuring	-3.9	-7.7	n.m.
Impairment	0.0	0.0	n.a.
Depreciation & amortisation	-194.9	-214.9	n.m.
Operating income	139.7	97.4	43.5%
Financial result	-39.8	-46.4	n.m.
Income before income taxes	99.9	51.0	96.0%
Income tax gain/expense	-7.2	-10.2	n.m.
Net income / Net loss	92.7	40.8	127.5%

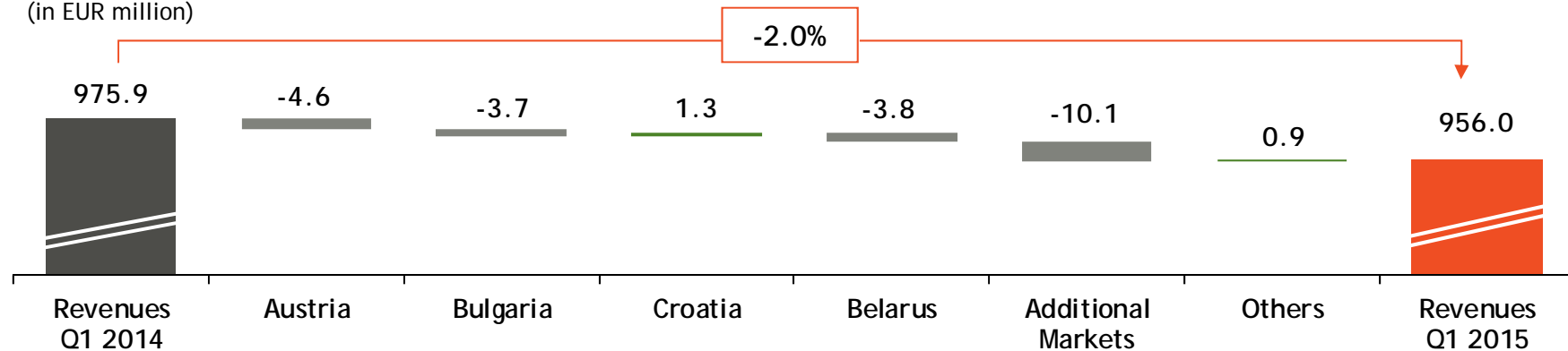
- > Reduced revenue decline of 2.0% driven by better trends in Austria and Bulgaria and revenue growth in Croatia, 10.0% FX devaluation impacts revenues in Belarus (inflation accounting ended as of Q1 2015)
- > 5.8% EBITDA comparable growth including EUR 20.0 mn one-off in Slovenia and EUR 10.1 mn FX effect
 - > 2.7% EBITDA comparable growth excl. Slovenian one-off and FX effects
- > EUR 10.9 mn OPEX savings: mainly in Austria due to lower marketing & sales costs, subsidies and intensified cost cutting activities
- > Net income grows by 127.5%

* Excluding effects from restructuring and impairment tests

Group revenues: Improving trend driven by Austria and Croatia

Quarterly revenue development

(in EUR million)



Segment Austria

- > Revenue decline slows to 0.8% versus -9.7% in Q1 2014 as monthly fee and traffic revenues stabilised
- > 3.3% ARPU growth to EUR 15.7 due to higher monthly fees in premium segment despite sharp decline in prepaid following MVNO activities
- > Mobile subscriber numbers decline by 4.8% driven by the residential contract business
- > ARPL decline continues with -3.7% due to voice minute losses despite strong broadband & TV take-ups

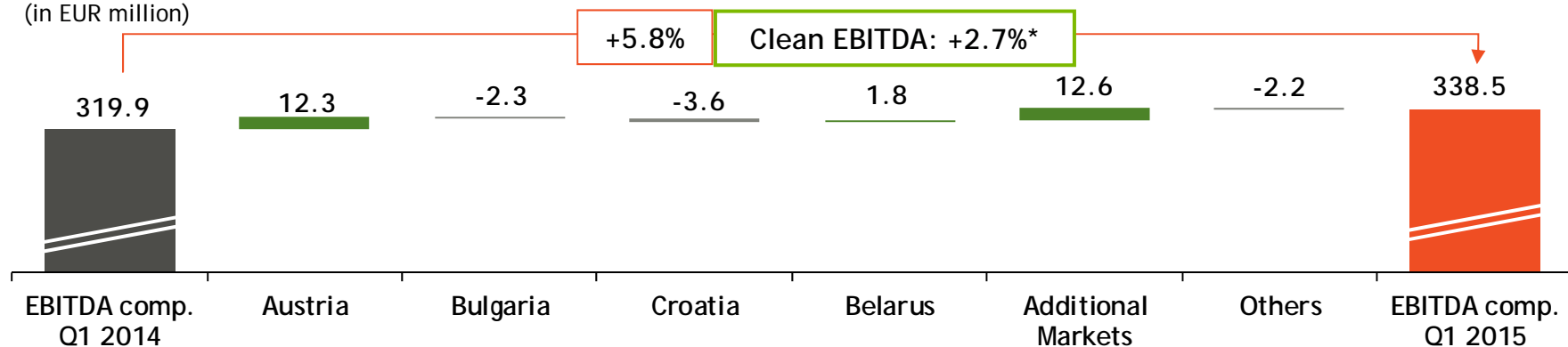
International Segments

- > Bulgaria: Monthly fee and traffic revenues impacted by price pressure in contract customer segment, especially in business
- > Croatia: Equipment revenues higher due to instalment sales; monthly fee and traffic revenues increase due to strong fixed-line growth
- > Belarus: 16.8% revenue growth in local currency due to inflation-linked price increases, EUR 17.4 mn FX translation effect
- > Additional markets: Regulatory cuts and negative pricing trends in mobile lead to revenue decline in Slovenia

2.7% clean EBITDA comparable growth*

Quarterly EBITDA comparable development

(in EUR million)



Segment Austria

- > EBITDA comparable growth of 6.3% y-o-y
- > EUR 14.2 mn OPEX reduction (-3.3%): lower marketing and sales costs, interconnection costs, as well as reduced costs for support services, consulting and transportation
- > 65.9% lower SACs
- > 45.3% lower SRCs

International Segments

- > Bulgaria: 4.7% higher operating expenses as customer retention activities weigh on material expenses
- > Croatia: Operating expenses increase by 8.3% due to the higher frequency usage fees as well as higher marketing and sales costs
- > Belarus: Local currency EBITDA comparable rises by 28.0% despite 6.4% OPEX increase on a local currency basis driven by higher maintenance & repair and employee costs as well as FX denominated costs as rental expenses, frequencies and energy
- > Additional markets: 2.7% lower OPEX mainly due to Slovenia

* Excluding EUR 10.1 mn FX effects and EUR 20.0 mn one-off effect in Slovenia

Free cash flow increases four times due to lower working capital needs

(in EUR million)	Q1 2015	Q1 2014	% change
Gross cash flow	303.7	284.0	6.9%
Change in working capital	-31.5	-135.1	n.m.
Cashflow from operating activities	272.2	148.9	82.8%
Ordinary capital expenditures	-121.1	-99.4	n.m.
Proceeds from sale of equipment	2.1	2.3	-9.9%
Free cash flow	153.2	51.8	195.6%

Year-to-date analysis

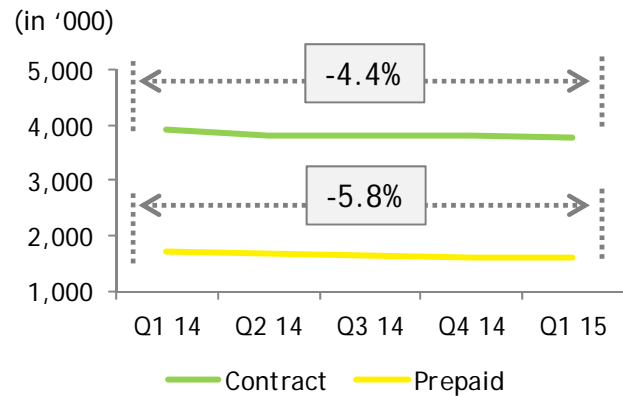
- > EUR 20 mn cash-relevant one-off effect in Slovenia leads to increase in gross cash flow
- > Moderate working capital needs as a reduction in accounts payable was partly mitigated by the decrease in accounts receivable
- > Higher CAPEX mainly stemming from Austria, as investments were comparably low in Q1 2014
- > Increase in free cash flow to EUR 153.2 mn



