

## **Results for the first nine months and third quarter 2019**

October 15, 2019, Vienna

#### 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 A1 Telekom Austria Group nor any other person accepts any liability for any such forward-looking statements. A1 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 A1 Telekom Austria Group.'

All figures for 2019 are stated according to IFRS 16 (2018 IFRS 16 based) if not stated otherwise. The implementation of IFRS 16 had not been fully completed at the date of publication. The impact of the adoption of IFRS 16 is unaudited and may be subject to change until the publication of Financial Statements 2019.

Alternative performance measures are used to describe the operational performance. Please therefore also refer to the financial information presented in the Consolidated Financial Statements, as well as the reconciliation tables provided in the Earnings Release.





# Operational and financial highlights for the first nine months and third quarter 2019

#### Highlights Q3 2019

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- Strong service revenue growth continued in Q3 2019 (+4.1% on Group level), driven by almost all markets (Slovenia and North Macedonia were stable)
- EBITDA growth (5.1% excl. restructuring) was driven by all markets, with a strong contribution from CEE
- Ongoing shift from prepaid to contract together with M2M benefits the mobile contract customer base (+4.3%)
- Total RGUs remained stable as growth in all CEE markets was able to outweigh lower RGUs in Austria



- Austria: Consultation of tender documents for multiband spectrum auction 2020 (700/1,500/2,100 MHz)
- Bulgaria: Launch of A1 Xplore TV on October 1, 2019
- Belarus and North Macedonia: Rebranding to "A1" completed in Q3 2019



#### Solid trends resulted in operational EBITDA growth in all markets

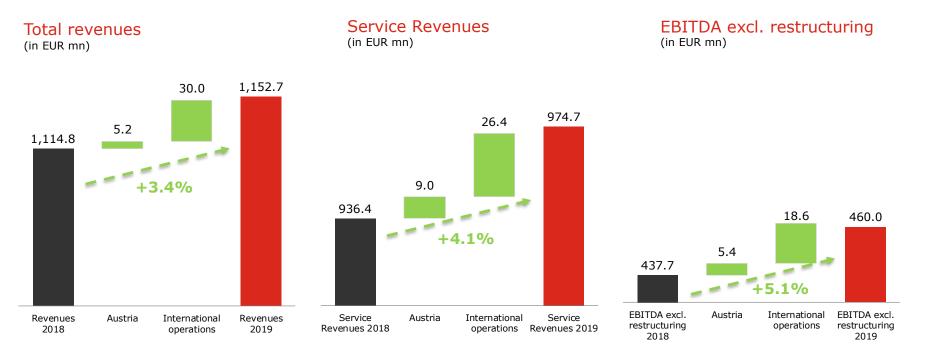
Group (in EUR million)	IFRS 16 Q3 2019	IFRS 16 based Q3 2018	% change	
Total revenues Service revenues	1,152.7 974.7 460.0	1,114.8 936.4 437.7	3.4% 4.1% 5.1%	Q <sup>3</sup>
EBITDA excl. restructuring* CAPEX	460.0 185.5	193.8	-4.3%	

Strong service revenue in Q3 2019 was driven by the mobile as well as the fixed-line business

- Ongoing migrations to higher tariffs and strong demand for WiFi routers led to growth in the mobile segment
- Fixed-line driven by ongoing strong demand for ICT solutions and complementary connectivity
- EBITDA growth in Q3 2019 was especially driven by CEE markets (+10.2% year-on-year); Austria also showed a solid operational development (+2.0% year-on-year; excluding restructuring)
- Q3 2019 showed a strong FCF generation of EUR 182.6 mn (Q3 2018: EUR 120.4 mn), driven by lower working capital needs and the better operational performance

<sup>\*</sup> Restructuring charges: EUR 21.0 mn in Q3 2019 (Q3 2018: EUR 8.1 mn) One-off effects: none in revenues (Q3 2018: EUR 1.5 mn) and EUR 6.5 mn in EBITDA (Q3 2018: EUR 5.4 mn) Positive FX effects of EUR 4.9 mn in revenues and EUR 2.1 mn in EBITDA

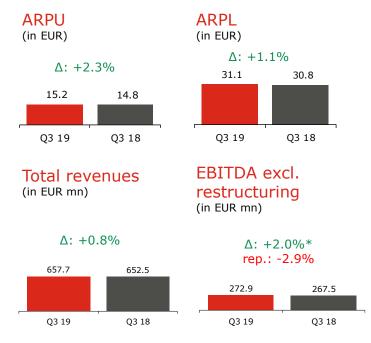
#### Growth especially driven by CEE markets in Q3 2019



Deviation between A1 Group and the sum of Austria and international operations due to Corporate & Eliminations.



