

Financial Key Figures

Group (in € million)	H1 2018	H1 2019 (IFRS 16)	Change	Q2 2018	Q1 2019 (IFRS 16)	Q2 2019 (IFRS 16)	Change yoy
Revenues, reported	2,548.9	2,575.8	1.1%	1,278.3	1,286.1	1,289.7	0.9%
EBITDA, reported	565.5	630.0	11.4%	287.3	299.7	330.2	14.9%
IFRS 16 effect		-44.3			-22.7	-21.5	
EBITDA, comparable	565.5	585.7	3.6%	287.3	277.0	308.7	7.4%
<b>Segment "Consumer Access" (in € million)</b>	<b>H1 2018</b>	<b>H1 2019 (IFRS 16)</b>	<b>Change</b>	<b>Q2 2018</b>	<b>Q1 2019 (IFRS 16)</b>	<b>Q2 2019 (IFRS 16)</b>	<b>Change yoy</b>
Revenues, reported	1805.7	1812.1	0.4%	907.4	905.0	907.1	0.0%
Hardware/other revenues	382.4	341.1	-10.8%	189.8	174.6	166.5	-12.3%
Service revenues	1423.3	1471.1	3.4%	717.6	730.4	740.6	3.2%
Effects from increased demand for LTE tariffs from existing customers/ higher revenue deductions compared with prev. year due to reduced base prices in the first contract year	4.5	23.1		3.3	10.2	12.9	
Service revenues, comparable	1,427.8	1,494.2	4.7%	720.9	740.6	753.5	4.5%
EBITDA, reported	340.2	340.4	0.1%	175.0	168.5	171.9	-1.8%
IFRS 16 effect		-2.3			-0.9	-1.4	
Additional costs from purchase of wholesale services <sup>(1)</sup>		37.1			17.5	19.6	
One-off expenses for current integration projects	7.7	2.3		2.8	2.1	0.2	
EBITDA, comparable	347.9	377.5	8.5%	177.8	187.2	190.3	7.0%
<b>Segment "Business Access" (in € million)</b>	<b>H1 2018</b>	<b>H1 2019 (IFRS 16)</b>	<b>Change</b>	<b>Q2 2018</b>	<b>Q1 2019 (IFRS 16)</b>	<b>Q2 2019 (IFRS 16)</b>	<b>Change yoy</b>
Revenues, reported	222.2	234.3	5.4%	112.1	119.3	115.0	2.6%
EBITDA, reported	25.7	70.2	173.2%	13.6	35.7	34.5	153.7%
IFRS 16 effect		-30.5			-15.9	-14.6	
EBITDA, comparable	25.7	39.7	54.5%	13.6	19.8	19.9	46.3%
<b>Segment "Business Applications" (in € million)</b>	<b>H1 2018</b>	<b>H1 2019 (IFRS 16)</b>	<b>Change</b>	<b>Q2 2018</b>	<b>Q1 2019 (IFRS 16)</b>	<b>Q2 2019 (IFRS 16)</b>	<b>Change yoy</b>
Revenues, reported	419.3	443.3	5.7%	209.9	220.2	223.1	6.3%
EBITDA, reported	148.9	148.3	-0.4%	74.2	73.7	74.6	0.5%
IFRS 16 effect		-6.5			-5.6	-0.9	
Higher marketing expenses (thereof EUR 7.0m one-offs in Q1 19 and EUR 6.7m one-offs in Q2 19 for rebranding measures, totalling EUR 13.7m in H1 19)		26.8			14.6	12.2	
One-off expenses for current integration projects	6.2			3.1			
EBITDA, comparable	155.1	168.6	8.7%	77.3	82.7	85.9	11.1%
<b>Segment "Consumer Applications" (in € million)</b>	<b>H1 2018</b>	<b>H1 2019 (IFRS 16)</b>	<b>Change</b>	<b>Q2 2018</b>	<b>Q1 2019 (IFRS 16)</b>	<b>Q2 2019 (IFRS 16)</b>	<b>Change yoy</b>
Revenues, reported	140.2	123.8	-11.7%	68.2	60.4	63.4	-7.0%
Reduction of advertising space and the transition to data-driven business models	4.7	11.2	138.3%	4.7	5.1	6.1	
Effects in sale of third-party inventory		8.5			5.2	3.3	
Revenues, comparable	144.9	143.5	-1.0%	68.2	70.7	72.8	6.7%
EBITDA, reported	54.5	47.3	-13.2%	27.0	21.4	25.9	-4.1%
IFRS 16 effect		-2.1			-0.1	-2.0	
Reduction of advertising space and the transition to data-driven business models	5.1	9.9		5.1	5.0	4.9	
EBITDA, comparable	59.6	55.1	-7.6%	32.1	26.3	28.8	-10.4%