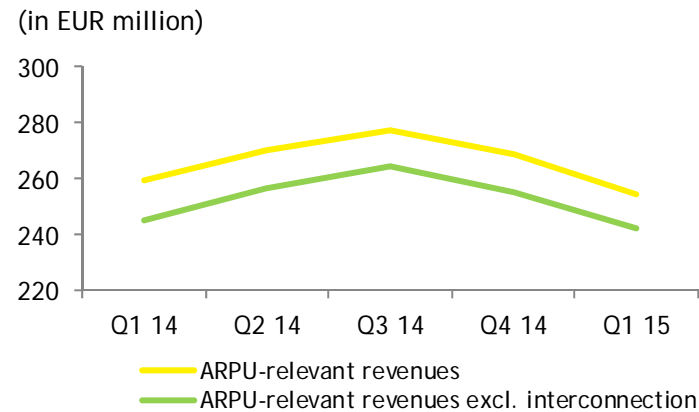
Focus points

Austria: New MVNOs result in increased competition; growth target remains intact

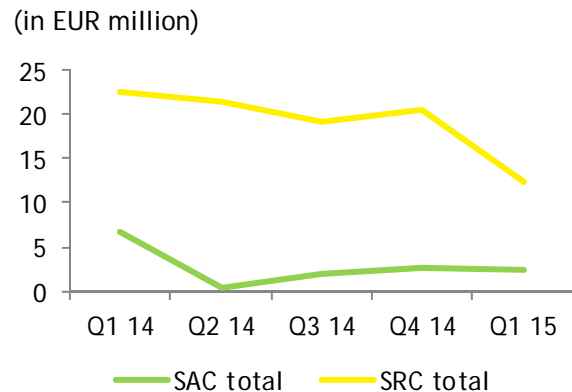
Total subscribers



Mobile service revenues



Subscriber acquisition & retention costs (SACs & SRCs)



- > MVNO launches:
 - > UPC in December 2014
 - > HoT in January 2015
- > Temporary subsidy promotion launched to close gap between premium and no-frills segment
- > Additional cost savings to offset higher subsidies
- > Target: Halt customer decline and grow revenues



Increasing trend towards data and ICT solutions - Recent transactions in Austria

IT Outsourcing for EGLO



- > Outsourcing of all IT applications
- > Managed and hosted data center services
- > Migration and integration of more than 30 servers

Thalia Cisco Meraki



- > Distribution and service partner for Cisco Meraki
- > Centralised management of wifi system for each individual branch
 - > Users
 - > Access
 - > Bandwidth
 - > etc.
- > Customer analysis

E-Care Terminal



- > Service screen for hospital beds: information, communication, entertainment, etc.
- > 12 hospitals
- > 4000 terminals
- > Latest transaction: GESPAG (Association of hospital in Upper Austria)

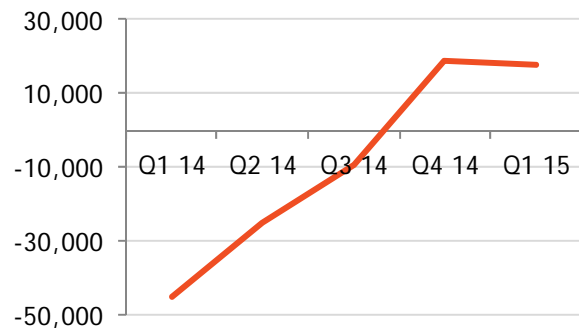
Bulgaria: Initiatives implemented to achieve EBITDA stabilisation

	Mobile residential retail customers	Mobile business customers	Fixed-line segment
Targets	Increase contract customer base	Optimise customer value development Stabilise market share	Increase homes connected
Initiatives	<ul style="list-style-type: none"> > Churn reduction and customer value management > Upselling to data tariffs > Improve brand perception > Salesforce training 	<ul style="list-style-type: none"> > Improve value focus in retention and aquisition > Proactive upselling to convergent offers to improve customer value 	<ul style="list-style-type: none"> > Enhancement of sales capabilities: <ul style="list-style-type: none"> > Door-to-door > Improve shop performance > TV push after DTH launch > Retention focus

Bulgaria: Customer KPIs improving but revenues reflect negative pricing trends

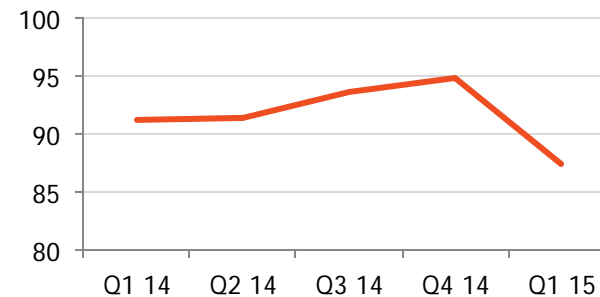
Mobile residential contract net additions

- > Positive net additions in last two consecutive quarters



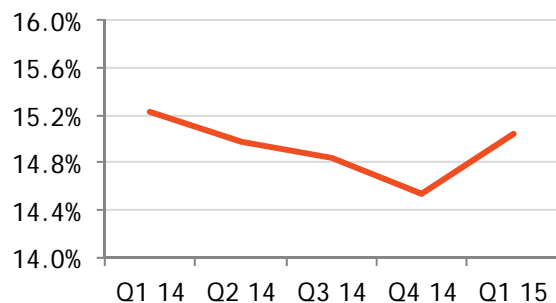
Revenues

in EUR million



Homes passed to homes connected ratio

- > Turnaround in Q1 2015 initiated

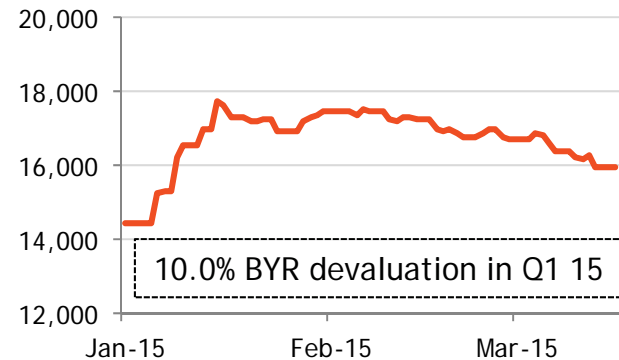


- > Mobile market share stabilisation in Q1 2015
- > Awareness of fully integrated operator strengthened
- > 26% increase in TV customers driven by DTH push
- > Pricing trends and challenges in business segment continue to weigh on total revenues

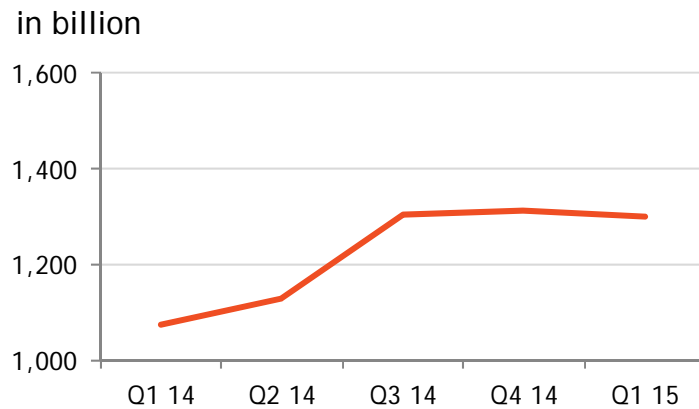


Belarus: Financial performance on track despite macro and FX challenges

EURBYR development



velcom BYR revenues



* Source: IMF

Results for the first quarter 2015

Macro challenges but FX improvements

- > GDP forecast lowered to 2-4%* decline for 2015
- > Higher oil price, tight monetary and price control lead to 16.4% BYR appreciation since its low in mid-January

Shrinking consumer demand

- > Reduced real purchasing power and increasing unemployment
- > Discontinuation of instalment sales
- > Net additions slow to -29,000

