

**United Internet: Key figures Q4 2019**

In the course of its ongoing integration measures in the Consumer Access segment, United Internet adjusted the disclosed sales figures of a Group subsidiary of 1&1 Drillisch acquired in 2017, which previously recognized revenue-reducing effects as cost of sales, and brought it in line with standard Group disclosure methods in the fourth quarter of 2019. To aid comparability, revenue and cost of sales figures for the fiscal year 2018 were also adjusted. As a result of this adjustment, disclosed revenue and cost of sales figures for 2018 in the Consumer Access segment and at Group level were both reduced by € 27.9 million. The adjustment has no effect on EBITDA of the segment or the Group.


**Financial Key Figures**

Group (in € million)	FY 2018	FY 2019	Change	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019 (IFRS 16)	Q2 2019 (IFRS 16)	Q3 2019 (IFRS 16)	Q4 2019 (IFRS 16)	Change yoy
Revenues, reported	5,102.9	5,194.1	1.8%	1,265.8	1,273.8	1,260.8	1,302.5	1,276.5	1,280.0	1,298.5	1,339.0	2.8%
Revenues excl. hardware	4,358.9	4,491.8	3.0%	1,073.6	1,084.5	1,096.8	1,104.0	1,102.3	1,113.9	1,131.1	1,144.5	3.7%
EBITDA, reported	1,201.3	1,265.7	5.4%	278.2	287.3	309.1	326.7	299.7	330.2	314.0	321.7	-1.5%
IFRS 16 effect		-87.0						-22.7	-21.5	-21.0	-21.7	
EBITDA, comparable (IFRS 15)	1,201.3	1,178.7	-1.9%	278.2	287.3	309.1	326.7	277.0	308.7	293.0	300.0	
<b>Segment "Consumer Access" (in € million)</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>Change</b>	<b>Q1 2018</b>	<b>Q2 2018</b>	<b>Q3 2018</b>	<b>Q4 2018</b>	<b>Q1 2019 (IFRS 16)</b>	<b>Q2 2019 (IFRS 16)</b>	<b>Q3 2019 (IFRS 16)</b>	<b>Q4 2019 (IFRS 16)</b>	<b>Change yoy</b>
Revenues, reported	3600.8	3647.5	1.3%	893.6	902.9	887.0	917.3	895.4	897.5	916.3	938.3	2.3%
Hardware/other revenues	746.4	704.5	-5.6%	192.7	189.8	164.5	199.3	174.6	166.5	167.8	195.6	-1.9%
Service revenues	2854.4	2943.0	3.1%	700.9	713.1	722.5	718.0	720.8	731.0	748.5	742.7	3.4%
EBITDA, reported	719.3	686.6	-4.5%	165.3	175.0	181.6	197.5	168.5	171.9	168.2	178.0	-9.9%
IFRS 16 effect		-8.2						-0.9	-1.4	-2.0	-3.9	
Additional costs from purchase of wholesale services		83.1						17.5	19.6	21.9	24.1	
One-off expenses for current integration projects	25.1	3.2		5.0	2.8	4.6	12.7	2.1	0.2	1.5	-0.6	
Higher costs last mile (TAL)		8.8								4.4	4.4	
SMS EU		5.6						0.0	1.0	2.4	2.3	
Initial project costs SG		5.7						1.0	0.9	0.4	3.3	
EBITDA, comparable	744.4	784.8	5.4%	170.3	177.8	186.2	210.2	188.2	192.2	196.8	207.6	-1.2%
<b>Segment "Business Access" (in € million)</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>Change</b>	<b>Q1 2018</b>	<b>Q2 2018</b>	<b>Q3 2018</b>	<b>Q4 2018</b>	<b>Q1 2019 (IFRS 16)</b>	<b>Q2 2019 (IFRS 16)</b>	<b>Q3 2019 (IFRS 16)</b>	<b>Q4 2019 (IFRS 16)</b>	<b>Change yoy</b>
Revenues, reported	465.9	476.6	2.3%	110.1	112.1	112.4	131.3	119.3	115.0	118.2	124.1	-5.5%
EBITDA, reported	72.6	147.2	102.8%	12.1	13.6	18.0	29.0	35.7	34.4	34.9	42.2	45.5%
IFRS 16 effect		-59.6						-15.9	-14.5	-14.2	-14.9	
EBITDA, comparable	72.6	87.6	20.7%	12.1	13.6	18.0	29.0	19.8	19.9	20.7	27.3	-5.9%
<b>Segment "Business Applications" (in € million)</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>Change</b>	<b>Q1 2018</b>	<b>Q2 2018</b>	<b>Q3 2018</b>	<b>Q4 2018</b>	<b>Q1 2019 (IFRS 16)</b>	<b>Q2 2019 (IFRS 16)</b>	<b>Q3 2019 (IFRS 16)</b>	<b>Q4 2019 (IFRS 16)</b>	<b>Change yoy</b>
Revenues, reported	841.8	890.6	5.8%	209.4	209.9	215.4	207.1	220.2	223.1	222.4	224.9	8.6%
EBITDA, reported	290.4	306.2	5.4%	74.7	74.2	85.0	56.5	73.7	74.6	88.5	69.4	22.8%
IFRS 16 effect		-13.7						-5.6	-0.9	-4.0	-3.2	
Higher marketing expenses (thereof EUR 7.0m one-offs in Q1 19, EUR 6.7m one-offs in Q2 19, EUR 1.4m one-offs in Q3 19 and EUR 4.1m one-offs in Q4 19 for rebranding measures, totalling EUR 19.2m in 2019)		26.7						14.6	12.2	-0.1	0.0	
One-off expenses for current integration projects	16.6			3.1	3.1	2.4	8.1					
EBITDA, comparable	307.0	319.2	4.0%	77.8	77.3	87.4	64.6	82.7	85.9	84.4	66.2	2.5%
<b>Segment "Consumer Applications" (in € million)</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>Change</b>	<b>Q1 2018</b>	<b>Q2 2018</b>	<b>Q3 2018</b>	<b>Q4 2018</b>	<b>Q1 2019 (IFRS 16)</b>	<b>Q2 2019 (IFRS 16)</b>	<b>Q3 2019 (IFRS 16)</b>	<b>Q4 2019 (IFRS 16)</b>	<b>Change yoy</b>
Revenues, reported	274.2	255.0	-7.0%	72.0	68.2	63.7	70.4	60.4	63.4	60.6	70.6	0.3%
Reduction of advertising space and the transition to data-driven business models	17.0	25.4		0.0	4.7	5.0	7.3	5.1	6.1	6.0	8.2	
Effects in sale of third-party inventory		10.8						5.2	3.4	2.3	-0.1	
Revenues, comparable	291.2	291.2	0.0%	72.0	72.9	68.7	77.7	70.7	72.9	68.9	78.7	1.3%
Pay Accounts /Portal marketing	250.6	242.2	-3.4%	64.3	60.1	58.4	67.8	57.9	58.6	57.8	67.9	0.1%
Third-party marketing	23.6	12.8	-45.8%	7.7	8.2	5.2	2.5	2.5	4.8	2.9	2.7	8.0%
EBITDA, reported	112.8	103.6	-8.2%	27.5	27.0	25.4	32.9	21.4	25.9	23.3	33.1	0.6%
IFRS 16 effect		-4.1						-0.1	-2.1	-1.0	-0.9	
Reduction of advertising space and the transition to data-driven business models	15.9	24.3		0.9	4.2	4.8	6.0	5.0	4.9	6.9	7.6	
EBITDA, comparable	128.7	123.8	-3.8%	28.4	31.2	30.2	38.9	26.3	28.7	29.2	39.8	2.3%

