KPIs Q1 2019

- 24.06 million customer contracts: + 0.21 million in the first 3 months 2019

Revenues and earnings figures (in € million) (IFRS 15) Q1 2018 (IFRS 16) Q1 2019 Change

<table>
<thead>
<tr>
<th></th>
<th>IFRS 15 Q1 2018</th>
<th>IFRS 16 Q1 2019</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>1,270.7</td>
<td>1,286.1</td>
<td>+ 1.2%</td>
</tr>
<tr>
<td>EBITDA</td>
<td>278.3</td>
<td>299.7</td>
<td>+ 7.7%</td>
</tr>
<tr>
<td>EBIT</td>
<td>182.9</td>
<td>181.1</td>
<td>- 1.0%</td>
</tr>
<tr>
<td>EPS (in €)</td>
<td>0.42</td>
<td>0.24</td>
<td>- 47.8%</td>
</tr>
<tr>
<td>EPS (in €), operative before impairments (^{(1)})</td>
<td>0.42</td>
<td>0.46</td>
<td>+ 9.5%</td>
</tr>
</tbody>
</table>

- EBITDA IFRS 16 impact of € + 22.8 million
- Tele Columbus impairment charges of € - 43.1 million (EPS effect of € - 0.22)
- Full-year guidance 2019 confirmed

\(^{(1)}\) EPS for the first 3 months 2019 without Tele Columbus impairment (€ - 0.22)
“ACCESS” IN Q1 2019

- CONSUMER ACCESS
- BUSINESS ACCESS

- BUSINESS APPLICATIONS
- CONSUMER APPLICATIONS
CONSUMER ACCESS SEGMENT: CUSTOMER CONTRACTS
(in million)

- 13.72 million customer contracts (+180,000)
- 9.37 million mobile internet contracts (+170,000)
- 4.35 million broadband connections
  ADSL / VDSL / FTTH (+10,000)
CONSUMER ACCESS SEGMENT: REVENUES
(acc. to IFRS in € million)

- Revenues: € 905.0 million (+ 0.7%)
  - Service revenues increased by 3.5% to € 730.4 million as expected
  - Hardware revenues (€ - 18.0 million) fluctuating during the year (low-margin)

⇒ +4.8% service revenues (adj.), w/o the effect of the changed capacity split with focus on mobile contracts based on Telefónica network
**CONSUMER ACCESS SEGMENT: EBITDA**

(acc. to IFRS in € million)

- **EBITDA**: 168.5 million (+1.9%)
  - €2.1 million one-offs from Drillisch integration (prior year: €5.0 million)
  - €17.5 million additional costs from a time-limited adjustment mechanism of a wholesale contract expired at the end of 2018*
  - €0.9 million IFRS 16 effect
- **18.6% EBITDA margin** (prior year: 18.4%)
- **+9.9% EBITDA (adj.), w/o effects from IFRS 16, additional costs from purchase of wholesale services***
  and one-offs from Drillisch integration

* Including preliminary additional costs of EUR -17.5 million 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.
BUSINESS ACCESS SEGMENT: REVENUES
(acc. to IFRS in € million)

- Revenues: €119.3 million (+8.4%)
  - positive development of the core business areas
    B2B & Wholesale
  - successful ongoing Layer2 migration
BUSINESS ACCESS SEGMENT: EBITDA
(acc. to IFRS in € million)

- EBITDA: € 35.7 million (+195.0%)
- Positive business development
- € 15.9 million IFRS 16 effect
- EBITDA margin: 29.9% (prior year: 11.0%)

➔ +63.6% EBITDA (adj.), w/o effects from IFRS 16
“APPLICATIONS“ IN Q1 2019

- CONSUMER ACCESS
- BUSINESS ACCESS

- BUSINESS APPLICATIONS
- CONSUMER APPLICATIONS
BUSINESS APPLICATIONS SEGMENT: CUSTOMER CONTRACTS (in million)

- 8.09 million customer contracts (+ 30,000)
  - 3.85 million domestic
  - 4.24 million abroad
BUSINESS APPLICATIONS SEGMENT: REVENUES
(acc. to IFRS in € million)

