



A1 Telekom Austria Group Fact Sheet

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Rounding differences can lead to minor deviations from published figures.
All figures in the analyst fact sheet are provided on a reported basis.

Notes:

n.m. - not meaningful, used for changes >300% and for percentage changes which are not meaningful
n.a. - not applicable

Operating Results by Segments

Revenues	Q1 2019	Q2 2019 1-6 M 2019	Q3 2019 1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020 1-6 M 2020	Q3 2020 1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021 1-6 M 2021	Q3 2021	%-change	1-9 M 2021	%-change					
in EUR million																					
Segment Austria	646.8	658.5	1,305.3	657.7	1,963.0	685.2	2,648.1	647.5	635.9	1,283.4	657.1	1,940.5	681.6	2,622.1	657.4	666.2	1,323.6	672.5	2.3%	1,996.1	2.9%
Segment Bulgaria	111.1	115.4	226.5	122.0	348.5	137.7	486.2	127.6	121.5	249.0	127.9	376.9	136.9	513.8	132.2	145.1	277.3	144.9	13.3%	422.1	12.0%
Segment Croatia	102.1	106.5	208.6	114.9	323.5	109.3	432.8	101.2	99.3	200.4	111.8	312.2	115.8	428.1	105.9	108.7	214.7	121.5	8.7%	336.2	7.7%
Segment Belarus	93.8	105.2	198.9	113.2	312.1	114.0	426.1	109.6	98.3	207.9	99.0	306.9	95.7	402.6	92.4	95.7	188.1	108.8	9.9%	296.9	-3.2%
Segment Slovenia	51.2	51.5	102.6	52.5	155.2	54.2	209.4	48.6	50.8	99.4	52.7	152.1	52.9	205.0	51.4	51.2	102.6	54.0	2.5%	156.6	3.0%
Segment Serbia	65.1	68.9	134.0	73.9	207.9	75.9	283.8	68.6	68.1	136.7	73.7	210.4	75.7	286.2	70.7	74.7	145.4	83.2	12.9%	228.6	8.6%
Segment North Macedonia	30.4	29.3	59.6	31.8	91.5	31.3	122.8	29.6	28.3	57.9	31.0	88.9	33.0	121.9	31.5	32.0	63.5	35.0	13.0%	98.6	10.9%
Corporate, Others & Elimination	-10.9	-12.6	-23.5	-13.4	-36.9	-7.2	-44.1	-6.7	-6.4	-13.1	-11.1	-24.2	-6.1	-30.3	-6.0	-7.8	-13.8	-14.8	-33.3%	-28.6	-18.2%
Revenues	1,089.5	1,122.6	2,212.1	1,152.7	3,364.8	1,200.4	4,565.2	1,126.0	1,095.7	2,221.7	1,142.1	3,363.8	1,185.6	4,549.4	1,135.5	1,165.8	2,301.3	1,205.2	5.5%	3,506.5	4.2%
thereof Other Operating Income																					
in EUR million																					
Other Operating Income	21.5	29.1	50.6	20.4	71.1	24.8	95.8	18.2	19.5	37.6	19.4	57.0	28.5	85.5	17.8	22.6	40.3	19.4	-0.2%	59.7	4.6%
EBITDA																					
in EUR million																					
Segment Austria	226.0	236.3	462.3	251.9	714.2	207.1	921.3	223.4	233.3	456.7	264.9	721.6	215.1	936.7	228.9	249.2	478.1	279.1	5.4%	757.2	4.9%
Segment Bulgaria	42.8	45.1	87.9	49.8	137.7	41.7	179.4	45.9	48.1	94.0	52.1	146.1	46.3	192.4	55.6	55.4	111.0	56.9	9.1%	167.9	14.9%
Segment Croatia	31.7	34.9	66.6	49.3	115.9	29.2	145.1	33.3	33.8	67.1	44.1	111.2	32.1	143.4	35.7	39.3	75.1	50.7	15.1%	125.8	13.1%
Segment Belarus	42.6	47.8	90.4	50.8	141.2	49.8	190.9	47.5	45.2	92.6	43.9	136.5	36.4	172.8	42.0	45.0	87.1	47.2	7.6%	134.3	-1.6%
Segment Slovenia	13.9	14.5	28.4	15.5	43.9	15.2	59.0	13.8	14.1	27.9	16.5	44.4	14.3	58.7	14.7	14.7	29.4	16.3	-1.2%	45.7	2.8%
Segment Serbia	19.0	20.4	39.4	24.4	63.8	19.7	83.4	20.4	20.7	41.1	22.8	63.9	23.8	87.6	23.5	24.9	48.5	27.9	22.5%	76.4	19.6%
Segment North Macedonia	11.1	10.9	22.0	11.4	33.4	9.8	43.2	10.6	10.2	20.8	11.0	31.8	10.7	42.5	10.9	11.6	22.5	12.8	16.5%	35.3	10.9%
Corporate, Others & Elimination	-13.0	-17.8	-30.8	-14.0	-44.8	-17.0	-61.8	-14.3	-15.3	-29.6	-13.6	-43.2	-14.1	-57.3	-13.2	-12.4	-25.6	-10.8	21.0%	-36.3	15.9%
EBITDA	374.1	392.1	766.2	439.0	1,205.2	355.5	1,560.6	380.6	390.1	770.7	441.6	1,212.3	364.5	1,576.8	398.3	427.7	826.0	480.2	8.7%	1,306.3	7.7%
EBITDA after leases																					
in EUR million																					
Segment Austria	206.2	216.3	422.5	231.9	654.5	186.7	841.1	203.4	213.1	416.4	244.9	661.3	194.8	856.1	209.2	229.3	438.5	259.4	5.9%	697.9	5.5%
Segment Bulgaria	36.2	38.4	74.7	43.1	117.7	35.0	152.8	39.0	41.2	80.2	45.4	125.6	39.5	165.1	48.8	48.6	97.3	50.0	10.2%	147.3	17.3%
Segment Croatia	27.8	31.0	58.8	45.4	104.2	25.4	129.6	29.6	30.0	59.6	40.3	99.9	28.4	128.4	32.0	35.6	67.6	46.9	16.5%	114.6	14.6%
Segment Belarus	39.1	43.9	83.0	46.8	129.8	45.9	175.7	43.8	41.7	85.4	40.8	126.3	33.5	159.8	39.2	42.1	81.3	44.3	8.6%	125.6	-0.5%
Segment Slovenia	9.7	10.1	19.8	11.1	30.9	10.7	41.6	9.3	9.6	18.9	11.9	30.8	9.6	40.5	10.0	10.0	19.9	11.6	-2.5%	31.6	2.3%
Segment Serbia	15.0	16.4	31.4	20.3	51.7	15.5	67.3	16.2	16.4	32.6	18.4	51.1	19.2	70.3	19.4	21.0	40.4	23.8	29.4%	64.2	25.7%
Segment North Macedonia	9.5	9.3	18.8	9.8	28.6	8.1	36.7	9.0	8.6	17.6	9.4	27.0	9.1	36.1	9.4	10.0	19.4	11.3	19.9%	30.7	13.8%
Corporate, Others & Elimination	-13.0	-17.9	-30.9	-14.0	-44.9	-17.1	-62.1	-14.4	-15.4	-29.8	-13.7	-43.5	-14.3	-57.8	-13.3	-12.5	-25.8	-10.8	21.1%	-36.6	15.9%
EBITDA	330.5	347.7	678.2	394.3	1,072.5	310.3	1,382.8	335.9	345.2	681.1	397.4	1,078.5	319.9	1,398.4	354.7	384.0	738.7	436.5	9.9%	1,175.2	9.0%
Operating Income																					
in EUR million																					
Segment Austria	101.8	109.9	211.7	126.1	337.8	78.0	415.8	94.8	100.8	195.6	135.2	330.8	82.9	413.7	94.2	109.0	203.2	143.6	6.2%	346.8	4.8%
Segment Bulgaria	14.7	16.4	31.2	22.3	53.5	13.4	66.9	16.6	18.4	35.0	22.8	57.8	16.8	74.6	26.7	28.0	54.7	28.6	25.4%	83.3	44.0%
Segment Croatia	6.4	8.7	15.1	23.2	38.3	2.8	41.1	8.8	7.7	16.5	20.0	36.4	6.6	43.1	11.2	14.4	25.6	25.7	28.7%	51.3	40.8%
Segment Belarus	19.4	24.2	43.6	25.9	69.5	31.2	100.7	29.9	28.8	58.7	28.9	87.6	21.7	109.3	27.9	30.7	58.6	32.9	13.7%	91.5	4.5%
Segment Slovenia	3.3	3.3	6.5	4.4	10.9	3.7	14.7	2.9	2.8	5.7	5.6	11.3	3.1	14.4	3.6	3.3	6.9	4.7	-16.6%	11.6	2.9%
Segment Serbia	5.2	6.7	11.9	10.4	22.4	5.4	27.7	6.9	6.9	13.8	9.2	23.0	9.8	32.9	10.1	11.2	21.2	14.8	61.0%	36.1	56.5%
Segment North Macedonia	2.6	3.6	6.3	4.1	10.4	1.8	12.2	3.1	2.8	5.9	3.8	9.7	3.8	13.6	4.0	4.7	8.7	5.4	41.9%	14.2	46.0%
Corporate, Others & Elimination	-13.3	-18.2	-31.5	-14.4	-45.9	-18.3	-64.2	-15.6	-16.6	-32.2	-14.9	-47.1	-15.5	-62.6	-14.4	-13.9	-28.3	-11.9	20.1%	-40.2	14.6%
Operating Income	140.2	154.6	294.8	202.0	496.8	118.0	614.8	147.3	151.6	299.0	210.7	509.6	129.3	638.9	163.3	187.4	350.7	243.8	15.7%	594.6	16.7%
Capital Expenditures																					
in EUR million																					
Segment Austria *	109.0	181.4	290.4	119.5	409.8	117.0	526.9	130.1	96.0	226.1	85.3	311.5	145.0	456.4			252.6				
Segment Bulgaria *	10.1	16.3	26.5	20.7	47.1	31.4	78.5	14.3	14.9	29.2	10.4	39.6	17.6	57.2			55.5				
Segment Croatia *	24.7	21.6	46.3	15.0	61.4	25.2	86.6	14.1	13.6	27.7	7.7	35.4	14.3	49.6			32.5				
Segment Belarus *	6.7	20.5	27.2	8.4	35.6	69.5	105.1	8.5	7.5	15.9	4.9	20.8	5.9	26.8			16.5				
Segment Slovenia *	2.2	3.9	6.1	5.7	11.8	12.7	24.5	2.3	4.6	6.9	4.2	11.1	6.6	17.7			55.5				
Segment Serbia *	2.7	7.7	10.4	9.5	19.9	15.8	35.8	2.6	7.6	10.2	8.6	18.8	8.1	26.9			19.0				
Segment North Macedonia *	1.5	3.9	5.4	6.1	11.4	7.7	19.1	3.5	2.5	6.0	2.8	8.8	3.9	12.7			8.3				
Corporate, Others & Elimination *	1.0	1.4	2.3	0.6	2.9	0.3	3.3	0.8	0.7	1.5	1.0	2.6	1.5	4.1			2.4				
Total Capital Expenditures	157.9	256.8	414.6	185.5	600.1	279.7	879.8	176.2	147.3	323.5	125.0	448.5	202.9	651.4	204.0	238.1	442.1	190.5	52.4%	632.7	41.1%
Thereof Tangible	124.0	154.5	278.5	151.7	430.2	175.7	605.9	146.1	121.3	267.4	103.2	370.6	108.2	478.8	163.0	154.2	317.2	145.5	41.0%	462.7	24.9%
Thereof Intangible	33.9	102.3	136.2	33.7	169.9	104.0	273.9	30.1	26.0	56.1	21.9	78.0	94.7	172.6	41.0	83.9	124.9	45.0	106.1%	170.0	118.0%