### Austria: Positive service revenues trends continued and translated into operational EBITDA growth



 $\ast$  excl. restructuring charges of EUR 21.0 mn in Q3 2019 (Q3 2018: EUR 8.1 mn)



Results for the first nine months and third quarter 2019

#### **Operational data**

- +1.9% contract subscriber number still driven by solid demand for high-value tariffs and mobile WiFi routers
- Higher ARPU as mobile WiFi routers outweighed declines due to international call regulation
- Strong demand for higher bandwidths as well as price indexation drove ARPL higher
- Ongoing RGU decline of 2.2% mainly driven by voice RGUs as well as a loss in low bandwith broadband internet connections

#### Financial performance

- 2.0% higher fixed-line service revenues were driven by strong growth in solutions and connectivity business which compensated for weaker retail fixed-line service revenues
- Mobile service revenues grew by 1.0%, driven by mobile Wifi routers and high-value customers, despite the international call regulation
- EBITDA excl. restructuring increased by 2.0% as lower workforce costs were able to offset a lower equipment margin as well as higher content and network maintenance costs
- Higher subsidies due to lower marketing support compared to prior year as well as increased subsidies per handset and higher quantities 7

### CEE: Ongoing strong mobile and fixed-line service revenue growth led to EBITDA growth in all CEE markets

#### **EBITDA** (in EUR mn: O3 %-change vs. PY) Λ: 8.8% $\Lambda: +7.7\%$ Λ in BYN: 4.8% $\Delta: +13.6\%$ 50.8 49.8 49.3 Bulgaria Croatia Belarus $\Lambda$ : +16.2% $\Delta: +4.8\%$ Λ: 4.6% 24.4 15.5 11.4 North Macedonia Slovenia Serbia

#### Highlights CEE

#### **Bulgaria:**

- Strong service revenue growth continued (+11.5%)
  - Fixed-line driven by ongoing strong performance in the business segment as well as successful up- and cross-selling in residential
  - Positive mobile trends in both business and residential continued

#### Croatia:

- Higher mobile service revenues supported by visitor roaming; higher fixedline service revenues driven by ICT solutions as well as BB and TV RGUs
- OPEX benefited from lower frequency fees (partly one-off driven)

#### Belarus:

- Mobile service revenues rose due to inflation-linked price increases, successful migration of grandfathered service plans and data monetization
- OPEX increased, driven by higher cost of services and rebranding as well as workforce costs

#### Other segments:

- Slovenia: Better equipment margin due to lower subsides per device and the wholesale agreement drove EBITDA higher, fierce competition remained
- Serbia still benefited from attractive tariff propositions and strong demand for WiFi routers
- North Macedonia: EBITDA increased despite stable service revenues as the higher equipment margin outweighed rebranding costs in Q3 2019



### 1-9 M 2019: Lower free cash flow driven by higher CAPEX paid due to frequencies

(in EUR million)	Q3 2019	Q3 2018	% change	1-9 M 2019	1-9 M 2018	% change
Net cash flow from operating activities	427.9	352.7	21.3%	1,096.7	1,041.3	5.3%
Capital expenditures paid	-198.7	-192.2	3.4%	-671.9	-558.6	20.3%
Lease principal paid	-31.7	-30.5	4.0%	-116.6	-112.7	3.5%
Proceeds from sale of plant, property and equipment	0.7	5.7	n.m.	12.4	10.0	23.6%
Interest paid	-15.6	-15.3	2.3%	-69.3	-53.9	28.7%
Free Cash Flow incl. lease payments	182.6	120.4	51.6%	251.2	326.1	-23.0%

- Free cash flow declined by EUR 74.9 mn year-on-year in 1-9 M 2019, ...
  - ... above all driven by EUR 76.1 mn payments for acquired frequencies in Austria and Belarus,
  - ... additionally, payments of EUR 23.0 mn in connection with a tax case in Bulgaria in Q2 2019 (included in interest paid and income taxes paid),
  - ... partly compensated by a higher operating cashflow

- Working capital needs of EUR -46.1 mn (EUR -73.9 mn in 1-9 M 2018), mainly driven by
  - EUR -82.6 mn decrease in accounts payable
  - EUR +29.9 mn inventory reduction
- Other financial positions of EUR -121.3 mn (EUR -111.3 mn in 1-9 M 2018), stemming mainly from
  - EUR -74.5 mn payments for restructuring and
  - EUR -50.8 mn income taxes paid



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### **Focus Points**

#### Belarus: Mobile service revenues back on solid growth path

- Successful voluntary migration of grandfathered service plans, data monetization and portfolio overhaul have driven mobile service revenues
- Additional support from inflation-linked price increases of 4.3% in July 2019 and 2.4% in September 2018
- Favorable FX development: +4.0% in Q3 2019, +1.9% YTD



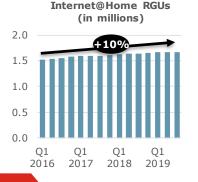
#### Further support from operational activities:

- LTE cooperation with beCloud has strengthened competitiveness (exclusive frequency usage rights)
- Additional attention from rebranding (finished in August 2019), which was e.g. used for special promotions



#### Austria: Internet@Home market shows ongoing growth potential; launch of attractive fixed-line broadband promotions

- Growth in Internet@Home market still largely driven by mobile WiFi routers
- Successful upselling and price indexation led to ARPL increase (Q1 2016: EUR 28.1 → Q3 2019: EUR 31.4)
- Launch of fixed-line broadband and bundle promotions in Q4 2019 with the aim to drive fixed-line BB net adds