Financial result remains on track

- > 16.8% y-o-y revenue growth and 28.0% EBITDA comparable growth in local currency in Q1 2015
- > Focus on premium quality to allow premium pricing
- > Ban on price increases ended
- > Instalment plan re-established to facilitate upselling and capitalise on data growth



Outlook for the full year 2015

Telekom Austria Group outlook for the full year 2015 unchanged

22 April 2015

10 February 2015

	22 April 2015	10 February 2015
Revenues	Approx. +2%	Approx. +2%
CAPEX*	EUR 700-750 mn	EUR 700-750 mn
Proposed dividend**	EUR 0.05	EUR 0.05

On a constant currency basis with the exception of Belarus; assumed BYR devaluation of 20%

* Does not include investments for spectrum and acquisitions

** Intended proposal for the AGM 2015



Appendix 1

Telekom Austria Group - Revenue breakdown

Revenue Split - Segment Austria (in EUR million)	Q1 2015	Q1 2014	% change
Monthly fee and traffic	447.8	446.4	0.3%
Data and ICT solutions	55.2	54.4	1.5%
Wholesale (incl. Roaming)	33.1	40.7	-18.6%
Interconnection	43.3	44.9	-3.6%
Equipment	24.5	23.0	6.5%
Other revenues	5.5	4.6	19.5%
Total revenues - Segment Austria	609.5	614.1	-0.8%

Revenue Split - International Operations (in EUR million)	Q1 2015	Q1 2014	% change
Monthly fee and traffic	264.8	281.3	-5.9%
Data and ICT solutions	0.4	0.3	38.6%
Wholesale (incl. Roaming)	4.0	4.2	-4.9%
Interconnection	29.4	36.4	-19.2%
Equipment	52.2	45.8	14.0%
Other revenues	3.1	2.1	50.2%
Total revenues - int. Operations	353.9	370.1	-4.4%

Telekom Austria Group - Expense breakdown

Operating Expense - Segment Austria (in EUR million)	Q1 2015	Q1 2014	% change
Material expense	56.2	52.3	7.5%
Employee costs	179.4	176.7	1.5%
Interconnection	40.1	42.1	-4.6%
Maintenance and repairs	22.5	22.7	-0.9%
Services received	26.1	27.6	-5.4%
Other support services	29.4	33.5	-12.3%
Other	68.4	81.5	-16.0%
Total OPEX - Segment Austria	422.0	436.3	-3.3%

Operating Expense - International Operations (in EUR million)	Q1 2015	Q1 2014	% change
Material expense	53.1	52.6	1.0%
Employee costs	36.5	35.1	3.7%
Interconnection	30.4	39.7	-23.3%
Maintenance and repairs	16.0	15.6	2.7%
Services received	19.1	26.7	-28.4%
Other support services	6.5	5.4	20.4%
Other	83.7	70.4	18.9%
Total OPEX - int. Operations	245.2	245.4	-0.1%

Telekom Austria Group - Headcount development

FTE (Average period)	Q1 2015	Q1 2014	% change
Austria	8,724	8,866	-1.6%
International	7,362	7,073	4.1%
Telekom Austria Group*	16,270	16,111	1.0%

FTE (End of period)	Q1 2015	Q1 2014	% change
Austria	8,746	8,895	-1.7%
International	7,365	7,020	4.9%
Telekom Austria Group*	16,298	16,090	1.3%

* Including corporates

Results for the first quarter 2015

Telekom Austria Group - Capital expenditures split

Capital Expenditures (in EUR million)	Q1 2015	Q1 2014	% change
Segment Austria	68.5	61.5	11.4%
Segment Bulgaria	13.6	6.6	105.5%
Segment Croatia	9.4	12.6	-25.8%
Segment Belarus	7.6	8.3	-7.8%
Segment Additional Markets	22.0	10.4	111.1%
<i>Slovenia</i>	4.3	3.1	37.9%
<i>Republic of Serbia</i>	15.5	6.1	151.9%
<i>Republic of Macedonia</i>	2.2	1.1	96.4%
<i>Liechtenstein</i>	0.0	0.0	<i>n.m.</i>
<i>Eliminations additional markets</i>	0.0	0.0	<i>n.a.</i>
Corporate, Others & Elimination	0.0	0.0	<i>n.a.</i>
Total capital expenditures	121.1	99.4	21.8%
Thereof tangible	91.9	71.4	28.6%
Thereof intangible	29.2	28.0	4.3%

Telekom Austria Group - Net debt

Net debt* (in EUR million)	31 March 2015	31 December 2014	% change
Long-term debt	2,634.3	3,385.0	-22.2%
Short-term borrowings**	1,054.1	340.8	209.3%
Cash and cash equivalents and short-term investments	-1,110.8	-1,032.5	n.m.
Net Debt** of Telekom Austria Group	2,577.6	2,693.3	-4.3%

EUR 600 mn non-call 5 years hybrid bond qualified as 100% equity under IFRS

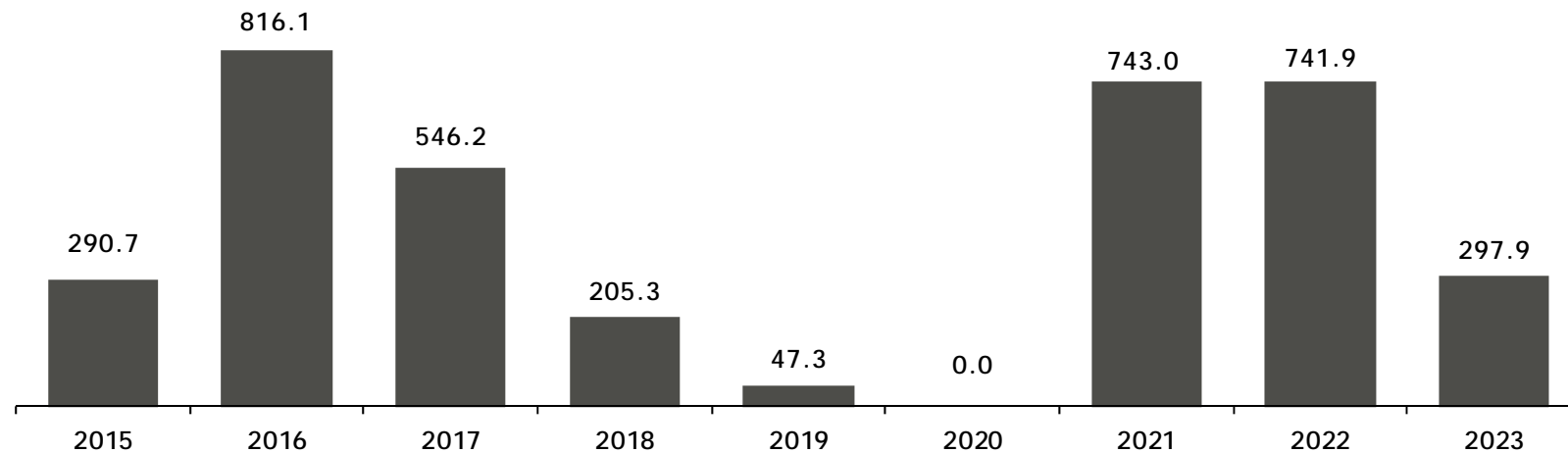
* As of 31 December 2014 long-term financial investments, instalment sales receivables and financial leasing are no longer included in the calculation of net debt; comparative figures have been restated accordingly

** The deferred consideration for the acquisition of SOBS paid in June 2014 is included in short-term borrowings as of 31 December 2013.