* As of Q1 2021, the respective data will not be provided on a quarterly basis anymore

Profit & Loss Statement - Group

Consolidated P&L	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021	Q3 2021	%-change	1-9 M 2021	%-change
in EUR million																					
Service Revenues	924.4	943.7	1,868.1	974.7	2,842.7	962.7	3,805.5	949.8	939.5	1,889.3	953.8	2,843.1	961.4	3,804.5	955.7	976.4	1,932.1	1,012.9	6.2%	2,945.1	3.6%
Equipment Revenues	143.5	149.8	293.3	157.6	451.0	212.9	663.9	158.0	136.7	294.8	168.9	463.6	195.7	659.4	162.1	166.8	328.9	172.9	2.4%	501.7	8.2%
Other operating income	21.5	29.1	50.6	20.4	71.1	24.8	95.8	18.2	19.5	37.6	19.4	57.0	28.5	85.5	17.8	22.6	40.3	19.4	-0.2%	59.7	4.6%
Total Revenues	1,089.5	1,122.6	2,212.1	1,152.7	3,364.8	1,200.4	4,565.2	1,126.0	1,095.7	2,221.7	1,142.1	3,363.8	1,185.6	4,549.4	1,135.5	1,165.8	2,301.3	1,205.2	5.5%	3,506.8	4.2%
Cost of Service	-316.2	-325.2	-641.4	-324.8	-966.2	-336.3	-1,302.5	-326.8	-322.0	-648.8	-316.6	-965.4	-346.5	-1,311.9	-323.6	-329.2	-652.8	-335.2	-5.9%	-988.0	-2.3%
Cost of Equipment	-142.8	-143.8	-286.6	-154.1	-440.7	-213.1	-653.8	-154.3	-134.5	-288.9	-165.6	-454.4	-198.0	-652.4	-164.2	-162.8	-327.0	-167.7	-1.3%	-494.8	-8.9%
Selling, General & Administrative Expenses	-253.8	-259.1	-512.9	-232.7	-745.6	-284.0	-1,029.7	-261.6	-246.8	-508.4	-216.3	-724.7	-272.7	-997.4	-246.7	-243.5	-490.2	-220.3	-1.8%	-710.5	2.0%
Others	-2.6	-2.4	-5.0	-2.1	-7.1	-11.5	-18.5	-2.6	-2.3	-4.9	-2.0	-6.9	-4.0	-10.9	-2.7	-2.5	-5.2	-1.8	13.1%	-7.0	-0.3%
Total Costs and Expenses	-715.4	-730.5	-1,445.9	-713.7	-2,159.6	-844.9	-3,004.5	-745.4	-705.6	-1,451.0	-700.5	-2,151.5	-821.1	-2,972.6	-737.2	-738.1	-1,475.3	-725.0	-3.5%	-2,200.2	-2.3%
EBITDA	374.1	392.1	766.2	439.0	1,205.2	355.5	1,560.6	380.6	390.1	770.7	441.6	1,212.3	364.5	1,576.8	398.3	427.7	826.0	480.2	8.7%	1,306.3	7.7%
% of Total Revenues	34.3%	34.9%	34.6%	38.1%	35.8%	29.6%	34.2%	33.8%	35.6%	34.7%	38.7%	36.0%	30.7%	34.7%	35.1%	36.7%	35.9%	39.8%		37.3%	
Depreciation and Amortisation	-194.5	-197.7	-392.2	-196.7	-588.9	-196.5	-785.4	-192.6	-197.4	-390.0	-190.3	-580.3	-194.1	-774.3	-194.7	-199.6	-394.3	-195.6	-2.8%	-589.9	-1.7%
Depreciation and Amortisation Rights of Use assets	-39.3	-39.8	-79.1	-40.3	-119.4	-41.0	-160.4	-40.7	-41.1	-81.8	-40.6	-122.4	-41.1	-163.5	-40.3	-40.7	-81.0	-40.8	-0.3%	-121.8	0.5%
Impairment and Reversal of Impairment	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	n.a.	0.0	n.a.
EBIT (Operating Income)	140.2	154.6	294.8	202.0	496.8	118.0	614.8	147.3	151.6	299.0	210.7	509.6	129.3	638.9	163.3	187.4	350.7	243.8	15.7%	594.6	16.7%
% of Total Revenues	12.9%	13.8%	13.3%	17.5%	14.8%	9.8%	13.5%	13.1%	13.8%	13.5%	18.4%	15.2%	10.9%	14.0%	14.4%	16.1%	15.2%	20.2%		17.0%	
Interest Income	1.4	1.3	2.7	1.3	4.0	1.4	5.4	1.3	0.7	2.0	0.8	2.8	1.0	3.8	1.0	1.2	2.2	1.0	37.1%	3.2	15.6%
Interest Expense on Financial Liabilities	-26.1	-26.3	-52.4	-25.9	-78.3	-24.6	-102.9	-26.4	-26.0	-52.4	-25.8	-78.3	-25.6	-103.9	-24.9	-24.5	-49.5	-25.1	2.9%	-74.6	4.7%
Interest on employee benefits and restructuring and other financial items, net	-3.2	-23.7	-26.9	-6.3	-33.2	-2.6	-35.8	-0.3	5.6	5.3	-1.7	3.6	-1.1	2.5	-1.4	-1.6	-3.1	0.5	n.m.	-2.6	n.m.
Foreign currency exchange (gain) loss, net	0.5	2.7	3.3	1.2	4.5	-4.0	0.5	-16.4	4.8	-11.6	-6.7	-18.3	-0.6	-18.9	-0.4	3.1	2.6	0.7	n.m.	3.3	n.m.
Equity interest in net income of associated companies	0.1	-0.2	-0.2	-0.1	-0.3	0.0	-0.3	0.0	-11.4	-11.4	-0.2	-11.6	0.0	-11.6	0.0	0.0	0.0	0.0	n.a.	0.0	n.a.
EBT (Earnings Before Income Taxes)	112.9	108.4	221.3	172.2	393.5	88.2	481.6	105.6	125.3	230.8	177.1	407.9	103.0	510.9	137.5	165.5	303.0	221.0	24.8%	524.6	28.5%
Income Taxes	-27.0	-38.4	-65.4	-35.9	-101.3	-52.9	-154.2	-16.3	-11.5	-27.8	-34.5	-62.3	-59.8	-122.0	-28.6	-40.5	-69.2	-40.0	-16.0%	-109.2	-75.4%
Net Result	85.9	70.0	155.9	136.3	292.2	35.3	327.4	89.3	113.8	203.1	142.6	345.6	43.2	388.8	108.9	125.0	233.8	181.0	26.9%	414.8	20.0%
Attributable to:																					
Equity Holders of the Parent	85.8	69.8	155.7	136.1	291.8	35.2	327.0	89.2	113.7	202.9	142.4	345.4	43.1	388.4	108.7	124.9	233.5	180.8	27.0%	414.3	20.0%
Non-controlling Interests	0.1	0.1	0.2	0.2	0.4	0.1	0.5	0.1	0.1	0.1	0.1	0.3	0.1	0.4	0.2	0.1	0.3	0.2	14.7%	0.4	56.7%
Hybrid Capital Owners	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	n.a.	0.0	n.a.
Share Information	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021	Q3 2021	%-change	1-9 M 2021	%-change
Weighted Average Number of Ordinary Shares in Issue	664,084,841.0	664,084,841.0	664,084,841.0	664,084,841.0	664,084,841.0	664,084,841.0	664,084,841.0	664,084,841.0	664,084,841.0	664,084,841.0	664,084,841.0	664,084,841.0	664,084,841.0	664,084,841.0	664,084,841.0	664,084,841.0	664,084,841.0	664,084,841.0	0.0%	664,084,841.0	0.0%
Earnings per Share	0.1	0.1	0.2	0.2	0.4	0.1	0.5	0.0	0.2	0.3	0.2	0.5	0.1	0.6	0.2	0.2	0.4	0.3	27.0%	0.6	20.0%
Net Debt *	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021	Q3 2021	%-change	1-9 M 2021	%-change
in EUR million																					
Net Debt (excl. lease)	2,683.4	2,791.1	2,791.1	2,607.6	2,607.6	2,612.4	2,612.4	2,524.3	2,400.2	2,400.2	2,235.4	2,235.4	2,331.9	2,331.9	2,173.0	2,230.9	2,230.9	2,073.6	-7.2%	2,073.6	-7.2%
Net Debt (incl. lease)	3,647.8	3,751.3	3,751.3	3,550.8	3,550.8	3,553.2	3,553.2	3,422.4	3,298.4	3,298.4	3,105.2	3,105.2	3,186.8	3,186.8	2,986.3	3,037.2	3,037.2	2,858.7	-7.9%	2,858.7	-7.9%
Cash Flow **	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021	Q3 2021	%-change	1-9 M 2021	%-change
in EUR million																					
Net cash flow from operating activities	308.1	360.7	668.8	427.9	1,096.7	361.3	1,458.0	372.7	386.3	758.9	364.4	1,123.3	357.7	1,481.1	432.6	391.4	824.0	415.7	14.1%	1,239.7	10.4%
Capital expenditures paid	-216.1	-257.1	-473.2	-198.7	-671.9	-202.0	-873.9	-205.2	-165.1	-370.3	-146.9	-517.2	-225.3	-742.5	-201.0	-201.3	-402.3	-206.2	-40.4%	-608.5	-17.6%
Lease principal paid	-53.8	-31.0	-84.9	-31.7	-116.6	-32.9	-149.5	-56.1	-29.8	-85.8	-33.4	-119.2	-34.6	-153.8	-54.3	-33.5	-87.8	-33.7	-1.2%	-121.5	-2.0%
Proceeds from sale of plant, property and equipment	1.7	9.9	11.7	0.7	12.4	1.9	14.3	3.0	2.2	5.3	0.6	5.9	11.9	17.8	0.5	1.0	1.5	0.3	-42.6%	1.9	-68.2%
Interest paid	-5.5	-48.2	-53.7	-15.6	-69.3	-39.0	-108.3	-9.7	-34.8	-44.5	-16.0	-60.5	-40.1	-100.6	-5.6	-34.5	-40.1	-14.4	10.0%	-54.5	9.9%
Free Cash Flow	34.4	34.2	68.7	182.6	251.2	89.4	340.6	104.7	158.8	263.5	168.7	432.3	69.6	501.9	172.2	123.1	295.3	161.7	-4.2%	457.0	5.7%

* Cash as of Dec 31, 2019 on a comparable basis (reduced for funding of social plans granted after 1.1.2019). As of Sept 30, 2020, funding is included in short-term investments, which are not included in net debt. Comparative figures for FY 2019, Q1 and Q2 2020 have been adjusted accordingly.

** Cash Flow definition differs from operational view presented in the presentation.

Revenue Details

Revenue Split - Segment Austria																																																			
in EUR million																																																			
Total Revenues - Segment Austria										646.8		658.5		1,305.3		657.7		1,963.0		685.2		2,648.1		647.5		635.9		1,283.4		657.1		1,940.5		681.6		2,622.1		657.4		666.2		1,323.6		672.5		2.3%		1,996.1		2.9%	
Revenue Split - International Operations*																																																			
in EUR million																																																			
Total Revenues - Int. Operations										453.1		476.2		929.3		506.5		1,435.8		521.7		1,957.5		485.4		465.9		951.3		494.6		1,445.9		509.9		1,955.8		483.7		506.8		990.5		545.4		10.3%		1,536.0		6.2%	
thereof Service Revenues										356.8		379.0		735.8		401.7		1,137.5		388.0		1,525.4		379.2		371.5		750.6		383.8		1,134.4		380.3		1,514.7		379.9		392.4		772.4		423.6		10.4%		1,195.9		5.4%	