#### Intensified fixed-line broadband activities:

- "Tablet for free" promo
- No installation fee
- Regional promotions
- Attractive bundle offers
- Student offer (no binding)
- Customer retention measures





### Multiband spectrum auction in Austria expected for spring 2020; consultation of the tender documents



- 2 x 30 MHz FDD band (6 blocks à 5 MHz); available as of July 1, 2020
- Coverage obligations for currently undersupplied municipalities, roads and railway tracks
- 40 MHz supplementary downlink frequency band
- 9 blocks à 10 MHz
- Renewal (expiring by year-end 2020)
- 2 x 60 MHz FDD band (12 blocks à 5 MHz)
- Hybrid SMRA\* auction with announcement of aggregated demand
- Bonus system: additional coverage of undersupplied areas (up to 2,100 in total) could lead to a rebate
- Spectrum duration: 22.5 to 24 years
- Minimum bids: totaling EUR 295 mn for the whole auction
- Consultation of tender documents ongoing; final tender documents planned to be released in December 2019
  - \* Simultaneous Multiple-Round Auction





# Outlook for the full year 2019

### A1 Telekom Austria Group outlook for the full year 2019 unchanged



- Outlook based on reported figures; assumed stable avg. BYN vs. EUR FX rate
- CAPEX (before leases): does not include investments in spectrum or acquisitions
- Dividend: intended proposal to the Annual General Meeting 2020 for the financial year 2019



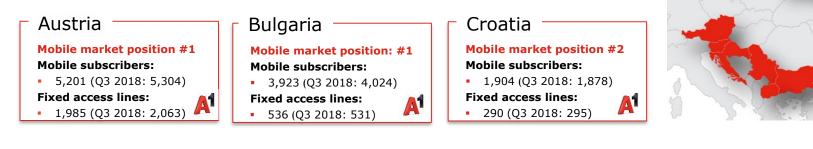


### **Appendix 1**

All figures are stated according to IFRS 16 on a reported basis

### The leading regional communications player providing convergent telecommunication services

as of September 30, 2019 (in '000)









#### A1 Telekom Austria Group – Profit and Loss

(in EUR million)	Q3 2019	Q3 2018	% change
Service Revenues	974.7	936.4	4.1%
Equipment Revenues	157.6	155.1	1.6%
Other operating income	20.4	23.3	-12.4%
Total Revenues	1,152.7	1,114.8	3.4%
Cost of Service	-324.8	-318.0	-2.1%
Cost of Equipment	-154.1	-144.9	-6.3%
Selling, General & Administrative Expenses	-232.7	-219.4	-6.1%
Others	-2.1	-2.9	26.4%
Total Costs and Expenses	-713.7	-685.2	-4.2%
EBITDA	439.0	429.6	2.2%
% of Total Revenues	38.1%	38.5%	
Depreciation and Amortisation	-196.7	-204.6	3.9%
Depreciation RoU assets	-40.3	-36.6	-10.0%
Impairment and Reversal of Impairment	0.0	0.0	n.a.
EBIT	202.0	188.4	7.2%
% of Total Revenues	17.5%	16.9%	
EBT (Earnings Before Income Taxes)	172.2	157.8	9.1%
Net Result	136.3	114.7	18.8%



### A1 Telekom Austria Group – Total revenues & costs and expenses per segment

#### A1 Telekom Austria Group - Total Revenue Split

Total Revenues (in EUR million)	Q3 2019	Q3 2018	% change
Austria	657.7	652.5	0.8%
Bulgaria	122.0	109.2	11.8%
Croatia	114.9	114.5	0.4%
Belarus	113.2	104.3	8.6%
Slovenia	52.5	52.3	0.5%
Serbia	73.9	68.4	8.1%
North Macedonia	31.8	30.2	5.3%
Corporate & other, eliminations	-13.4	-16.5	19.0%
Total Revenues	1,152.7	1,114.8	3.4%

#### A1 Telekom Austria Group - Costs and Expenses Split

Costs and Expenses (in EUR million)	Q3 2019	Q3 2018	% change
Austria	405.8	393.0	3.2%
Bulgaria	72.2	65.4	10.5%
Croatia	65.6	68.7	-4.5%
Belarus	62.5	57.7	8.3%
Slovenia	37.0	37.5	-1.3%
Serbia	49.5	47.4	4.5%
North Macedonia	20.4	19.3	5.7%
Corporate & other, eliminations	0.6	-3.8	n.m.
Total Operating Expenses	713.7	685.2	4.2%



#### A1 Telekom Austria Group – workforce development

FTE (Average Period)	Q3 2019	Q3 2018	% change
Austria	7,793	8,141	-4.3%
International	10,263	10,374	-1.1%
Corporate	384	357	7.4%
A1 Telekom Austria Group	18,439	18,872	-2.3%

FTE (End of Period)	Q3 2019	Q3 2018	% change
Austria	7,787	8,128	-4.2%
International	10,282	10,338	-0.5%
Corporate	386	366	5.4%
A1 Telekom Austria Group	18,455	18,832	-2.0%