Telekom Austria Group - Debt maturity profile

Debt Maturity Profile (Including accrued interest)*

(in EUR million)



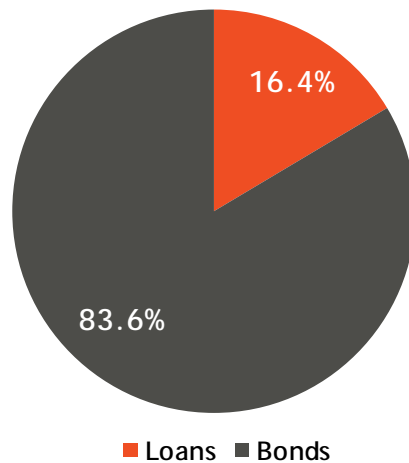
- > EUR 3,688.4 mn of short- and long-term borrowings as of 31 March 2015
- > Average cost of debt of approximately 4.28%
- > Cash and cash equivalents and short-term investments of EUR 1,110.8 mn
- > Average term to maturity of 4.27 years

* EUR 600 mn non-call 5 years hybrid bond qualified as 100% equity under IFRS



Telekom Austria Group - Debt profile

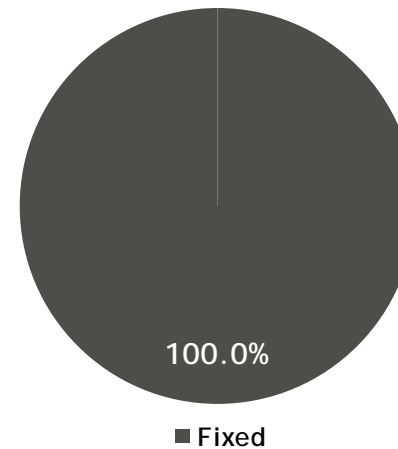
Overview debt instruments



Lines of credit

- > Undrawn committed credit lines amounting to EUR 1,000 mn
- > Average term to maturity of approx. 4.6 years

Fixed-floating mix



Ratings

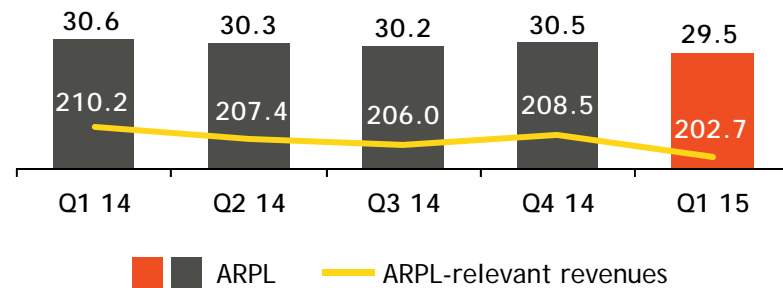
- > S&P: BBB (outlook stable)
- > Moody's: Baa2 (outlook stable)



Segment Austria - Fixed-line key performance indicators

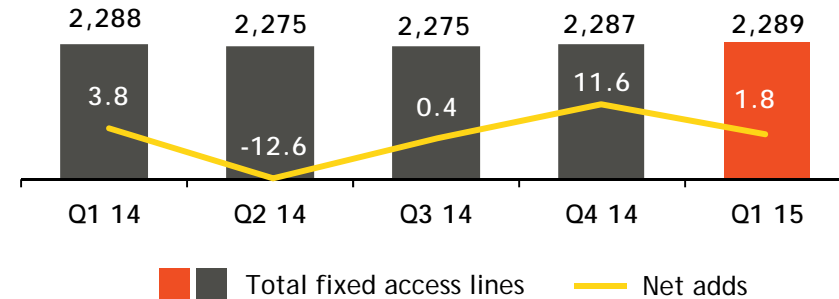
ARPL & ARPL-relevant revenues

(in EUR, in EUR million)



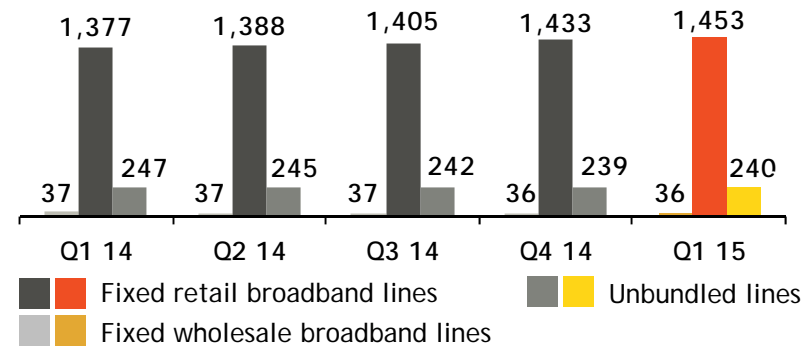
Total fixed access lines & net adds

(in '000)



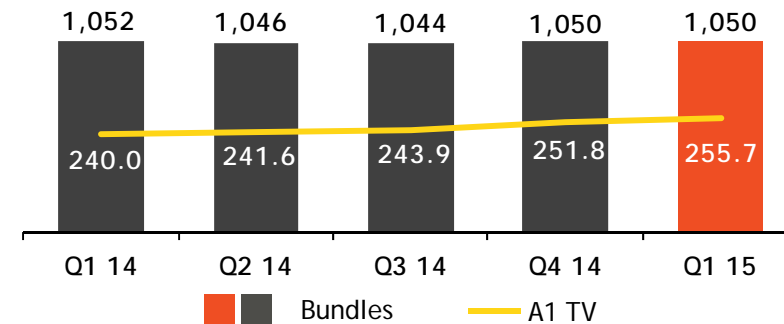
Fixed broadband access lines

(in '000)



Bundle subscriber growth

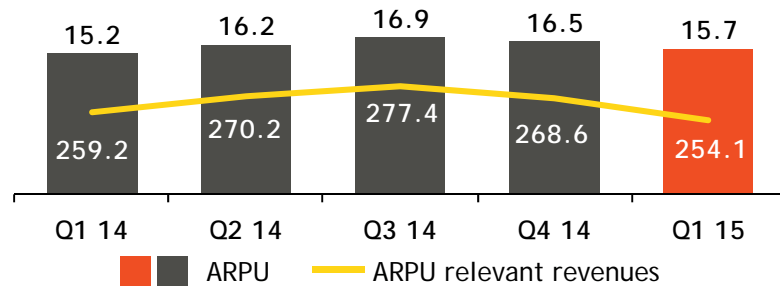
(in '000)



Segment Austria - Mobile key performance indicators

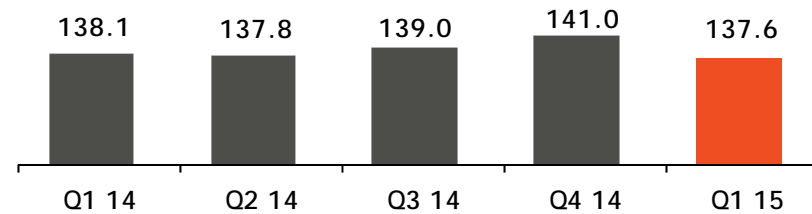
ARPU & ARPU-relevant revenues*

(in EUR)



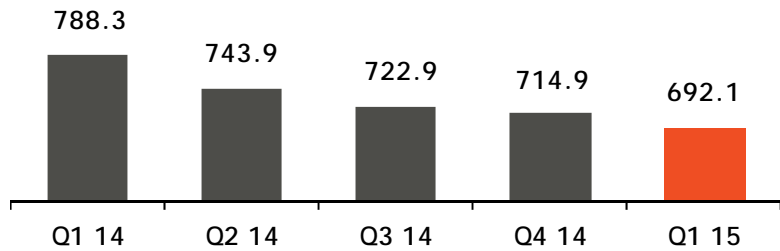
MoU per subscriber**

(in min)



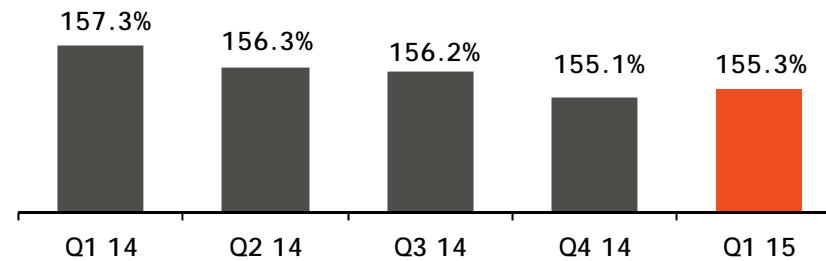
Mobile broadband customers

(in '000)



Mobile penetration

(in %)