Costs & Expenses Details

Costs & Expenses - Group										Q1 2019	Q2 2019 1-6 M 2019	Q3 2019 1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020 1-6 M 2020	Q3 2020 1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021 1-6 M 2021	Q3 2021	%-change	1-9 M 2021	%-change					
in EUR million																														
Total Costs and Expenses - Group										-715.4	-730.5	-1,445.9	-713.7	-2,159.6	-844.9	-3,004.5	-745.4	-705.6	-1,451.0	-700.5	-2,151.5	-821.1	-2,972.6	-737.2	-738.1	-1,475.3	-725.0	-3.5%	-2,200.2	-2.3%
Costs & Expenses - Segment Austria										Q1 2019	Q2 2019 1-6 M 2019	Q3 2019 1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020 1-6 M 2020	Q3 2020 1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021 1-6 M 2021	Q3 2021	%-change	1-9 M 2021	%-change					
in EUR million																														
Total Costs and Expenses - Segment Austria										-420.8	-422.2	-843.0	-405.8	-1,248.8	-478.0	-1,726.8	-424.2	-402.6	-826.7	-392.2	-1,218.9	-466.5	-1,685.4	-428.5	-417.0	-845.5	-393.4	-0.3%	-1,238.9	-1.6%
Costs & Expenses - International Operations*										Q1 2019	Q2 2019 1-6 M 2019	Q3 2019 1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020 1-6 M 2020	Q3 2020 1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021 1-6 M 2021	Q3 2021	%-change	1-9 M 2021	%-change					
in EUR million																														
Total Costs and Expenses - Int. Operations										-292.1	-302.6	-594.6	-305.4	-900.1	-356.4	-1,256.4	-313.9	-293.9	-607.7	-304.3	-912.0	-346.4	-1,258.4	-301.2	-315.9	-617.1	-333.6	-9.6%	-950.7	-4.2%
Revenue Split - Group										Q1 2019	Q2 2019 1-6 M 2019	Q3 2019 1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020 1-6 M 2020	Q3 2020 1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021 1-6 M 2021	Q3 2021	%-change	1-9 M 2021	%-change					
in EUR million																														
Total Revenues - Group										1,089.5	1,122.6	2,212.1	1,152.7	3,364.8	1,200.4	4,565.2	1,126.0	1,095.7	2,221.7	1,142.1	3,363.8	1,185.6	4,549.4	1,135.5	1,165.8	2,301.3	1,205.2	5.5%	3,506.5	4.2%
thereof Wireless Revenues										629.1	654.6	1,283.7	692.1	1,975.8	717.2	2,693.0	661.5	633.0	1,294.5	678.4	1,972.9	691.7	2,664.6	668.5	684.0	1,352.5	726.3	7.1%	2,078.8	5.4%
thereof Service Revenues										494.8	515.2	1,010.1	544.9	1,554.9	520.4	2,075.3	520.8	509.5	1,030.3	524.0	1,554.3	516.8	2,071.1	518.9	532.2	1,051.2	570.0	8.8%	1,621.2	4.3%
thereof Fixed-line and other Revenues										438.9	438.8	877.7	440.2	1,317.9	458.5	1,776.3	446.3	443.2	889.6	444.3	1,333.8	465.4	1,799.2	449.3	459.2	908.5	459.5	3.4%	1,368.0	2.6%
thereof Service Revenues										429.6	428.5	858.0	429.8	1,287.8	442.4	1,730.2	429.0	430.0	859.0	429.8	1,288.9	444.6	1,733.5	436.8	444.2	881.0	442.9	3.0%	1,323.9	2.7%
thereof Other Operating Income										21.5	29.1	50.6	20.4	71.1	24.8	95.8	18.2	19.5	37.6	19.4	57.0	28.5	85.5	17.8	22.6	40.3	19.4	-0.2%	59.7	4.6%

* International operations contain a consolidation of the segments Bulgaria, Croatia, Belarus, Slovenia, Serbia and North Macedonia