#### A1 Telekom Austria Group – Capital expenditure split

Capital Expenditures (in EUR million)	Q3 2019	Q3 2018	% change
Austria	119.5	119.4	0.0%
Bulgaria	20.7	26.3	-21.3%
Croatia	15.0	19.8	-24.0%
Belarus	8.4	15.0	-43.9%
Slovenia	5.7	3.7	51.8%
Serbia	9.5	6.8	39.6%
North Macedonia	6.1	2.5	145.1%
Corporate & other, eliminations	0.6	0.3	87.0%
Total Capital Expenditures	185.5	193.8	-4.3%
thereof Tangible	151.7	153.7	-1.3%
thereof Intangible	33.7	40.1	-16.0%



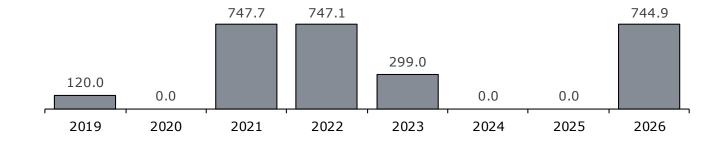
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#### A1 Telekom Austria Group – Net debt as of September 30, 2019

Net Debt pre IFRS 16 (in EUR million)	30 September 2019	31 December 2018	% change
Long-term Debt	2,538.8	2,536.8	0.1%
Short-term Borrowings	120.0	245.3	-51.1%
Cash and Cash Equivalents and Short-term Investments	- 51.1	-63.6	19.6%
Net Debt pre IFRS 16 of A1 Telekom Austria Group	2,607.6	2,718.4	-4.1%
Lawrence Battle	1.9	1.9	
Leverage Ratio			
Leverage Ratio			
Net Debt incl. Leases (in EUR million)	30 September 2019	1 January 2019	% change
-			% change
Net Debt incl. Leases (in EUR million)	30 September 2019	3,395.8	-1.9%
Net Debt incl. Leases (in EUR million) Long-term Debt incl. Leases	<b>30 September 2019</b> 3,331.5	3,395.8 388.6	-1.9% -30.4%
Net Debt incl. Leases (in EUR million) Long-term Debt incl. Leases Short-term Borrowings incl. Leases	<b>30 September 2019</b> 3,331.5 270.4	3,395.8 388.6 -63.6	-1.9% -30.4%



#### A1 Telekom Austria Group – Financial debt maturity profile as of September 30, 2019

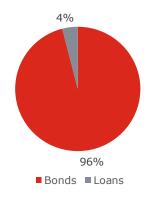


- EUR 2,658.8 mn short-and long-term borrowings as of September 30, 2019
- Average cost of debt of 2.81%
- Cash and cash equivalents and short-term investments of EUR 51.1 mn
- Average term to maturity of 3.76 years



#### A1 Telekom Austria Group – Debt profile as of September 30, 2019

#### Overview debt instruments



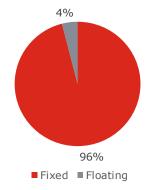
#### Lines of credit

- Undrawn committed credit lines amounting to EUR 1,215 mn
- Average term to maturity of 4.08 years\*

\*Increase due to entering into a EUR 1,000 mn credit facility with a term of 5 years in July 2019

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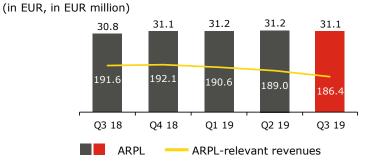
#### Fixed/floating mix



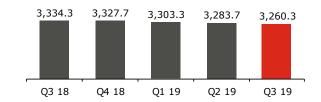
#### Ratings

- S&P: BBB+ (stable outlook)
- Moody's: Baa1 (stable outlook)

#### Segment Austria – Fixed-line key performance indicators

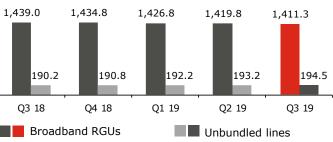


#### Total RGUs (in `000)

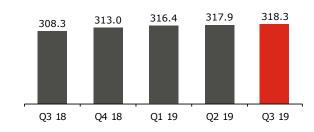


Broadband RGUs/unbundled lines (in '000)

ARPL & ARPL-relevant revenues



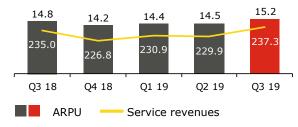
TV RGUs (in `000)



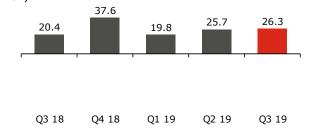


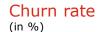
#### Segment Austria – Mobile key performance indicators

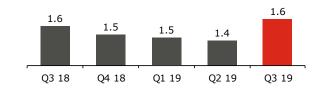
ARPU & Service revenues (in EUR, in EUR million)





