

Financial Key Figures

Group (in € millions)	FY 2019	FY 2020	Change	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Change yoy
Revenues, reported	5,194.1	5,367.2	3.3%	1,276.5	1,280.0	1,298.5	1,339.0	1,329.4	1,328.5	1,326.8	1,382.6	3.3%
Revenues excl. hardware	4,491.4	4,628.6	3.1%	1,102.3	1,113.9	1,131.1	1,144.1	1,144.0	1,144.4	1,162.3	1,177.9	3.0%
Corona impact		-25.1						4.1	-9.8	-11.6	-7.7	
Revenues, comparable	5,194.1	5,392.3	3.8%	1,276.5	1,280.0	1,298.5	1,339.0	1,325.3	1,338.3	1,338.4	1,390.3	3.8%
EBITDA, reported	1,265.7	1,048.9	-17.1%	299.7	330.2	314.0	321.7	300.8	319.7	275.9	152.5	-52.6%
Sale of investments (virtual minds)	21.5				21.5							
Write-down of accrued assets for VDSL contingents		-129.9									-129.9	
EBITDA before special items	1,244.2	1,178.8	-5.3%	299.7	308.7	314.0	321.7	300.8	319.7	275.9	282.4	-12.2%
Excessive MBA MVNO billing (from July 1, 2020), offsetting expected in H1 2021		-34.4								-14.4	-20.0	
One-off expenses for current integration projects	-3.2	-1.1		-2.1	-0.2	-1.5	0.6	-0.3	-0.1	-0.3	-0.4	
Regulated higher costs last mile (TAL) and SMS EU		-13.7						-6.9	-6.8			
Initial project costs 5G	-5.7	-13.9		-1.0	-0.9	-0.6	-3.2	-2.8	-2.8	-2.8	-5.5	
Corona impact		-27.2						-4.4	-7.8	-7.5	-7.6	
EBITDA, comparable	1,253.1	1,269.1	1.3%	302.8	309.8	316.1	324.3	315.2	337.2	300.9	315.9	-2.6%
IFRS 16 effect, reported	87.0	87.3		22.8	21.5	21.0	21.7	20.7	22.4	22.2	22.0	

Segment "Consumer Access" (in € millions)	FY 2019	FY 2020	Change	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Change yoy
Revenues, reported	3,647.5	3,759.0	3.1%	895.4	897.5	916.3	938.3	933.7	933.5	925.6	966.2	3.0%
Hardware/other revenues	704.5	739.1	4.9%	174.6	166.5	167.8	195.6	185.9	184.4	164.8	204.0	4.3%
Service revenues	2,943.0	3,020.0	2.6%	720.8	731.0	748.5	742.7	747.8	749.1	760.8	762.3	2.6%
Corona impact		-24.1						3.1	-7.7	-11.8	-7.7	
comparable revenues	3,647.5	3,783.1	3.7%	895.4	897.5	916.3	938.3	930.6	941.2	937.4	973.9	3.8%
EBITDA, reported	686.6	471.3	-31.4%	168.5	171.9	168.2	178.0	164.8	166.5	127.3	12.7	-92.9%
Write-down of accrued assets for VDSL contingents		-129.9									-129.9	
EBITDA before special items	686.6	601.2	-12.4%	168.5	171.9	168.2	178.0	164.8	166.5	127.3	142.6	-19.9%
Excessive MBA MVNO billing (from July 1, 2020), offsetting expected in H1 2021		-34.4								-14.4	-20.0	
One-off expenses for current integration projects	-3.2	-1.1		-2.1	-0.2	-1.5	0.6	-0.3	-0.1	-0.3	-0.4	
Regulated higher costs last mile (TAL) and SMS EU		-13.7						-6.9	-6.8			
Initial project costs 5G	-5.7	-13.9		-1.0	-0.9	-0.6	-3.2	-2.8	-2.8	-2.8	-5.5	
Corona impact		-25.2						-4.9	-5.3	-7.5	-7.5	
EBITDA, comparable	695.5	689.5	-0.9%	171.6	173.0	170.3	180.6	179.7	181.5	152.3	176.0	-2.5%
IFRS 16 adjustment				1.2	-1.2							
EBITDA, comparable nach IFRS adjustment (one-off)	695.5	689.5		172.8	171.8	170.3	180.6	179.7	181.5	152.3	176.0	-2.5%
IFRS 16 effect, reported	8.2	11.6		0.9	1.4	2.0	3.9	2.1	2.8	3.4	3.2	
IFRS 16 effect, adjusted				2.1	0.2	2.0	3.9	2.1	2.8	3.4	3.2	

Segment "Business Access" (in € millions)	FY 2019	FY 2020	Change	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Change yoy
Revenues, reported	476.6	493.3	3.5%	119.3	115.0	118.2	124.1	118.7	122.8	125.1	126.7	2.1%
thereof Business & Wholesale	463.1	493.3	6.5%	114.6	111.5	115.3	121.7	118.7	122.8	125.1	126.7	4.1%
Corona impact		3.8						1.0	2.1	0.8	0.0	
Revenues, comparable	476.6	489.5	2.7%	119.3	115.0	118.2	124.1	117.7	120.7	124.3	126.7	2.1%
Revenues Business & Wholesale, comparable	463.1	489.5	5.7%	114.6	111.5	115.3	121.7	117.7	120.7	124.3	126.7	4.1%
EBITDA, reported	147.2	149.8	1.8%	35.7	34.4	34.9	42.2	35.2	39.7	39.4	35.4	-16.1%
thereof Business & Wholesale	142.2	149.8	5.3%	33.8	33.1	33.8	41.5	35.2	39.7	39.4	35.4	-14.7%
Corona impact		1.6						0.5	0.9	0.2	-0.1	
EBITDA, comparable	147.2	148.2	0.7%	35.7	34.4	34.9	42.2	34.7	38.8	39.2	35.5	-15.9%
EBITDA Business & Wholesale, comparable	142.2	148.2	4.2%	33.8	33.1	33.8	41.5	34.7	38.8	39.2	35.5	-14.5%
IFRS 16 effect, reported	59.5	55.3		15.9	14.6	14.2	14.9	14.2	14.2	13.4	13.5	