Profit and Loss Details per Segment

Austria	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020 1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021 1-6 M 2021	Q3 2021	%-change	1-9 M 2021	%-change		
in EUR million																					
Total revenues	646.8	658.5	1,305.3	657.7	1,963.0	685.2	2,648.1	647.5	635.9	1,283.4	657.1	1,940.5	681.6	2,622.1	657.4	666.2	1,323.6	672.5	2.3%	1,996.1	2.9%
Service revenues	577.2	576.6	1,153.8	584.6	1,738.3	582.0	2,320.3	577.5	574.1	1,151.6	577.9	1,729.5	587.8	2,317.3	581.1	590.6	1,171.7	601.4	4.1%	1,773.1	2.5%
EBITDA before restructuring	246.9	257.4	504.3	272.9	777.3	228.2	1,005.4	239.4	258.3	497.7	285.8	783.5	237.7	1,021.2	250.0	270.1	520.0	300.2	5.0%	820.3	4.7%
% of total revenues	38.2%	39.1%	38.6%	41.5%	39.6%	33.3%	38.0%	37.0%	40.6%	38.8%	43.5%	40.4%	34.9%	38.9%	38.0%	40.5%	39.3%	44.6%		41.1%	
EBITDA	226.0	236.3	462.3	251.9	714.2	207.1	921.3	223.4	233.3	456.7	264.9	721.6	215.1	936.7	228.9	249.2	478.1	279.1	5.4%	757.2	4.9%
% of total revenues	34.9%	35.9%	35.4%	38.3%	36.4%	30.2%	34.8%	34.5%	36.7%	35.6%	40.3%	37.2%	31.6%	35.7%	34.8%	37.4%	36.1%	41.5%		37.9%	
EBIT	101.8	109.9	211.7	126.1	337.8	78.0	415.8	94.8	100.8	195.6	135.2	330.8	82.9	413.7	94.2	109.0	203.2	143.6	6.2%	346.8	4.8%
% of total revenues	15.7%	16.7%	16.2%	19.2%	17.2%	11.4%	15.7%	14.6%	15.9%	15.2%	20.6%	17.0%	12.2%	15.8%	14.3%	16.4%	15.3%	21.4%		17.4%	
Bulgaria	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020 1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021 1-6 M 2021	Q3 2021	%-change	1-9 M 2021	%-change		
in EUR million																					
Total revenues	111.1	115.4	226.5	122.0	348.5	137.7	486.2	127.6	121.5	249.0	127.9	376.9	136.9	513.8	132.2	145.1	277.3	144.9	13.3%	422.1	12.0%
Service revenues	89.5	93.4	182.9	98.8	281.7	96.7	378.5	98.7	99.0	197.7	101.8	299.5	102.8	402.3	105.9	108.0	213.9	113.9	11.9%	327.8	9.4%
EBITDA	42.8	45.1	87.9	49.8	137.7	41.7	179.4	45.9	48.1	94.0	52.1	146.1	46.3	192.4	55.6	55.4	111.0	56.9	9.1%	167.9	14.9%
% of total revenues	38.5%	39.1%	38.8%	40.8%	39.5%	30.3%	36.9%	36.0%	39.6%	37.7%	40.8%	38.8%	33.8%	37.4%	42.1%	38.2%	40.0%	39.3%		39.8%	
EBIT	14.7	16.4	31.2	22.3	53.5	13.4	66.9	16.6	18.4	35.0	22.8	57.8	16.8	74.6	26.7	28.0	54.7	28.6	25.4%	83.3	44.0%
% of total revenues	13.3%	14.2%	13.8%	18.3%	15.3%	9.7%	13.8%	13.0%	15.2%	14.1%	17.8%	15.3%	12.3%	14.5%	20.2%	19.3%	19.7%	19.7%		19.7%	
Croatia	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020 1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021 1-6 M 2021	Q3 2021	%-change	1-9 M 2021	%-change		
in EUR million																					
Total revenues	102.1	106.5	208.6	114.9	323.5	109.3	432.8	101.2	99.3	200.4	111.8	312.2	115.8	428.1	105.9	108.7	214.7	121.5	8.7%	336.2	7.7%
Service revenues	85.5	91.5	177.0	100.2	277.1	91.3	368.4	88.3	86.1	174.4	95.6	270.0	89.0	359.0	88.4	92.4	180.8	105.1	9.9%	285.9	5.9%
EBITDA	31.7	34.9	66.6	49.3	115.9	29.2	145.1	33.3	33.8	67.1	44.1	111.2	32.1	143.4	35.7	39.3	75.1	50.7	15.1%	125.8	13.1%
% of total revenues	31.1%	32.8%	31.9%	42.9%	35.8%	26.7%	33.5%	33.0%	34.0%	33.5%	39.4%	35.6%	27.7%	33.5%	33.7%	36.2%	35.0%	41.7%		37.4%	
EBIT	6.4	8.7	15.1	23.2	38.3	2.8	41.1	8.8	7.7	16.5	20.0	36.4	6.63	43.08	11.2	14.43	25.6	25.7	28.7%	51.3	40.8%
% of total revenues	6.3%	8.2%	7.3%	20.2%	11.8%	2.5%	9.5%	8.7%	7.7%	8.2%	17.9%	11.7%	5.7%	10.1%	10.6%	13.3%	11.9%	21.1%		15.3%	
Belarus	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020 1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021 1-6 M 2021	Q3 2021	%-change	1-9 M 2021	%-change		
in EUR million																					
Total revenues	93.8	105.2	198.9	113.2	312.1	114.0	426.1	109.6	98.3	207.9	99.0	306.9	95.7	402.6	92.4	95.7	188.1	108.8	9.9%	296.9	-3.2%
Service revenues	72.1	79.2	151.2	85.0	236.2	84.0	320.3	78.1	72.5	150.6	68.9	219.5	68.3	287.9	67.5	70.5	138.1	75.4	9.4%	213.5	-2.8%
EBITDA	42.6	47.8	90.4	50.8	141.2	49.8	190.9	47.5	45.2	92.6	43.9	136.5	36.4	172.8	42.0	45.0	87.1	47.2	7.6%	134.3	-1.6%
% of total revenues	45.4%	45.5%	45.4%	44.8%	45.2%	43.7%	44.8%	43.3%	45.9%	44.6%	44.3%	44.5%	38.0%	42.9%	45.5%	47.1%	46.3%	43.4%		45.2%	
EBIT	19.4	24.2	43.6	25.9	69.5	31.2	100.7	29.9	28.8	58.7	28.9	87.6	21.7	109.3	27.9	30.7	58.6	32.9	13.7%	91.5	4.5%
% of total revenues	20.7%	23.0%	21.9%	22.9%	22.3%	27.3%	23.6%	27.3%	29.3%	28.2%	29.2%	28.5%	22.7%	27.2%	30.2%	32.1%	31.2%	30.2%		30.8%	
Slovenia	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020 1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021 1-6 M 2021	Q3 2021	%-change	1-9 M 2021	%-change		
in EUR million																					