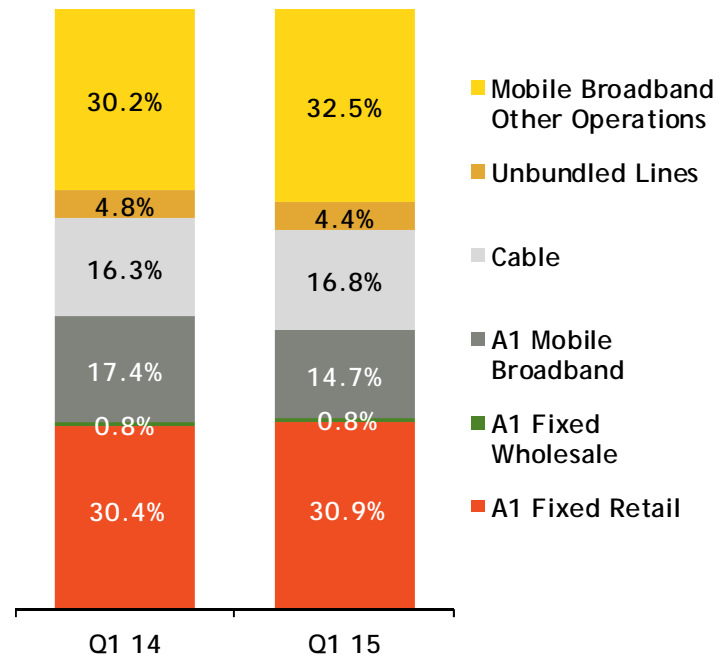
* As of Q1 2015 ARPU relevant revenues excluding mobile value added services (immaterial).

** As of Q1 2015 the calculation methodology of MOU has changed. To ensure comparability, historical numbers for the year 2014 have been restated accordingly.

Segment Austria - Broadband market split

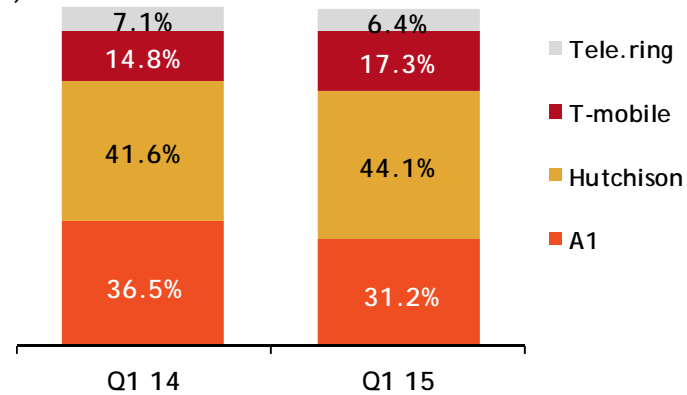
Market share total broadband

(in %)



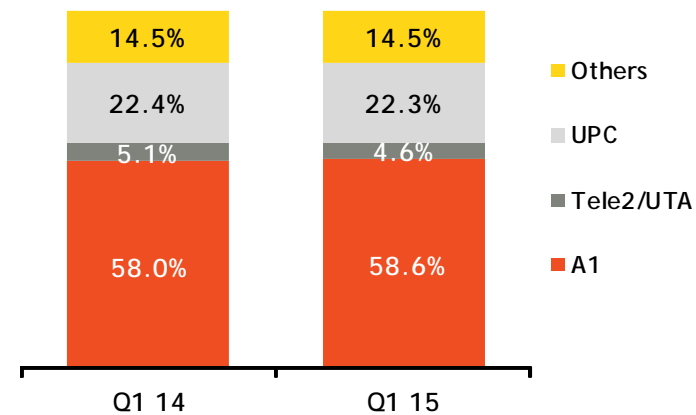
Market share mobile broadband

(in %)



Market share fixed-line broadband

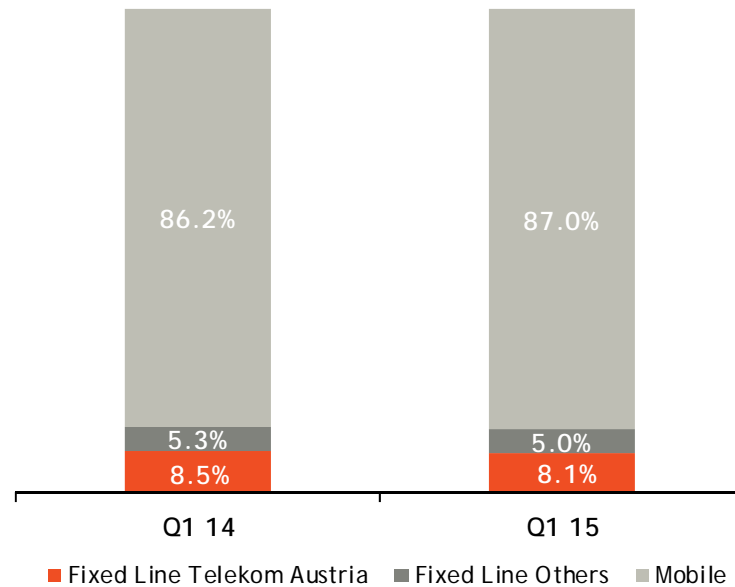
(in %)



Segment Austria - Voice market split

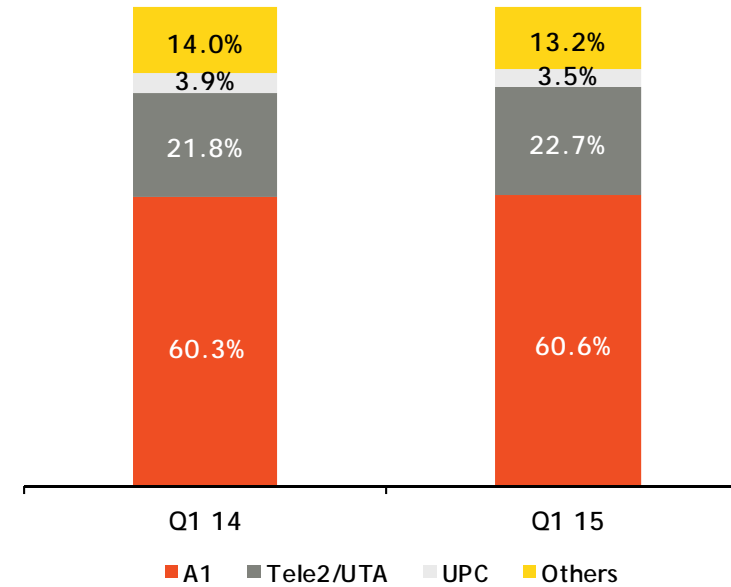
Market share total minutes

(in %)



Market share fixed-line minutes

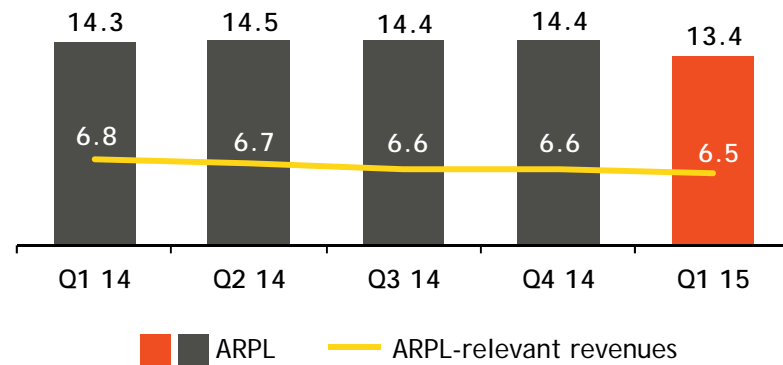
(in %)



Segment Bulgaria - Fixed-line key performance indicators

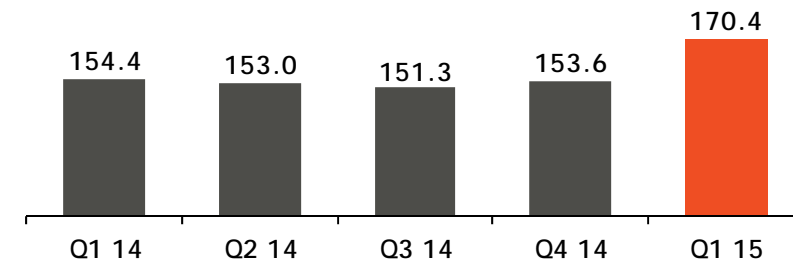
ARPL & ARPL-relevant revenues

(in EUR, in EUR million)