**Customer figures**

Development of customer contracts (in million)	31.03.2018	30.06.2018	30.09.2018	31.12.2018	31.03.2019	30.06.2019	30.09.2019	31.12.2019	Change Q4 19 vs. Q3 19	Change Q4 19 vs. Q4 18
Total customers, subscription based <sup>(1)</sup>	22.87	23.10	23.58	23.85	24.06	24.29	24.51	24.74	+ 0.23	+ 0.89
<b>Consumer Access, total contracts</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>14.12</b>	<b>14.33</b>	+ 0.21	+ 0.79
of which Mobile Internet	8.54	8.73	8.93	9.20	9.37	9.58	9.78	9.99	+ 0.21	+ 0.79
of which broadband products	4.30	4.31	4.33	4.34	4.35	4.34	4.34	4.34	+/- 0	+/- 0
<b>Business Applications, total contracts <sup>(1)</sup></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>8.13</b>	<b>8.15</b>	+ 0.02	+ 0.09
<b>Consumer Applications, total accounts</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>39.26</b>	<b>39.85</b>	+ 0.59	+ 0.60
of which Premium Mail Subscription	1.54	1.54	1.53	1.54	1.54	1.54	1.54	1.54	+/- 0	+/- 0
of which Value Added Subscription	0.70	0.71	0.72	0.71	0.71	0.72	0.72	0.72	+/- 0	+ 0.01
of which free accounts	36.27	36.06	36.17	37.00	37.34	36.95	37.00	37.59	+ 0.59	+ 0.59

<sup>1)</sup> Additional 250,000 contracts from the acquisition of World4You in Q3 2018