Segment "Business Applications" (in € millions)	FY 2019	FY 2020	Change	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Change yoy
Revenues reported	890.6	948.6	6.5%	220.2	223.1	222.4	224.9	237.0	234.6	235.7	241.3	7.3%
EBITDA, reported	306.2	328.3	7.2%	73.7	74.6	88.5	69.4	76.9	90.9	86.8	73.7	6.2%
IFRS 16 adjustment				-2.4	2.4							
EBITDA after IFRS 16 adjustment	306.2	328.3	7.2%	71.3	77.0	88.5	69.4	76.9	90.9	86.8	73.7	6.2%
Marketing costs included	-97.0	-90.2		-30.9	-26.7	-13.2	-26.2	-30.7	-17.3	-15.1	-27.1	
thereof one-offs for rebranding	-19.2	-3.5		-7.0	-6.7	-1.4	-4.1	-3.5	0.0	0.0	0.0	
IFRS 16 effect, reported	13.7	14.3		5.6	0.9	4.0	3.2	3.0	3.9	3.8	3.6	
IFRS 16 effect, adjusted	13.7	14.3		3.2	3.3	4.0	3.2	3.0	3.9	3.8	3.6	

Segment "Consumer Applications" (in € millions)	FY 2019	FY 2020	Change	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Change yoy
Revenues (third party marketing gross statement for 2019)	255.0	251.8	-1.3%	60.4	63.4	60.7	70.6					
Pay Accounts /portal marketing	242.2	247.3	2.1%	57.9	58.6	57.8	67.9	59.7	57.8	60.1	69.7	2.7%
Third-party marketing (gross statement for 2019)	12.9			2.5	4.8	2.9	2.7					
Third-party marketing (net statement for 2019) ¹	5.1	4.5	-11.8%	0.6	2.3	0.9	1.2	1.1	1.1	1.1	1.2	0.0%
Revenues, reported (third party marketing net statement for 2019) ¹	247.3	251.8	1.8%	58.5	60.9	58.7	69.1	60.8	58.9	61.2	70.9	2.6%
Corona impact (Pay Accounts)		-4.8						0.0	-4.2	-0.6	0.0	
Revenues (third party marketing net statement for 2019) ¹ , comparable	247.3	256.6	3.8%	58.5	60.9	58.7	69.1	60.8	63.1	61.8	70.9	2.6%
Pay Accounts /portal marketing, comparable	242.2	252.1	4.1%	57.9	58.6	57.8	67.9	59.7	62.0	60.7	69.7	2.7%
EBITDA, reported	103.6	100.7	-2.8%	21.4	25.9	23.3	33.1	23.3	23.7	22.5	31.1	-6.0%
IFRS 16 adjustment				1.0	-1.0							
EBITDA after IFRS 16 adjustment	103.6	100.7	-2.8%	22.4	24.9	23.3	33.1	23.3	23.7	22.5	31.1	-6.0%
Corona impact		-3.6						0.0	-3.4	-0.2	0.0	
EBITDA after IFRS 16 adjustment, comparable	103.6	104.3	0.7%	22.4	24.9	23.3	33.1	23.3	27.1	22.7	31.1	-6.0%
IFRS 16 effect, reported	4.1	3.8		0.1	2.1	1.0	0.9	0.9	0.9	0.9	0.9	
IFRS 16 effect, adjusted	4.1	3.8		1.1	1.1	1.0	0.9	0.9	0.9	0.9	0.9	

Customer figures

Development of customer contracts (in millions)	31.12.2019	31.12.2020	Change ytd (Q4 2020 vs. Q4 2019)	31.03.2019	30.06.2019	30.09.2019	31.12.2019	31.03.2020	30.06.2020	30.09.2020	31.12.2020	Change Q4 2020 vs. Q3 2020
Total customers, subscription based	24.74	25.65	+ 0.91	24.06	24.29	24.51	24.74	24.91	25.20	25.41	25.65	+ 0.24
Consumer Access, total contracts	14.33	14.83	+ 0.50	13.72	13.92	14.12	14.33	14.43	14.57	14.68	14.83	+ 0.15
of which Mobile Internet	9.99	10.52	+ 0.53	9.37	9.58	9.78	9.99	10.10	10.24	10.36	10.52	+ 0.16
of which broadband products	4.34	4.31	- 0.03	4.35	4.34	4.34	4.34	4.33	4.33	4.32	4.31	- 0.01
Business Applications, total contracts	8.15	8.45	+ 0.30	8.09	8.11	8.13	8.15	8.21	8.32	8.38	8.45	+ 0.07
Consumer Applications, total	39.85	41.77	+ 1.92	39.59	39.21	39.26	39.85	40.71	40.82	41.17	41.77	+ 0.60
of which Premium Mail Subscriptions	1.54	1.63	+ 0.09	1.54	1.54	1.54	1.54	1.54	1.57	1.61	1.63	+ 0.02
of which Value Added Subscriptions	0.72	0.74	+ 0.02	0.71	0.72	0.72	0.72	0.73	0.74	0.74	0.74	+/- 0
of which free accounts	37.59	39.40	+ 1.81	37.34	36.95	37.00	37.59	38.44	38.51	38.82	39.40	+ 0.58

1) Revenues in fiscal year are stated net, following a change in third-party marketing revenues from gross to net in 2020