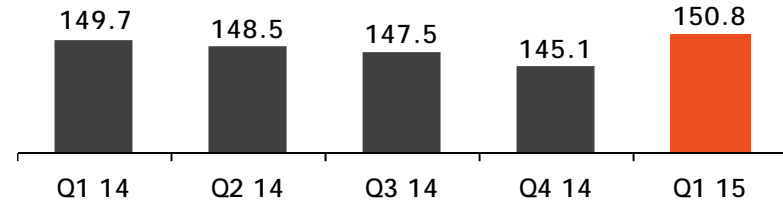
Total fixed access lines

(in '000)



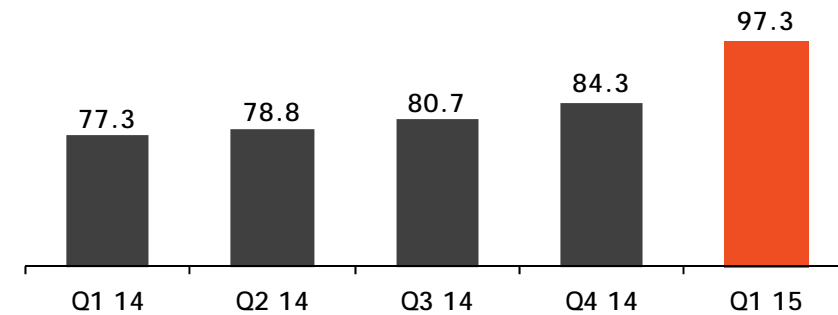
Fixed broadband retail access lines

(in '000)



TV subscribers

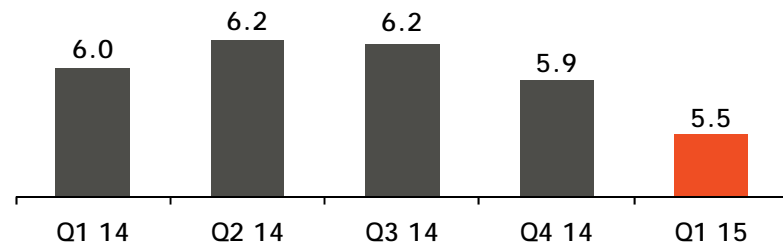
(in '000)



Segment Bulgaria - Mobile key performance indicators

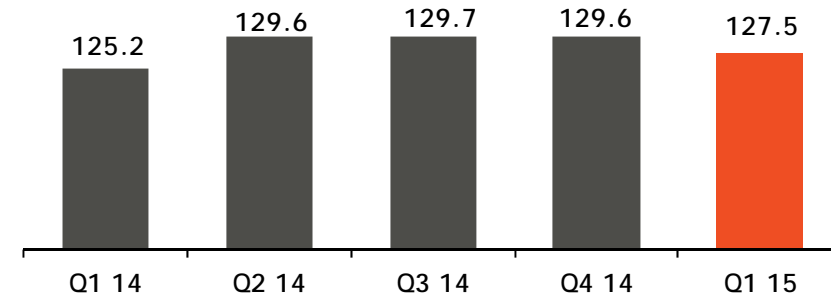
ARPU

(in EUR)



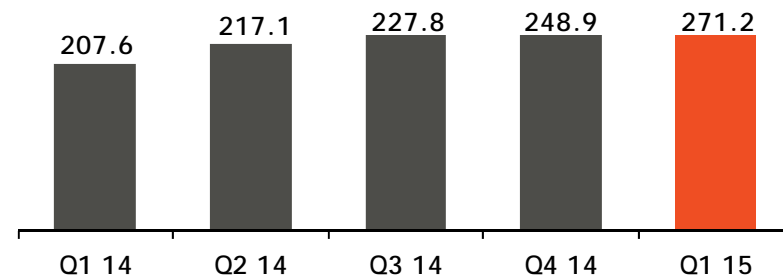
MoU per subscriber

(in min)



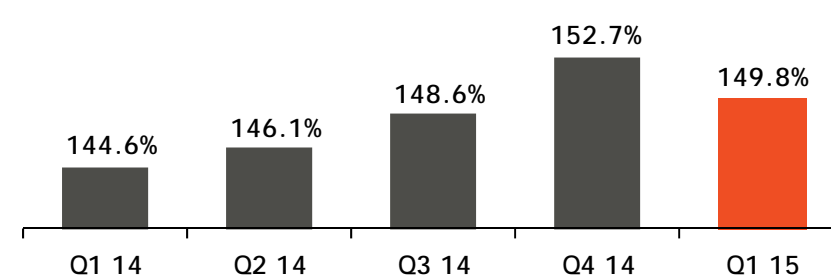
Mobile broadband customers

(in '000)



Mobile penetration

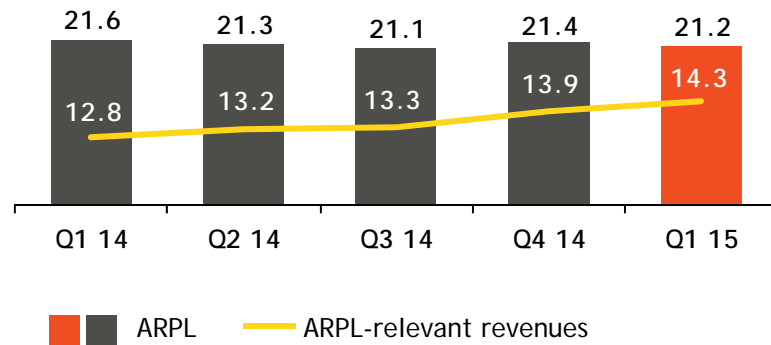
(in %)



Segment Croatia - Fixed-line key performance indicators

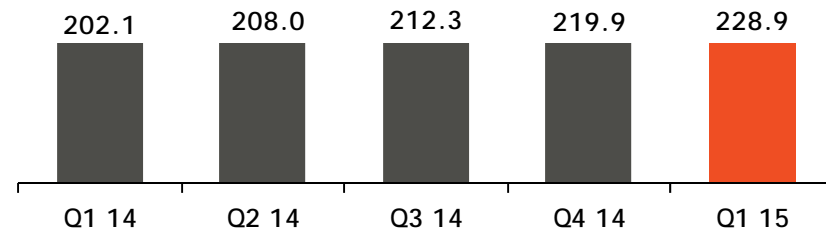
ARPL & ARPL-relevant revenues

(in EUR, in EUR million)



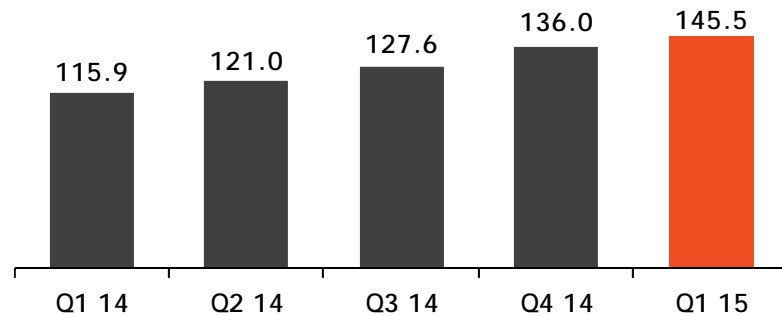
Total fixed access lines

(in '000)



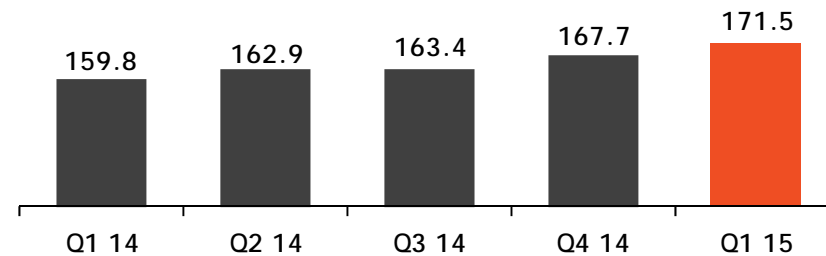
Fixed broadband retail access lines

(in '000)