<sup>1)</sup> Including preliminary additional costs of EUR -37.1 million in H1 19 after a time-limited adjustment mechanism of a wholesale contract expired at the end of 2018. Contrary to original expectations, no decision has yet been taken regarding a replacement or compensation for the expired arrangement. However, the corresponding wholesale prices are currently the subject of arbitration proceedings, in the course of which there will be a binding decision on the type and amount of a permanent price adjustment within a few months of the end of the 5G spectrum auction. United Internet expects this expert decision to result in lower wholesale prices with a retrospective effect.

Customer figures

Development of customer contracts (in million)	31.12.2017	31.03.2018	30.06.2018	30.09.2018	31.12.2018	31.03.2019	30.06.2019	Change Q2 19 vs. Q1 19
Total customers, subscription based <sup>(1)</sup>	22.57	22.87	23.10	23.58	23.85	24.06	24.29	+ 0.23
<b>Consumer Access, total contracts<sup>(1)</sup></b>	<b>12.57</b>	<b>12.84</b>	<b>13.04</b>	<b>13.26</b>	<b>13.54</b>	<b>13.72</b>	<b>13.92</b>	<b>+ 0.20</b>
of which Mobile Internet	8.30	8.54	8.73	8.93	9.20	9.37	9.58	+ 0.21
of which broadband products <sup>(1)</sup>	4.27	4.30	4.31	4.33	4.34	4.35	4.34	- 0.01
<b>Business Applications, total contracts<sup>(2,4)</sup></b>	<b>7.76</b>	<b>7.79</b>	<b>7.81</b>	<b>8.07</b>	<b>8.06</b>	<b>8.09</b>	<b>8.11</b>	<b>+ 0.02</b>
<b>Consumer Applications, total accounts<sup>(3,4)</sup></b>	<b>37.91</b>	<b>38.51</b>	<b>38.31</b>	<b>38.42</b>	<b>39.25</b>	<b>39.59</b>	<b>39.21</b>	<b>- 0.38</b>
of which Premium Mail Subscription <sup>(3)</sup>	1.56	1.54	1.54	1.53	1.54	1.54	1.54	+/- 0
of which Value Added Subscription <sup>(3,4)</sup>	0.68	0.70	0.71	0.72	0.71	0.71	0.72	+ 0.01
of which free accounts <sup>(3)</sup>	35.67	36.27	36.06	36.17	37.00	37.34	36.95	- 0.39

<sup>1)</sup> After an adjustment by 0.07 million DSL contracts from two expiring businesses as of December 31, 2018; the comparative figure for the previous period was adjusted accordingly so that the adjustment has no impact on the net change

<sup>2)</sup> Additional 250,000 contracts from the acquisition of World4You in Q3 2018

<sup>3)</sup> After reclassification of 250,000 customer relationships (110,000 accounts with Premium-Mail-Subscription and 140,000 accounts with Value-added Subscription) from contract inventory to free accounts as of March 31, 2018; the comparative figures for the previous periods have been restated accordingly so that the adjustment has no impact on the net change

<sup>4)</sup> After reclassification of 260,000 customer relationships from the Business Applications contract inventory to Consumer Applications contract inventory (Value-Added subscription) as of December 31, 2018; the comparative figures of previous periods have been restated accordingly so that the adjustment has no impact on the net change