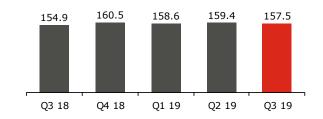






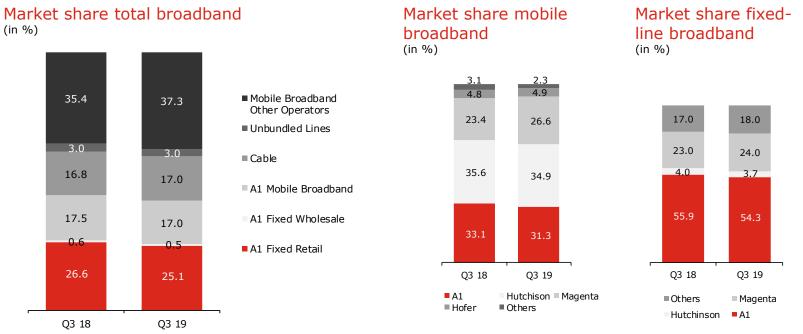


(in %)



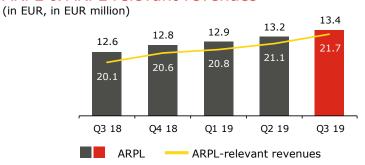


#### Segment Austria – Broadband market split\*

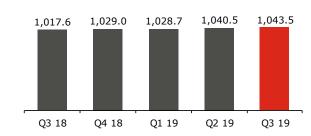


\* Market data are based on estimates due to lack of availability for subscriber figures of the total market at A1 Group's reporting date.

#### Segment Bulgaria – Fixed-line key performance indicators

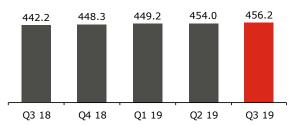


#### Total RGUs (in `000)

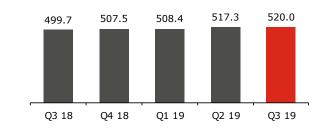


Fixed Broadband RGUs (in '000)

ARPL & ARPL-relevant revenues



TV RGUs (in `000)

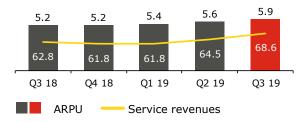


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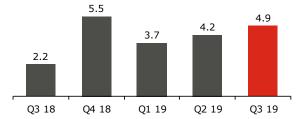
#### Segment Bulgaria – Mobile key performance indicators

#### ARPU & Service revenues

(in EUR, in EUR million)

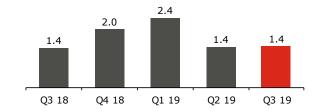


#### Subsidies (incl. promotional deals) (in EUR million)



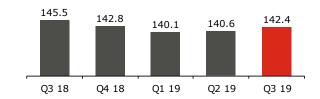
Churn rate (in %)





#### Mobile penetration

(in %)

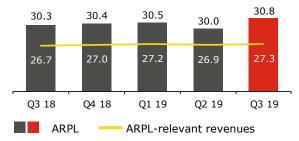




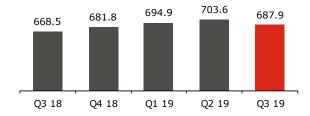
#### Segment Croatia – Fixed-line key performance indicators

#### ARPL & ARPL-relevant revenues\*

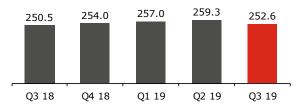
(in EUR, in EUR million)



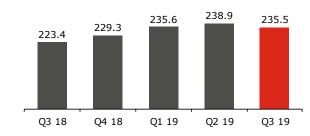
#### Total RGUs (in `000)







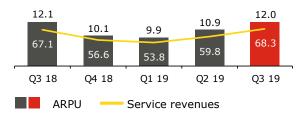
**TV RGUs** (in '000)



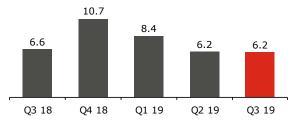
\*Minor shifts between quarters in 2018 values due to a slightly modified accrual method. Full year values were unaffected.

#### Segment Croatia – Mobile key performance indicators

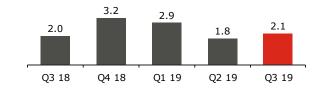
ARPU & Service revenues (in EUR, in EUR million)



#### Subsidies (incl. promotional deals) (in EUR million)

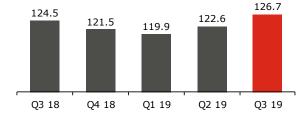








(in %)

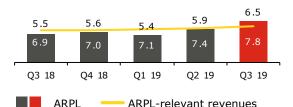




#### Segment Belarus – Fixed-line key performance indicators

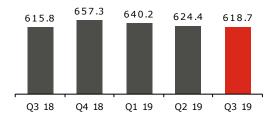
#### ARPL & ARPL-relevant revenues

(in EUR, in EUR million)

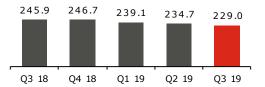




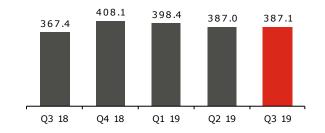
(in `000)