TV subscribers

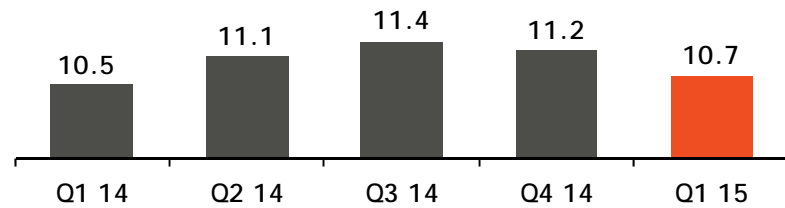
(in '000)



Segment Croatia - Mobile key performance indicators

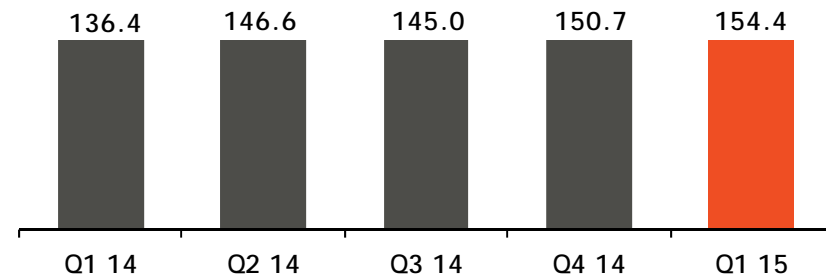
ARPU

(in EUR)



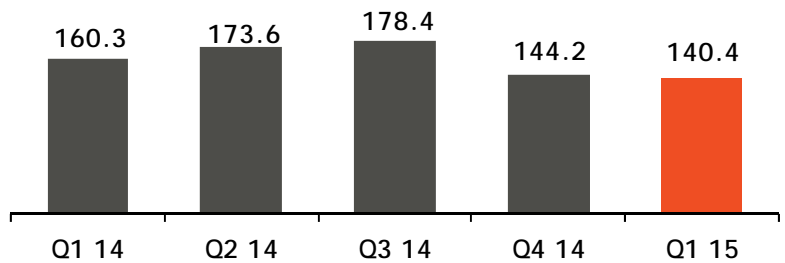
MoU per subscriber

(in min)



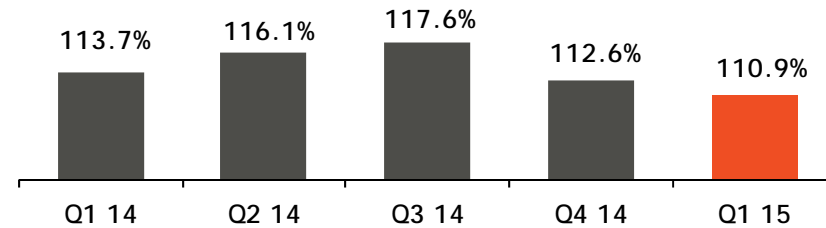
Mobile broadband customers

(in '000)



Mobile penetration

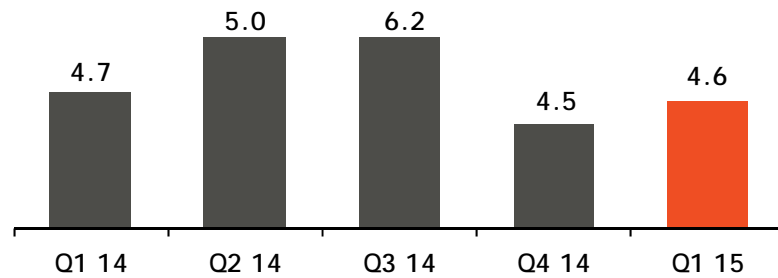
(in %)



Segment Belarus – Mobile key performance indicators

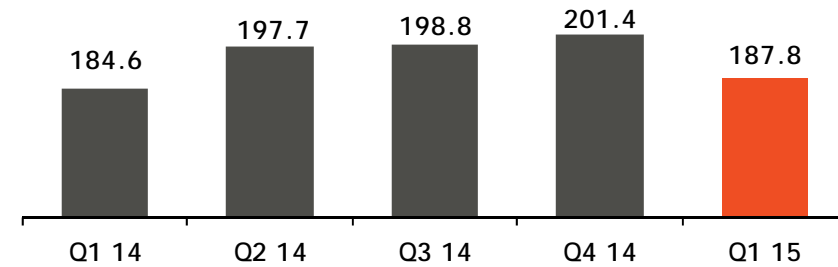
ARPU

(in EUR)



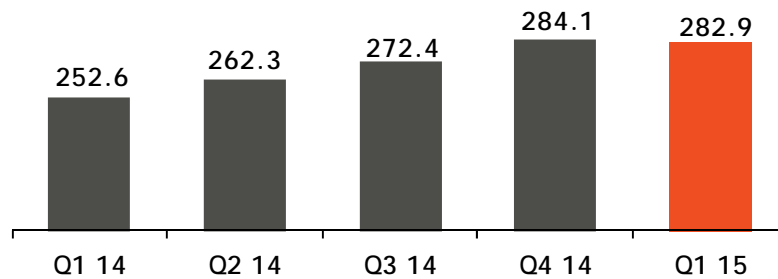
MoU per subscriber*

(in min)



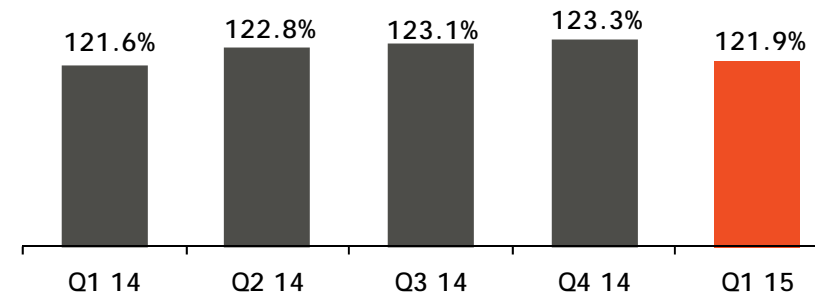
Mobile broadband customers

(in '000)



Mobile penetration

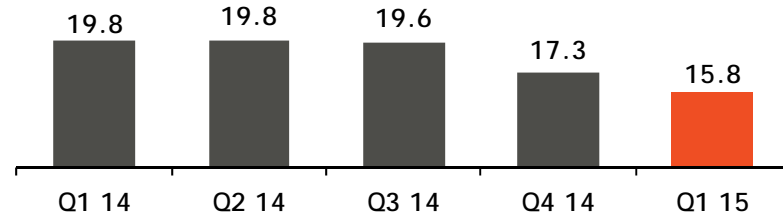
(in %)



Segment Additional Markets - Mobile key performance indicators

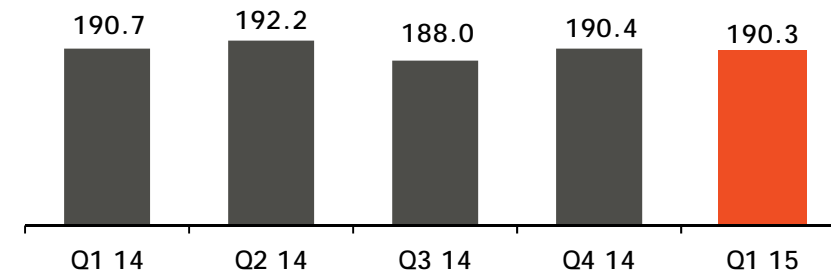
Slovenia - ARPU

(in EUR)



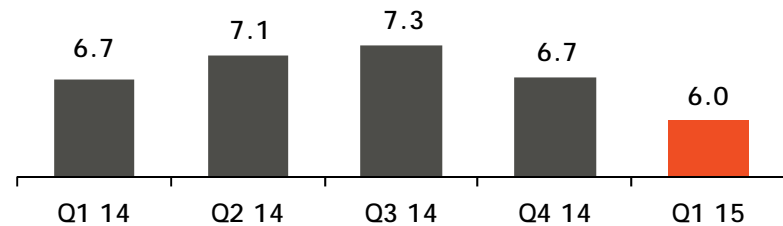
Slovenia - MoU per subscriber

(in min)