- Revenues: €220.2 million (+5.2%)
  - driven by up/cross-selling and customer growth
  - in line with last year’s like-for-like development
BUSINESS APPLICATIONS SEGMENT: EBITDA
(acc. to IFRS in € million)

- EBITDA: € 73.7 million (-1.3%)
  - € - 14.6 million from increased marketing expenses, thereof € - 7.0 million one-offs in light of the rebranding
  - € 5.6 million IFRS 16 effect
- EBITDA margin: 33.5% (prior year: 35.7%)

➔ +6.3% EBITDA (adj.), w/o effects from IFRS 16 and increased marketing expenses
CONSUMER APPLICATIONS SEGMENT: ACCOUNTS
(in million)

- 39.25 million consumer accounts
- 37.34 million free accounts (+ 340,000)
- 2.25 million pay accounts (+/- 0)
- thereof 23.0 million with mobile usage (+ 1,700,000)
- thereof 18.6 million with cloud storage (+ 600,000)
CONSUMER APPLICATIONS SEGMENT: REVENUES
(acc. to IFRS in € million)

- Revenues: 60.4 million (-16.1%)
- Planned reduction of advertising space as part of the transition to data-driven business models (revenue effect: € - 5.1 million), which did not affect sales in Q1/2018
- Sale of third-party inventory: € 2.5 million (-67.5%), lower margin business
  ➔ -1.8% revenues (adj.), w/o effects from reduction of advertising space and sale of third party inventory
CONSUMER APPLICATIONS SEGMENT: EBITDA
(acc. to IFRS in € million)

- EBITDA: € 21.4 million (-22.2%)
- Planned reduction of advertising space as part of the transition to data-driven business models (EBITDA effect: € -4.1 million), which did not affect earnings in Q1/2018
- € 0.1 million IFRS 16 effect
- EBITDA margin: 35.4% (Prior year: 38.2%)

-7.6% EBITDA (adj.), w/o effects from IFRS 16 and reduction of advertising space
**KEY FINANCIAL KPIs AS OF 31 MARCH 2019**
(contracts in million / financial KPIs acc. to IFRS in € million)

<table>
<thead>
<tr>
<th></th>
<th>Q1/Dec.31, 2018 (IFRS 15)</th>
<th>Q1 2019 (IFRS 16)</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee-based customer contracts</td>
<td>23.85</td>
<td>24.06</td>
<td>+ 0.21m</td>
</tr>
<tr>
<td>Ad-financed free accounts</td>
<td>37.00</td>
<td>37.34</td>
<td>+0.34m</td>
</tr>
<tr>
<td>Revenues</td>
<td>1,270.7</td>
<td>1,286.1</td>
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<td>EBITDA</td>
<td>278.3</td>
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<td>+ 7.7%</td>
</tr>
<tr>
<td>Net debt (prev. year as of Dec. 31, 2018)</td>
<td>1,881.1</td>
<td>1,807.5</td>
<td>- 73.6m</td>
</tr>
<tr>
<td>Equity ratio (prev. year as of Dec. 31, 2018)</td>
<td>55.3%</td>
<td>54.7%</td>
<td>- 0.6 Ppt.</td>
</tr>
<tr>
<td>Capex</td>
<td>53.8</td>
<td>44.6</td>
<td>- 17.1 %</td>
</tr>
<tr>
<td>Free cash flow*</td>
<td>0.5</td>
<td>101.4</td>
<td>-</td>
</tr>
</tbody>
</table>

*Free cash flow is defined as cash flow from operating activities, less capital expenditures, plus payments from the disposal of intangible assets and property, plant and equipment;
OUTLOOK 2019
OUTLOOK 2019

Full-year guidance 2019 confirmed

- Revenues: + approx. 4%

- EBITDA: + approx. 8% respectively
  + approx. 12% incl. IFRS 16 effects

One-offs included in EBITDA:

approx. € 30 million for integration projects in Consumer Access and Business Applications
Our success story continues!