Total revenues	51.2	51.5	102.6	52.5	155.2	54.2	209.4	48.6	50.8	99.4	52.7	152.1	52.9	205.0	51.4	51.2	102.6	54.0	2.5%	156.6	3.0%
Service revenues	38.9	39.5	78.4	40.4	118.8	39.0	157.8	38.3	38.6	76.8	39.0	115.8	39.3	155.1	38.2	38.4	76.5	39.4	1.1%	116.0	0.1%
EBITDA	13.9	14.5	28.4	15.5	43.9	15.2	59.0	13.8	14.1	27.9	16.5	44.4	14.3	58.7	14.7	14.7	29.4	16.3	-1.2%	45.7	2.8%
% of total revenues	27.2%	28.2%	27.7%	29.5%	28.3%	28.0%	28.2%	28.4%	27.7%	28.1%	31.3%	29.2%	27.0%	28.6%	28.6%	28.6%	28.6%	30.2%		29.2%	
EBIT	3.3	3.3	6.5	4.4	10.9	3.7	14.7	2.9	2.8	5.7	5.6	11.3	3.1	14.4	3.6	3.3	6.9	4.7	-16.6%	11.6	2.9%
% of total revenues	6.4%	6.3%	6.4%	8.4%	7.1%	6.8%	7.0%	5.9%	5.5%	5.7%	10.6%	7.4%	5.9%	7.0%	7.0%	6.5%	6.8%	8.6%		7.4%	
Serbia	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020 1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021 1-6 M 2021	Q3 2021	%-change	1-9 M 2021	%-change		
in EUR million																					
Total revenues	65.1	68.9	134.0	73.9	207.9	75.9	283.8	68.6	68.1	136.7	73.7	210.4	75.7	286.2	70.7	74.7	145.4	83.2	12.9%	228.6	8.6%
Service revenues	47.2	51.1	98.3	53.6	151.9	52.5	204.4	51.9	51.7	103.7	55.0	158.7	55.4	214.1	55.0	57.9	112.9	63.1	14.6%	176.0	10.9%
EBITDA	19.0	20.4	39.4	24.4	63.8	19.7	83.4	20.4	20.7	41.1	22.8	63.9	23.8	87.6	23.5	24.9	48.5	27.9	22.5%	76.4	19.6%
% of total revenues	29.1%	29.7%	29.4%	33.0%	30.7%	25.9%	29.4%	29.7%	30.4%	30.0%	30.9%	30.3%	31.4%	30.6%	33.3%	33.4%	33.3%	33.6%		33.4%	
EBIT	5.2	6.7	11.9	10.4	22.4	5.4	27.7	6.9	6.9	13.8	9.2	23.0	9.8	32.9	10.1	11.2	21.2	14.8	61.0%	36.1	56.5%
% of total revenues	8.0%	9.7%	8.9%	14.1%	10.7%	7.1%	9.8%	10.1%	10.2%	10.1%	12.5%	11.0%	13.0%	11.5%	14.3%	14.9%	14.6%	17.8%		15.8%	
North Macedonia	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020 1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021 1-6 M 2021	Q3 2021	%-change	1-9 M 2021	%-change		
in EUR million																					
Total revenues	30.4	29.3	59.6	31.8	91.5	31.3	122.8	29.6	28.3	57.9	31.0	88.9	33.0	121.9	31.5	32.0	63.5	35.0	13.0%	98.6	10.9%
Service revenues	24.0	24.9	48.9	25.4	74.3	24.6	98.9	24.2	23.8	48.1	24.8	72.9	25.7	98.6	25.2	25.8	51.0	28.4	14.6%	79.4	9.0%
Other operating income	0.8	0.2	0.9	0.3	1.2	0.3	1.5	0.1	0.2	0.3	0.1	0.4	0.2	0.6	0.4	0.1	0.5				
EBITDA	11.1	10.9	22.0	11.4	33.4	9.8	43.2	10.6	10.2	20.8	11.0	31.8	10.7	42.5	10.9	11.6	22.5	12.8	16.5%	35.3	10.9%
% of total revenues	36.4%	37.2%	36.8%	35.9%	36.5%	31.3%	35.2%	35.7%	36.3%	36.0%	35.5%	35.8%	32.4%	34.9%	34.7%	36.1%	35.4%	36.6%		35.8%	
EBIT	2.6	3.6	6.3	4.1	10.4	1.8	12.2	3.1	2.8	5.9	3.8	9.7	3.8	13.6	4.0	4.7	8.7	5.4	41.9%	14.2	46.0%
% of total revenues	8.6%	12.5%	10.5%	12.9%	11.3%	5.7%	9.9%	10.5%	9.8%	10.1%	12.4%	10.9%	11.7%	11.1%	12.8%	14.6%	13.7%	15.5%		14.4%	



Segment Austria - Wireline

Fixed Revenue Generating Units (RGUs)	Q1 2019	Q2 2019 1-6 M 2019	Q3 2019 1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020 1-6 M 2020	Q3 2020 1-9 M 2020		Q4 2020	FY 2020	Q1 2021	Q2 2021 1-6 M 2021				
in '000																	
Total Fixed RGUs	3,303.3	3,283.7	3,283.7	3,260.3	3,260.3	3,247.0	3247.04	3,219.3	3193.74	3,193.7	3,152.5	3,152.5	3,117	3,117	3,114	3,086	3,086
thereof Voice *	1,560.1	1,546.1	1,546.1	1,530.6	1,530.6	1,511.9	1511.86	1,492.1	1473.60	1,473.6	1,441.5	1,441.5	1,416	1,416	1,436	1,421	1,421
thereof Broadband	1,426.8	1,419.8	1,419.8	1,411.3	1,411.3	1,411.3	1411.28	1,403.4	1398.47	1,398.5	1,393.0	1,393.0	1,387	1,387	1,375	1,365	1,365
Average Revenue Per Line	Q1 2019	Q2 2019 1-6 M 2019	Q3 2019 1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020 1-6 M 2020	Q3 2020 1-9 M 2020		Q4 2020	FY 2020	Q1 2021	Q2 2021 1-6 M 2021				
in EUR																	
ARPL (IFRS 15) **	31.2	31.2	31.2	31.1	31.2	31.6	31.3	32.0	32.5	32.2	32.5	32.3	33.4	32.6			
ARPL-relevant Revenues (IFRS 15) **	190.6	189.0	379.6	186.4	566.0	187.2	753.2	188.0	188.6	376.6	187.0	563.6	190.24	753.85	188.01	184.61	372.62
Fixed Access Lines	Q1 2019	Q2 2019 1-6 M 2019	Q3 2019 1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020 1-6 M 2020	Q3 2020 1-9 M 2020		Q4 2020	FY 2020	Q1 2021	Q2 2021 1-6 M 2021				
in '000																	
Total Access Lines	2,026.0	2,006.5	2,006.5	1,985.4	1,985.4	1,967.0	1,967.0	1,946.0	1,929.7	1,929.7	1,905.4	1,905.4	1,887.2	1,887.2	1,859.6	1,835.8	1,835.8
Broadband Market Shares	Q1 2019	Q2 2019 1-6 M 2019	Q3 2019 1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020 1-6 M 2020	Q3 2020 1-9 M 2020		Q4 2020	FY 2020	Q1 2021	Q2 2021 1-6 M 2021				
in %																	
Fixed Broadband Market Shares	55%	55%	55%	54%	54%	55%	55%	54%	54%	54%	52%	52%					51%
Fixed and Mobile Broadband Penetration	141%	143%	143%	143%	143%	143%	143%	137%	134%	134%	138%	138%	139%	139%			139%