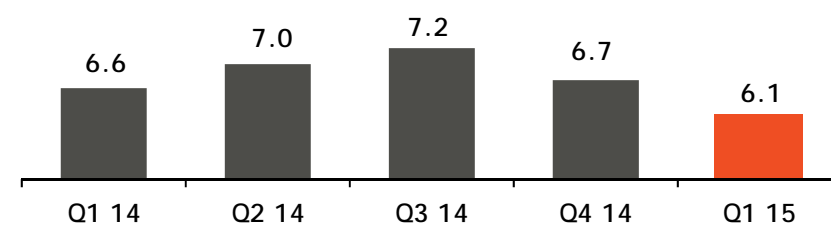
Republic of Serbia - ARPU

(in EUR)



Republic of Macedonia - ARPU

(in EUR)



Appendix 2 – Regulatory topics

Glide Path of Mobile Termination Rates

EU Pressure on National Regulatory Authorities to Further Decrease Rates

	Jan 2014	Jul 2014	Sep 2014	Jan 2015	Jul 2015
Austria (EUR)	0.008049	0.008049	0.008049	0.008049	0.008049
Bulgaria (BGN)	0.02	0.02	0.02	0.019	0.019
Croatia (HRK)	0.1282*	0.1282*	0.1282*	0.063*	0.063*
Belarus (BYR)	180/90**	180/90**	180/90**	180/90**	180/90**
Slovenia (EUR)	0.0324	0.0324	0.0114	0.0114	0.0114
Serbia (RSD)	3.95	3.95	3.95	3.43	3.43
Macedonia (MKD)	1.20	1.20	0.90	0.90	0.90

* National MTRs stated. International MTRs differ

** Belarus values: peak times/off-peak times - the medium weighted MTR value amounts to BYR 150 per minute

EU Roaming Price Regulation

RETAIL (in EURc)	July 2013	July 2014
Data (per MB)	45	20
Voice-calls made (per minute)	24	19
Voice-calls received (per minute)	7	5
SMS (per SMS)	8	6

WHOLESALE (in EURc)	July 2013	July 2014
Data (per MB)	15	5
Voice (per minute)	10	5
SMS (per SMS)	2	2



Upcoming spectrum tenders/prolongations/assignments

	Planned/Expected	Comments
Austria	2019 (2100 MHz)	-
Bulgaria	2015 (1800 MHz)	2600 MHz band planned to be free from 1 st Sept. 2015; allocation procedure currently undecided
Croatia	2015 (1800 MHz) 2016-2017 (2100 MHz) 2017-2018 (2600 MHz)	2100 MHz: dependent on LTE roll out dynamics and traffic development (on request of at least one operator) 2600 MHz: dependent on traffic development
Belarus	2015 (2100 MHz)	2100 MHz: 4th block countrywide LTE license only awarded to B-cloud, allocation to other operators not expected before 2016
Slovenia	2017	NRA announced preparation of a new tender for public spectrum auction of 'leftovers' 700 MHz, 1400 MHz, 1800 MHz, 2100MHz, 2300 MHz, 3500 MHz and 3700 MHz
Republic of Serbia	2015 (800 MHz) 2016 (900 MHz)	
Republic of Macedonia	2016-2017 (900 MHz & 1800 MHz)	900 MHz (2x10) & 1800 MHz (2x10): Prolongations (Vip operator licenses in these spectrum valid until 22.03.2017)

Appendix 3 – Personnel restructuring in Austria

Quarterly overview - Restructuring charges and provision vs. FTE

Overview restructuring charges

(in EUR million)

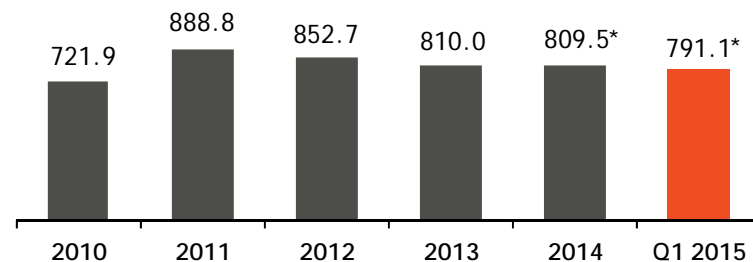
	2010	2011	2012	2013	2014	Q1 2015
FTE effect	76.9	274.3	49.9	149.0	86.4*	4.5
Servicekom	0.0	-40.6	-76.7	-103.8	-39.4	-0.6
Interest rate adjustments	47.2	0.0	61.4	0.0	42.6	0.0
Total	124.1	233.7	34.7	45.2	89.6	3.9

FTEs addressed

	2010	2011	2012	2013	2014	Q1 2015
Transfer to government	158	106	44	22	52	10
Social plans	28	685	94	409	199	7
Staff released from work	27	0	0	0	0	0
Total	213	791	138	431	251	17

Overview restructuring provision**

(in EUR million)



Provisioned FTEs

	2010	2011	2012	2013	2014	Q1 2015
Transfer to government	158	264	308	330	242	195
Social plans	299	922	1,030	1,315	1,460	1,460
Staff released from work	763	649	510	410	350	345
Total	1,220	1,835	1,848	2,055	2,052	2,000

* Including EUR 15.0 mn due to the judgment of the European Court of Justice from November 11, 2014 regarding the remuneration and legal rights of civil servants ('Vorrückungstichtag')

** Including liabilities for transfer of civil servants to government bodies since 2010

Overview – Cash flow impact of restructuring

Overview cash flow impact*

(in EUR million)

	Total cash-flow impact
2010	57.9
2011	93.4
2012	104.0
2013	108.0
2014	107.1
<i>Q1 2015</i>	<i>25.2</i>

- > Total cash flow impact comprises old and new programmes
- > Cash flow impact for Q1 2015 of EUR 25.2 mn
- > Total expected cash flow impact for 2015 of approximately EUR 100 - 110 mn

* Historical numbers have been restated since 2011 to fully reflect all payments from the transfer of civil servants to government bodies.



Appendix 4 – Corporate sustainability

Alignment with core business and materiality analysis define sustainability strategy

Products Providing Responsible Products



Develop Products in a Future-Oriented and Responsible Way

- Powerful Network Infrastructure
- Highest Data Protection and Safety Standards
- Products with Added Value

Environment Living Green



Manage Resources in an Efficient and Sustainable Way

- Energy-Efficient Infrastructures
- Increased Use of Renewable Energy
- Active Climate Protection Through CO₂ Reduction



Employees Empowering People



Systematically Promote Employees' Skills and Utilising Them

- Sound Education and Trainings
- Promotion of Internal Career Paths
- Increase the Proportion of Female Employees – Including Management Posts

Society Creating Equal Opportunities



Creating Equal Opportunities in the Digital Society

- Focused Trainings on Media Literacy
- Increase the Safe Use of Digital Media
- Social Cooperations Based on Local Needs

22 Firm and Measurable Targets



Reporting Follows the Global Reporting Initiative Guidelines



ISO 14001
ISO 50001
ISO 27001



Key figures

Selected Group-wide KPIs

Products: Providing Responsible Products		2013
Customer contacts in customer service ('000)		40.640
Employees in customer service (in FTE)		3.627
Environment: Living Green*		2013
Total CO ₂ Emissions (Scope 1+2 in tonnes)		222.722
Energy efficiency index (in Mwh/terabyte)		1,1
Paper consumption (in tonnes)		1.777
Collected old mobile phones (in pcs)		107.353
E-billing share (in %)		64
Employees: Empowering People		2013
Share of femal employees (in %)		37
Share of femal executives (in %)		31
Internally hired positions		631
Society: Creating Equal Opportunities		2013
Participants in trainings on media literacy**		24.483
Local educational projects		over 30

* Mobilkom liechtenstein is not included due to size of the operating company

** Since beginning of the initiative

Results for the first quarter 2015

Ratings



› Classification: B
(93 points out of 100)



› Classification: C+



Indices



Memberships