Fixed Broadband RGUs (in '000)

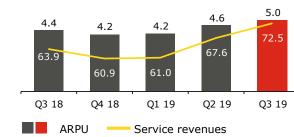


TV RGUs (in `000)



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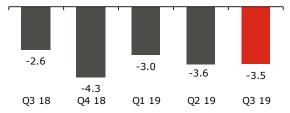
#### Segment Belarus – Mobile key performance indicators



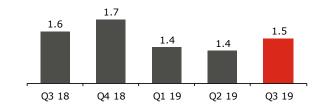
**ARPU & Service revenues** 

(in EUR, in EUR million)



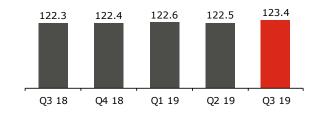


Churn rate (in %)



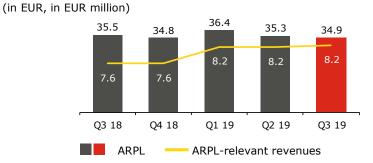
#### Mobile penetration

(in %)

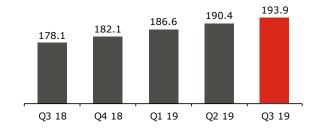




#### Segment Slovenia – Fixed-line key performance indicators

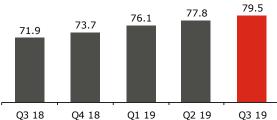


#### Total RGUs (in `000)

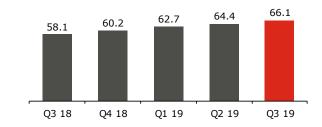


Fixed Broadband RGUs (in '000)

ARPL & ARPL-relevant revenues



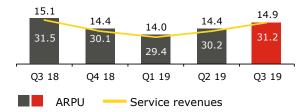
TV RGUs (in `000)



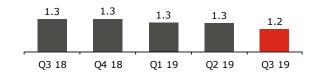
A

#### Segment Slovenia – Mobile key performance indicators

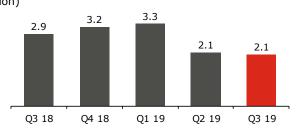
ARPU & Service revenues (in EUR, in EUR million)



Churn rate (in %)

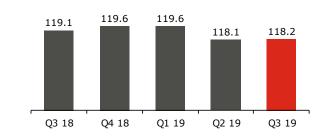


Subsidies (in EUR million)



Mobile penetration

(in %)



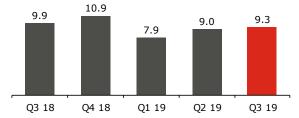
A

#### Segment Serbia – Mobile key performance indicators

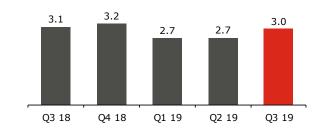
#### (in EUR, in EUR million) 7.5 7.2 7.2 6.8 6.5 51.9 48.7 47.4 44.6 43.1 Q3 18 Q4 18 Q1 19 Q2 19 Q3 19 ARPU Service revenues

#### Subsidies (incl. promotional deals) (in EUR million)

**ARPU & Service revenues** 

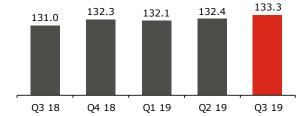


Churn rate





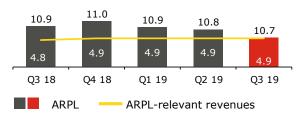
(in %)



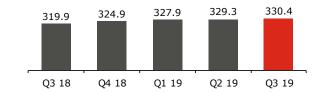


# Segment North Macedonia – Fixed-line key performance indicators

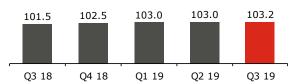
#### ARPL & ARPL-relevant revenues\* (in EUR, in EUR million)



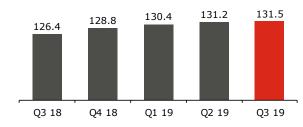
### Total RGUs\* (in `000)



Fixed Broadband RGUs\* (in '000)



TV RGUs (in `000)



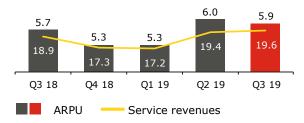
\*In North Macedonia, WiFi routers, which were formerly reported in fixed-line RGUs, are reported in mobile postpaid since Q2 2019. The numbers of the comparison period have been adapted.



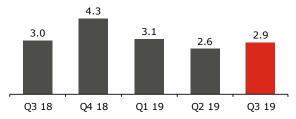
## Segment North Macedonia – Mobile key performance indicators

### ARPU & Service revenues\*

(in EUR, in EUR million)

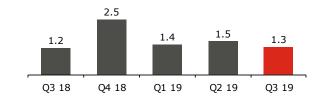


## Subsidies (incl. promotional deals)\* (in EUR million)

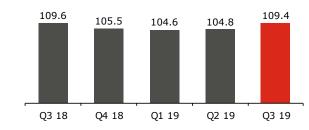


#### Churn rate\* (in %)

*9*0)



Mobile penetration\*



\*In North Macedonia, WiFi routers, which were formerly reported in fixed-line RGUs, are reported in mobile postpaid since Q2 2019. The numbers of the comparison period have been adapted.