* Voice RGUs adjusted in Q1 2021, numbers are not fully comparable to previous periods

** Figures for Q2 2018 and 1-6M 2018 were restated due to minor reclassifications.

Segment Austria - Wireless

Wireless Subscribers	Q1 2019	Q2 2019 1-6 M 2019	Q3 2019 1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020 1-6 M 2020	Q3 2020 1-9 M 2020		Q4 2020	FY 2020	Q1 2021	Q2 2021 1-6 M 2021				
in '000																	
Total Wireless Subscribers	5,308.7	5,241.2	5,241.2	5,200.5	5,200.5	5,114.9	5,114.86	5,051.6	5,003.71	5,003.7	5,013.0	5,013.0	5,061.2	5,061.2	5,025.4	5,023.1	5,023.1
thereof Mobile Broadband	963.9	963.4	963.4	957.0	957.0	941.7	941.7	807.3	816.9	816.9	823.0	823.0	835.8	835.8	819.2	817.6	817.6
Average Revenue Per User	Q1 2019	Q2 2019 1-6 M 2019	Q3 2019 1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020 1-6 M 2020	Q3 2020 1-9 M 2020		Q4 2020	FY 2020	Q1 2021	Q2 2021 1-6 M 2021				
in EUR, in EUR million																	
ARPU (IFRS 15)	14.4	14.5	14.5	15.2	14.7	14.8	14.7	15.6	15.4	15.5	15.7	15.6	15.5	15.6			
ARPU-relevant Revenues (IFRS 15)	230.9	229.9	460.8	237.3	698.0	228.1	926.1	237.4	232.4	469.8	236.0	705.8	234.2	940.0	236.6	240.3	476.9
Churn Rates	Q1 2019	Q2 2019 1-6 M 2019	Q3 2019 1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020 1-6 M 2020	Q3 2020 1-9 M 2020		Q4 2020	FY 2020	Q1 2021	Q2 2021 1-6 M 2021				
in %																	
Total Churn Rate	1.5%	1.4%	1.4%	1.6%	1.5%	1.8%	1.6%	1.6%	1.3%	1.4%	1.2%	1.4%	0.9%	1.2%			1.5%
Contract Churn Rate	0.8%	0.7%	0.7%	0.7%	0.7%	0.8%	0.7%	0.8%	0.6%	0.7%	0.7%	0.7%	0.7%	0.7%			0.8%
Prepaid Churn Rate	3.2%	3.5%	3.4%	4.3%	3.6%	4.8%	3.9%	4.1%	3.6%	3.8%	2.9%	3.6%	1.7%	3.1%			4.4%
Subsidies	Q1 2019	Q2 2019 1-6 M 2019	Q3 2019 1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020 1-6 M 2020	Q3 2020 1-9 M 2020		Q4 2020	FY 2020	Q1 2021	Q2 2021 1-6 M 2021				
in EUR million																	
Total Subsidies*	19.5	25.2	44.7	25.7	70.4	34.8	105.2	19.2	20.1	39.2	22.5	61.7	29.8	91.5	22.9	18.1	41.0

* As of Q3 2018 marketing support from equipment sellers is included in total subsidies and there is no split available for subsidies acquisition/retention any longer. Comparative figures have been adjusted accordingly. As of Q1 2020 minor reclassifications were done and comparative figures of 2019 have been adjusted accordingly.

Please note that the above KPIs will not be provided on a quarterly basis anymore.

Segment Bulgaria - Wireline

Fixed Revenue Generating Units (RGUs)	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in '000																	
Total Fixed RGUs	1,033.0	1,044.9	1,044.9	1,047.9	1,047.9	1,064.3	1,064.3	1,073.4	1,074.9	1,074.9	1,077.5	1,077.5	1,081.0	1,081.0	1,089.4	1,099.7	1,099.7
thereof Voice	75.4	73.6	73.6	71.6	71.6	69.5	69.5	67.5	65.9	65.9	64.0	64.0	62.1	62.1	60.7	59.2	59.2
thereof Broadband	449.2	454.0	454.0	456.2	456.2	464.3	464.3	469.4	471.3	471.3	474.3	474.3	478.4	478.4	483.0	487.9	487.9
Average Revenue Per Line	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in EUR																	
ARPL	13.1	13.3	13.2	13.5	13.3	13.6	13.4	13.4	13.4	13.4	13.7	13.5	14.16	13.67			
ARPL-relevant Revenues	21.1	21.5	42.6	22.0	64.6	22.2	86.8	22.1	22.2	44.3	22.7	67.0	23.4	90.4	23.5	23.9	47.5
Fixed Access Lines	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in '000																	
Total Access Lines	538.5	542.6	542.6	540.7	540.7	547.7	547.7	552.0	552.3	552.3	550.0	550.0	549.04	549.04	550.11	553.97	553.97

Segment Bulgaria - Wireless

Wireless Subscribers	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in '000																	
Total Wireless Subscribers	3,837.25	3,836.78	3,836.78	3,922.77	3,922.77	3,824.06	3,824.06	3,821.89	3,758.52	3,758.52	3,766.99	3,766.99	3,752.77	3,752.77	3,732.29	3,737.12	3,737.12
thereof Mobile Broadband	420.89	418.64	418.64	416.72	416.72	418.68	418.68	415.16	408.17	408.17	405.33	405.33	430.90	430.90	439.12	442.15	442.15
Average Revenue Per User	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in EUR, in EUR million																	
ARPU (IFRS 15)	5.4	5.6	5.5	5.9	5.6	5.7	5.6	5.8	5.9	5.8	6.1	5.9	6.1	6.0			
ARPU-relevant Revenues (IFRS 15)	61.8	64.5	126.3	68.6	194.8	65.7	260.6	66.6	66.5	133.1	68.9	202.0	68.99	271.01	70.74	71.91	142.66
Churn Rates	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in %																	
Total Churn Rate	2.4%	1.4%	1.9%	1.4%	1.7%	2.2%	1.8%	1.4%	1.5%	1.4%	1.1%	1.3%	1.5%	1.4%			1.3%
Contract Churn Rate	2.0%	0.9%	1.5%	0.9%	1.3%	0.9%	1.2%	0.9%	0.9%	0.9%	0.8%	0.9%	0.8%	0.9%			0.8%
Prepaid Churn Rate	5.4%	5.1%	5.2%	4.7%	5.0%	11.4%	6.7%	5.5%	6.4%	6.0%	4.0%	5.3%	6.6%	5.6%			5.4%
Subsidies	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in EUR million																	
Total Subsidies*	3.7	4.2	7.9	4.8	12.7	7.5	20.2	5.2	4.2	9.4	4.5	13.9	6.1	19.9	5.6	5.0	10.6

* As of Q3 2018 marketing support from equipment sellers is included in total subsidies and there is no split available for subsidies acquisition/retention any longer. Comparative figures have been adjusted accordingly. As of Q1 2020 minor reclassifications were done and comparative figures of 2019 have been adjusted accordingly. In Q1 2021, the level for Q1 2020 and YTD 2020 figures were restated.

Please note that the above KPIs will not be provided on a quarterly basis anymore.



Segment Croatia - Wireline

Fixed Revenue Generating Units (RGUs)	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in '000																	
Total Fixed RGUs	694.9	703.6	703.6	687.9	687.9	685.8	685.8	681.2	676.1	676.1	674.8	674.8	671.9	671.9	669.3	667.8	667.8
thereof Voice	202.3	205.4	205.4	199.8	199.8	198.5	198.5	196.3	194.3	194.3	193.5	193.5	189.8	189.8	185.9	183.3	183.3
thereof Broadband	257.0	259.3	259.3	252.6	252.6	252.2	252.2	250.2	247.8	247.8	247.9	247.9	249.4	249.4	251.1	253.8	253.8

Average Revenue Per Line	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2019	Q1 2021	Q2 2021	1-6 M 2021
in EUR																	
ARPL (IFRS 15)*	30.4	30.1	30.2	30.8	30.4	32.0	30.8	31.6	31.0	31.3	31.7	31.5	31.9	31.6			
ARPL-relevant Revenues (IFRS 15)*	27.2	27.0	54.1	27.3	81.4	27.8	109.3	27.3	26.3	53.6	26.8	80.4	26.8	26.5	26.5	26.8	53.2

Fixed Access Lines	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in '000																	
Total Access Lines	298.8	298.1	298.1	290.1	290.1	288.8	288.8	285.5	281.8	281.8	280.8	280.8	279.2	279.2	277.7	277.0	277.0

Segment Croatia - Wireless

Wireless Subscribers *	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in '000																	
Total Wireless Subscribers	1,794.9	1,843.9	1,843.9	1,895.2	1,895.2	1,839.6	1,839.6	1,872.4	1,871.9	1,871.9	1,924.7	1,924.7	1,936.3	1,936.3	1,942.0	1,990.5	1,990.5
thereof Mobile Broadband	207.1	215.9	215.9	218.0	218.0	216.6	216.6	243.9	251.1	251.1	256.3	256.3	292.0	292.0	296.3	304.2	304.2

Average Revenue Per User *	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2019	Q1 2021	Q2 2021	1-6 M 2021
in EUR, in EUR million																	
ARPU (IFRS 15)	10.0	11.0	10.5	12.1	11.0	10.4	10.9	10.1	9.9	10.0	11.2	10.4	10.0	10.3			
ARPU-relevant Revenues (IFRS 15)	53.8	59.8	113.6	68.3	181.9	58.3	240.2	56.2	55.3	111.5	64.1	175.7	57.8	233.4	57.5	61.0	118.5

Churn Rates **	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in %																	
Total Churn Rate	2.9%	1.8%	2.3%	2.1%	2.3%	3.0%	2.5%	2.1%	1.6%	1.9%	1.5%	1.7%	2.5%	1.9%			1.8%
Contract Churn Rate	1.4%	1.2%	1.3%	1.0%	1.2%	1.1%	1.2%	0.9%	0.8%	0.9%	0.9%	0.9%	1.1%	1.2%			1.1%
Prepaid Churn Rate	4.9%	2.7%	3.8%	3.7%	3.8%	5.9%	4.3%	3.8%	2.9%	3.4%	2.3%	3.0%	4.7%	3.1%			2.8%

Subsidies	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in EUR million																	
Total Subsidies**	8.4	6.2	14.6	6.2	20.7	9.2	29.9	5.3	5.6	10.9	6.5	17.5	10.9	28.4	7.9	8.1	16.0

* As of Q1 2020 minor reclassifications were done and comparative figures of 2019 have been adjusted accordingly.

**As of Q3 2018 marketing support from equipment sellers is included in total subsidies and there is no split available for subsidies acquisition/retention any longer. Comparative figures have been adjusted accordingly.

Please note that the above KPIs will not be provided on a quarterly basis anymore.

Segment Belarus - Wireline

Fixed Revenue Generating Units (RGUs) *	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in '000																	
Total Fixed RGUs	640.2	624.4	624.4	618.7	618.7	616.9	616.9	617.4	618.1	618.1	613.6	613.6	627.4	627.4	650.4	660.8	660.8
thereof Voice	2.6	2.7	2.7	2.6	2.6	2.7	2.7	2.6	2.6	2.6	2.5	2.5	2.5	2.5	2.4	2.4	2.4
thereof Broadband	239.1	234.7	234.7	229.0	229.0	228.0	228.0	229.3	229.9	229.9	233.2	233.2	242.9	242.9	255.1	261.3	261.3
Average Revenue Per Line *	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in EUR																	
ARPL (IFRS 15)	5.4	5.9	5.6	6.5	5.9	6.6	6.1	6.2	5.9	6.1	5.5	5.9	5.6	5.8			
ARPL-relevant Revenues	7.1	7.4	14.5	7.8	22.4	7.7	30.1	7.2	6.8	14.0	6.2	20.2	6.4	26.6	6.5	6.9	13.4
Fixed Access Lines *	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in '000																	
Total Access Lines	431.9	405.3	405.3	395.1	395.1	389.0	389.0	384.5	380.9	380.9	378.1	378.1	383.2	383.2	391.1	393.6	393.6

Segment Belarus - Wireless

Wireless Subscribers	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in '000																	
Total Wireless Subscribers	4,851.0	4,869.4	4,869.4	4,876.7	4,876.7	4,890.1	4,890.1	4,871.6	4,863.9	4,863.9	4,882.0	4,882.0	4,916.1	4,916.1	4,915.3	4,935.3	4,935.3
thereof Mobile Broadband	281.9	282.6	282.6	277.5	277.5	299.6	299.6	293.6	267.3	267.3	233.0	233.0	265.9	265.9	254.7	255.0	255.0
Average Revenue Per User	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in EUR, in EUR million																	
ARPU (IFRS 15)	4.2	4.6	4.4	5.0	4.6	4.9	4.7	4.5	4.2	4.4	4.0	4.2	3.9	4.1			
ARPU-relevant Revenues (IFRS 15)	61.0	67.6	128.7	72.5	201.1	71.4	272.5	66.2	61.2	127.5	58.0	185.5	56.8	242.3	56.1	58.4	114.5
Churn Rates	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in %																	
Total Churn Rate	1.4%	1.4%	1.4%	1.5%	1.4%	1.4%	1.4%	1.1%	1.0%	1.1%	1.0%	1.1%	1.1%	1.1%			1.0%
Contract Churn Rate	1.3%	1.3%	1.3%	1.4%	1.3%	1.3%	1.3%	1.0%	0.9%	1.0%	0.8%	0.9%	0.9%	0.9%			0.8%
Prepaid Churn Rate	1.9%	1.8%	1.9%	2.2%	2.0%	2.1%	2.0%	1.5%	1.6%	1.6%	2.2%	1.8%	2.3%	1.9%			1.9%
Subsidies	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in EUR million																	
Total Subsidies **	-3.0	-3.6	-6.5	-3.5	-10.0	-3.2	-13.2	-3.3	-2.7	-5.9	-3.2	-9.1	-3.7	-12.9	-3.3	-3.1	-6.4

* Reported RGUs and ARPL in Belarus affected by the acquisitions of the fixed-line providers Garant (Gomel), consolidated as of 1 August 2017, and Vitebsk Garant, consolidated as of 1 May 2018.

** As of Q3 2018 marketing support from equipment sellers is included in total subsidies and there is no split available for subsidies acquisition/retention any longer. Comparative figures have been adjusted accordingly. As of Q1 2020 minor reclassifications were done and comparative figures of 2019 have been adjusted accordingly.

Please note that the above KPIs will not be provided on a quarterly basis anymore.



Segment Slovenia - Wireline

Fixed Revenue Generating Units (RGUs)	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in '000																	
Total Fixed RGUs	186.6	190.4	190.4	193.9	193.9	200.1	200.1	205.8	208.4	208.4	213.6	213.6	214.8	214.8	214.5	213.2	213.2
thereof Voice	47.9	48.2	48.2	48.3	48.3	48.9	48.9	49.7	49.5	49.5	49.5	49.5	48.2	48.2	46.9	45.7	45.7
thereof Broadband	76.1	77.8	77.8	79.5	79.5	82.2	82.2	84.6	85.9	85.9	88.4	88.4	89.8	89.8	90.4	90.5	90.5

Average Revenue Per Line	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in EUR																	
ARPL (IFRS 15) *	36.4	35.3	35.8	34.9	35.5	34.2	35.2	33.5	33.2	33.4	31.9	32.9	33.8	33.1			
ARPL-relevant Revenues (IFRS 15) *	8.2	8.2	16.3	8.2	24.6	8.3	32.9	8.4	8.5	16.9	8.3	25.2	9.1	34.3	8.9	8.8	17.7

Fixed Access Lines	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in '000																	
Total Access Lines	76.1	77.9	77.9	79.6	79.6	82.3	82.3	84.7	85.9	85.9	88.8	88.8	90.2	90.2	90.7	90.7	90.7