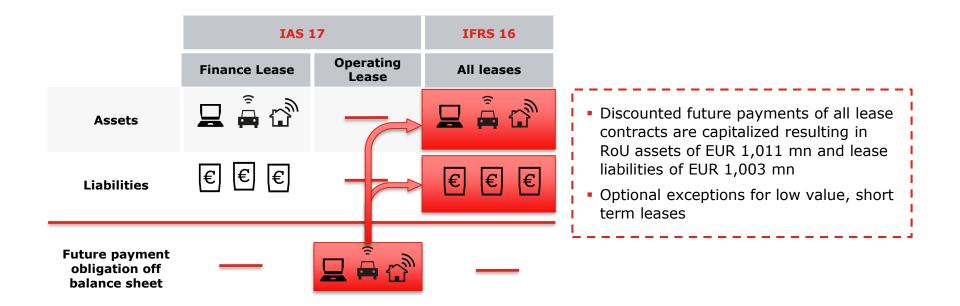
(in %)





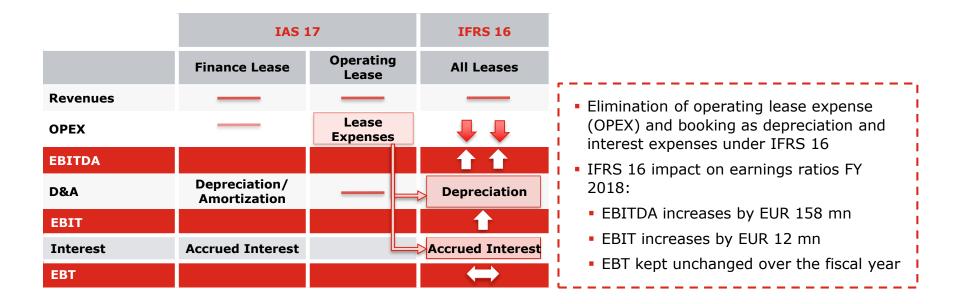
# Appendix 2 – Adoption of IFRS 16

## Adoption of IFRS 16 – impact on the balance sheet





## Adoption of IFRS 16 – impact on the income statement





## Adoption of IFRS 16 – impact on net debt

in EUR mn	Dec 31, 2018 pre IFRS 16	Sept 30, 2019 pre IFRS 16	Dec 31, 2018 IFRS 16 based	Sept 30, 2019 IFRS 16
Gross debt	2,782.0	2,658.8	3,784.4	3,601.9
Cash & cash equivalents	-63.6	-51.1	-63.6	-51.1
let debt	2,718.4	2,607.6	3,720.8	3,550.8
EBITDA (LTM)	1,390.9	1,366.2	1,548.9	1,539.2
let debt / EBITDA ratio	2.0 x	1.9 x	2.4 x	2.3 x





# Appendix 3 – Regulatory topics

### Glide Path of Mobile Termination Rates No further reductions expected in 2019

	Jul 2015	Jan 2016	Jul 2016	Jan 2017	Jul 2017	Jan 2018
Austria (EUR)	0.008049	0.008049	0.008049	0.008049	0.008049	0.008049
Bulgaria (BGN)	0.019	0.019	0.019	0.014	0.014	0.014
Croatia (HRK)*	0.063	0.063	0.063	0.063	0.047	0.047
Belarus (BYN)**	MTS 0.025/0.0125 BeST 0.018/0.009					
Slovenia (EUR)	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114
Serbia (RSD)	3.43	3.43	2.75	2.07	2.07	1.43
North Macedonia (MKD)***	0.90	0.90	0.90	0.63	0.63	0.63

\* National and International EU/EEA MTRs stated as regulated. International MTRs differ between EU/EEA and non-EU/EEA originating country.

Non-EU/EEA MTR for Croatia: HRK 1.73/min -> HRK 2.00/min in Apr 2016

\*\* Belarus values: prime time/downtime. MTS: Mobile TeleSystems; BeST: Belarus Telecommunications Network

\*\*\* NRA Regulated asymmetric MTR for FULL MVNO (Lycamobile) from 01.05.2018 to 30.04.2019 at level of 1.5 MKD



## Upcoming spectrum tenders/prolongations/ assignments\*

	Expected	Comments
Austria	2020 (700, 1500, 2100 MHz) 2020 (2300 MHz)	700/1500/2100 MHz auction planned for spring 2020
Bulgaria	2020 (2100, 2600, 3400-3800 MHz) 2021 (800 MHz)	
Croatia	2020 (700, 3500 MHz)	
Belarus	2020 (3500 MHz) 2021/22 (700 MHz)	
Slovenia	2020 (700, 1400, 2100, 2300, 3400-3800 MHz)	
Serbia	2020 (700, 2600, 3500 MHz)	
North Macedonia	Late 2019/early 2020 (3500 MHz) 2020 (700 MHz)	

\* Please note that this a list of expected spectrum awards procedures. Whether Telekom Austria Group is planning and sees a need to participate and acquire spectrum in the above-mentioned procedures the Group is not permitted to comment on.