Segment Slovenia - Wireless

Wireless Subscribers	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in '000																	
Total Wireless Subscribers	698.2	697.0	697.0	703.8	703.8	705.3	705.3	701.8	699.4	699.4	702.9	702.9	707.1	707.1	706.3	705.6	705.6
thereof Mobile Broadband	47.1	45.6	45.6	45.6	45.6	45.3	45.3	44.8	44.3	44.3	44.3	44.3	46.1	46.1	45.5	44.8	44.8

Average Revenue Per User **	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in EUR, in EUR million																	
ARPU (IFRS 15)	14.0	14.4	14.2	14.9	14.4	13.8	14.3	13.3	13.5	13.4	13.6	13.4	13.2	13.4			
ARPU-relevant Revenues (IFRS 15)	29.4	30.2	59.6	31.2	90.7	29.3	120.0	28.1	28.3	56.4	28.6	84.9	27.9	112.8	27.4	27.7	55.1

Churn Rates	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in %																	
Total Churn Rate	1.3%	1.3%	1.3%	1.2%	1.2%	1.3%	1.2%	1.2%	1.1%	1.1%	1.1%	1.1%	1.1%	1.1%			1.1%
Contract Churn Rate	0.9%	0.9%	0.9%	0.8%	0.9%	1.0%	0.9%	0.8%	0.7%	0.8%	0.8%	0.8%	0.8%	0.8%			0.8%
Prepaid Churn Rate	3.7%	4.3%	4.0%	3.6%	3.8%	3.4%	3.7%	3.9%	4.3%	4.1%	3.8%	4.0%	3.5%	3.9%			3.8%

Subsidies	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in EUR million																	
Total Subsidies***	3.0	1.9	1.9	1.7	1.7	1.8	1.8	2.1	2.2	4.3	1.8	6.1	1.6	7.7	2.4	1.3	3.7

* Figures for Q2 2018 and 1-6M 2018 were restated due to minor reclassifications.

** As of Q1 2020 minor reclassifications were done and comparative figures have been adjusted accordingly.

***As of Q3 2018 marketing support from equipment sellers is included in total subsidies and there is no split available for subsidies acquisition/retention any longer. Comparative figures have been adjusted accordingly. As of Q1 2020 minor reclassifications were done and comparative figures of 2019 have been adjusted accordingly.

Please note that the above KPIs will not be provided on a quarterly basis anymore.



Segment Serbia - Wireless

Wireless Subscribers	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in '000																	
Total Wireless Subscribers	2,222.3	2,271.5	2,271.5	2,335.2	2,335.2	2,311.0	2,311.0	2,298.5	2,272.6	2,272.6	2,330.3	2,330.3	2,350.4	2,350.4	2,349.0	2,387.7	2,387.7
thereof Mobile Broadband	176.6	182.2	182.2	193.0	193.0	198.6	198.6	201.6	209.1	209.1	224.5	224.5	239.7	239.7	238.4	249.8	249.8
Average Revenue Per User	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in EUR, in EUR million																	
ARPU (IFRS 15)	6.8	7.2	7.0	7.5	7.2	7.3	7.2	7.2	7.3	7.2	7.7	7.4	7.6	7.4			
ARPU-relevant Revenues (IFRS 15)	44.6	48.7	93.3	51.9	145.2	51.0	196.2	49.8	49.5	99.3	53.1	152.4	53.3	205.7	53.2	55.6	108.8
Churn Rates	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in %																	
Total Churn Rate	2.7%	2.7%	2.7%	3.0%	2.8%	3.5%	3.0%	2.5%	2.4%	2.5%	1.9%	2.3%	2.1%	2.2%			0.0
Contract Churn Rate	0.9%	0.7%	0.8%	0.7%	0.8%	0.8%	0.8%	0.8%	0.7%	0.8%	0.7%	0.7%	0.6%	0.7%			0.8%
Prepaid Churn Rate	6.3%	6.8%	6.5%	7.6%	6.9%	9.1%	7.4%	6.3%	6.4%	6.3%	4.6%	5.7%	5.4%	5.7%			5.3%
Subsidies	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in EUR million																	
Total Subsidies*	7.7	8.8	16.5	9.2	25.7	9.3	35.1	7.2	8.2	15.3	9.8	25.2	8.2	33.4	7.9	7.6	15.6

* As of Q3 2018 marketing support from equipment sellers is included in total subsidies and there is no split available for subsidies acquisition/retention any longer. Comparative figures have been adjusted accordingly. As of Q1 2020 minor reclassifications were done and comparative figures of 2019 have been adjusted accordingly.

Please note that the above KPIs will not be provided on a quarterly basis anymore.

Segment North Macedonia - Wireline

Fixed Revenue Generating Units (RGUs)	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in '000																	
Total Fixed RGUs *	327.9	329.3	329.3	330.4	330.4	333.6	333.6	334.3	333.5	333.5	334.2	334.2	337.9	337.9	341.7	344.1	344.1
thereof Voice	94.6	95.1	95.1	95.7	95.7	97.2	97.2	98.1	98.2	98.2	99.0	99.0	101.0	101.0	103.0	104.2	104.2
thereof Broadband	103.0	103.0	103.0	103.2	103.2	104.2	104.2	104.5	104.3	104.3	104.7	104.7	106.0	106.0	107.4	108.2	108.2

Average Revenue Per Line	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in EUR																	
ARPL (IFRS 15) *	10.9	10.8	10.9	10.7	10.8	10.9	10.8	10.8	10.8	10.8	10.9	10.8	11.1	10.9			
ARPL-relevant Revenues (IFRS 15) *	4.9	4.9	9.9	4.9	14.7	5.0	19.7	5.0	5.0	10.0	5.0	15.0	5.1	20.1	5.1	5.2	10.3

Fixed Access Lines	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in '000																	
Total Access Lines	151.3	152.2	152.2	152.7	152.7	153.9	153.9	154.0	153.5	153.5	153.6	153.6	154.9	154.9	156.2	157.2	157.2

Segment North Macedonia - Wireless

Wireless Subscribers	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in '000																	
Total Wireless Subscribers *	1,084.0	1,084.7	1,084.7	1,125.0	1,125.0	1,091.1	1,091.1	1,084.0	1,051.1	1,051.1	1,072.1	1,072.1	1,074.7	1,074.7	1,078.1	1,084.4	1,084.4
thereof Mobile Broadband	35.9	39.6	39.6	43.2	43.2	46.0	46.0	47.7	49.6	49.6	52.1	52.1	54.9	54.9	56.6	58.3	58.3

Average Revenue Per User **	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in EUR, in EUR million																	
ARPU (IFRS 15) *	5.3	6.0	5.6	5.9	5.7	5.6	5.7	5.7	5.7	5.7	6.0	5.8	6.0	5.8			
ARPU-relevant Revenues (IFRS 15) *	17.2	19.4	36.6	19.6	56.2	18.7	74.9	18.5	18.1	36.6	19.0	55.6	19.4	75.0	19.1	19.6	38.7

Churn Rates	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in %																	
Total Churn Rate	1.4%	1.5%	1.5%	1.3%	1.4%	2.8%	1.7%	1.4%	1.9%	1.7%	0.8%	1.4%	1.4%	1.4%			1.2%
Contract Churn Rate	0.7%	0.6%	0.6%	0.8%	0.7%	0.8%	0.7%	0.6%	0.6%	0.6%	0.6%	0.6%	0.6%	0.6%			0.6%
Prepaid Churn Rate	2.6%	3.3%	2.9%	2.1%	2.7%	6.4%	3.6%	3.2%	4.8%	4.0%	1.1%	3.0%	3.1%	3.1%			2.7%

Subsidies	Q1 2019	Q2 2019	1-6 M 2019	Q3 2019	1-9 M 2019	Q4 2019	FY 2019	Q1 2020	Q2 2020	1-6 M 2020	Q3 2020	1-9 M 2020	Q4 2020	FY 2020	Q1 2021	Q2 2021	1-6 M 2021
in EUR million																	
Total Subsidies***	3.1	2.6	5.7	2.9	8.7	4.0	12.6	2.7	2.2	5.0	3.3	8.3	4.6	12.8	3.6	3.2	6.8

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

** As of Q1 2020 minor reclassifications were done and comparative figures of 2019 have been adjusted accordingly.

*** As of Q3 2018 marketing support from equipment sellers is included in total subsidies and there is no split available for subsidies acquisition/retention any longer. Comparative figures have been adjusted accordingly.

Please note that the above KPIs will not be provided on a quarterly basis anymore.