## EU roaming price regulation

RETAIL (in EURc)	July 2014	April 30, 2016	June 15, 2017		
Data (per MB)	20	domestic tariff + 5*	domestic tariff		
Voice-calls made (per minute)	19	domestic tariff + 5*	domestic tariff		
Voice-calls received (per minute)	5	weighted average MTR	0		
SMS (per SMS)	6	domestic tariff + 2*	domestic tariff		
WHOLESALE (in EURc)	July 2014	April 30, 2016	June 15, 2017	January 1, 2018	January 1, 2019
Data (per MB)	5	5	0.77	0.6	0.45
Voice (per minute)	5	5	3.2	3.2	3.2
SMS (per SMS)	2	2	1	1	1

\* Sum of the domestic retail price and any surcharge applied for regulated roaming calls made, regulated roaming SMS messages sent or regulated data roaming services shall not exceed EUR 0.19 per minute, EUR 0.06 per SMS message and EUR 0.20 per megabyte used. Any surcharge applied for calls received shall not exceed the weighted average of maximum mobile termination rates across the Union.



## Appendix 4 – Personnel restructuring in Austria

## Full Year Overview – Restructuring charges and provision vs. FTE

### Overview restructuring charges

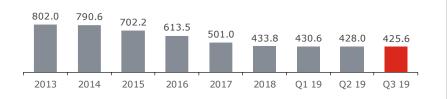
(in EUR million)

	2013	2014	2015	2016	2017	2018	Q1 19	Q2 19	Q3 19
FTE reduction	149.0	86.4	69.5	95.0	9.1	70.1	19.6	21.0	29.2
Servicekom contribution	-103.8	-39.4	-72.0	-96.9	-27.3	-47.1	0.5	-3.0	-10.8
Interest rate adjustments	0.0	42.6	2.9	9.2	0.0	-0.9	0.9	2.9	2.6
Total	45.2	89.6	0.4	7.2	-18.2	22.1	20.9	21.1	21.0

### FTEs addressed

	2013	2014	2015	2016	2017	2018	Q1 19	Q2 19	Q3 19
Transfer to government	22	52	49	6	3	0	0	0	0
Social plans	409	199	270	269	31	241	66	76	98
Staff released from work	0	0	0	0	0	0	0	0	0
Total	431	251	319	275	34	241	66	76	98

### Overview restructuring provision\* (in EUR million)



### **Provisioned FTEs**

	2013	2014	2015	2016	2017	2018	Q1 19	Q2 19	Q3 19
Transfer to government	330	242	205	193	176	159	152	141	135
Social plans	1,315	1,460	1,661	1,821	1,707	1,748	1,745	1,740	1,776
Staff released from work	410	350	253	200	172	116	112	109	89
Total	2,055	2,052	2,119	2,214	2,055	2,023	2,009	1,990	2,000

\* Including liabilities for transfer of civil servants to government bodies since 2010. For further details please refer to note (23) of the consolidated financial statements.



## Overview – Cash flow impact of restructuring

Restruct	uring ca	sh flow	impact
Cash flow impact			
(in EUR million)	2012	104.0	
	2013	108.0	
	2014	107.1	
	2015	101.9	
	2016	105.5	
	2017	102.4	
	2018	95.6	
	Q1 2019	25.0	
	Q2 2019	24.6	
	Q3 2019	25.8	

- Total CF impact comprises old and new programs
- Expected CF impact for 2019 of ~ EUR 95 mn

### Restructuring outlook 2019f

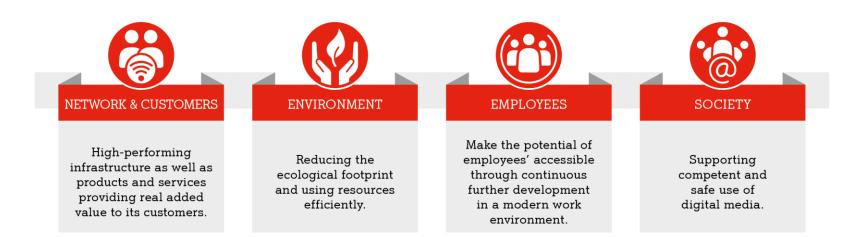
- Restructuring charges of ~EUR 80 mn p.a. expected for the next few years addressing civil servants
- Target: decrease workforce costs by ~2% net in Austria





## Appendix 5 – Corporate sustainability

# Alignment with core business and materiality analysis define sustainability strategy





## Key figures – Corporate Sustainability

### Selected group-wide KPIs

Environment	2018
Total CO <sub>2</sub> emissions (Scope 1+2 market-based in tonnes)	244,313
Energy efficiency index (in Mwh/terabyte)	0.18
Paper consumption (in kg)	1,301,796
Collected old mobile phones (in pcs)	80,386
Employees	2018
Share of female employees (in %)	40
Share of female executives (in %)	35
Society	2018
Participations in trainings on media literacy	30,084

### Ratings



