Results for the first quarter 2021

Vienna, April 27, 2021

A1 Telekom Austria Group

Cautionary statement

'This presentation contains forward-looking statements. These forward-looking statements are usually accompanied by words such as 'believe', 'intend', 'anticipate', 'plan', 'expect' and similar expressions. Actual events may differ materially from those anticipated in these forward-looking statements as a result of a number of factors. Forward-looking statements involve inherent risks and uncertainties. A number of important factors could cause actual results or outcomes to differ materially from those expressed in any forward-looking statement. Neither A1 Telekom Austria Group nor any other person accepts any liability for any such forward-looking statements. A1 Telekom Austria Group will not update these forward-looking statements, whether due to changed factual circumstances, changes in assumptions or expectations. This presentation does not constitute a recommendation or invitation to purchase or sell securities of A1 Telekom Austria Group.'

Alternative performance measures are used to describe the operational performance. Please therefore also refer to the financial information presented in the Consolidated Financial Statements, as well as the reconciliation tables provided in the Earnings Release.

Operational and financial highlights for the first quarter 2021

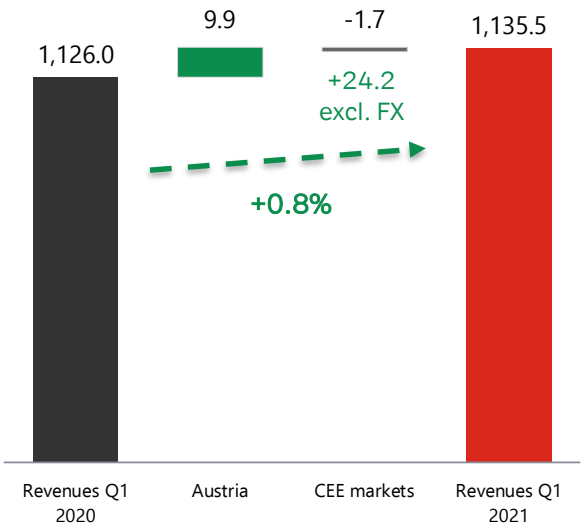
Highlights Q1 2021

- Internet@Home growth of 4.9%: Strong demand for mobile WiFi routers and high-bandwidth products
- Mobile contract customer base increase of 5.3% y-o-y with growth in almost all markets
- Solution & Connectivity business with strong momentum
- Revenues increased: higher fixed-line service revenues and strong equipment revenues; mobile service revenues lower due to roaming
- Strong EBITDA before restructuring growth of +5.7% (excl. FX +8.7%), with additional support from lower operating expenditures.
- FCF generation of EUR 174.1 mn (+49.5% yoy), as higher operating earnings and lower working capital needs more than offset rising capital expenditures.

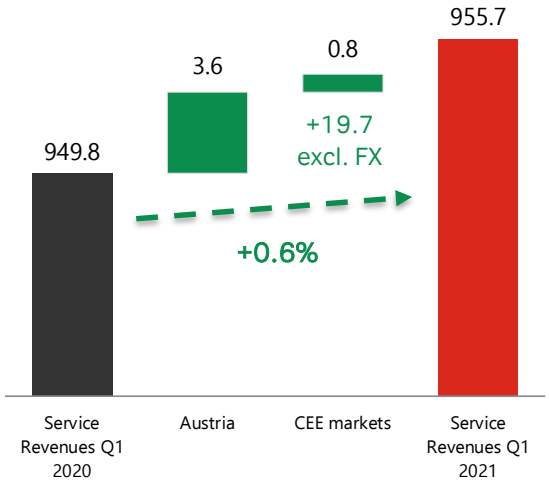
- Outlook 2021 unchanged: ~+1% total revenue growth; EUR ~800 mn CAPEX excl. spectrum
- Rebranding in all markets completed: Serbia launched A1 brand in April 2021
- Spectrum acquired in Q1 2021: 2.1 and 2.6 GHz for EUR 3.2 mn in Bulgaria
- Spectrum acquired in April 2021: 3.6 Ghz for 2.4 mn in Bulgaria and 700 MHz, 1.4 GHz, 2.1 GHz, 3.6 GHz, 26 GHz for EUR 42.4 mn in Slovenia

Austria and CEE markets in Q1 2021

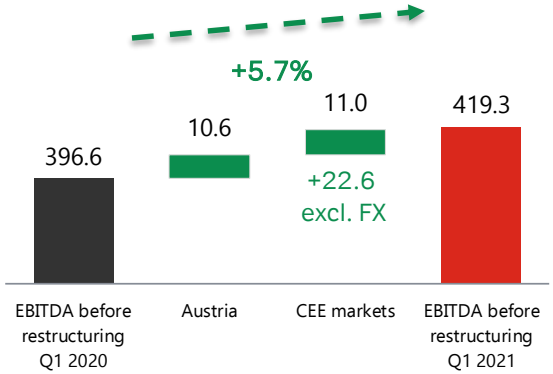
Total revenues
(in EUR mn)



Service revenues
(in EUR mn)



EBITDA before restructuring
(in EUR mn)



Deviation between A1 Group and the sum of Austria and CEE markets due to Corporate & Eliminations.

Restructuring charges: EUR 21.0 mn (Q1 2020: EUR 16.0 mn)
Negative roaming impact: ~3% on EBITDA
Negative FX effects of EUR 25.8 mn in total revenues, EUR 19.0 mn in service revenues and EUR 11.6 mn in EBITDA

Q1 2021: **Increased EBITDA margin due to higher service revenues and lower operating expenditures**

Group (in EUR million)	Q1 2021	Q1 2020	% change
Total revenues	1,135.5	1,126.0	0.8%
Service revenues	955.7	949.8	0.6%
EBITDA before restructuring*	419.3	396.6	5.7%
CAPEX	204.0	176.2	15.8%

- Group total revenues benefited both from higher service and volume-driven increased equipment revenues
- Service revenues rose due to higher fixed-line service revenues, mostly driven by the strong solution and connectivity business, while mobile service revenues were almost flat despite the negative roaming impact
- EBITDA before restructuring increased due to the combined impacts from higher service revenues and lower advertising as well as lower bad debt, despite roaming losses (c.3 % of EBITDA). Excluding FX and restructuring, EBITDA rose by 8.7 %.
  - In Austria EBITDA before restructuring charges rose by 4.4% (reported: +2.5 %) as service revenue growth and continued cost savings more than offset lower equipment margin.
  - In CEE, all operations showed higher EBITDA apart from FX driven decline in Belarus

* Restructuring charges: EUR 21.0 mn (Q1 2020: EUR 16.0 mn)
Negative FX effects of EUR 25.8 mn in total revenues, EUR 19.0 mn in service revenues and EUR 11.6 mn in EBITDA

Austria: **Increasing total revenues and continued cost savings translated into solid EBITDA growth in Q1 2021**

Mobile service revenues
(in EUR mn)

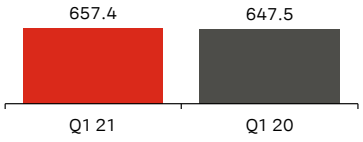
Δ: - 0.4%

Fixed-line service revenues
(in EUR mn)

Δ: +1.3%

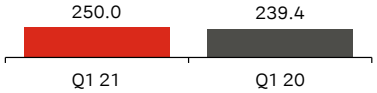
Total revenues
(in EUR mn)

Δ: +1.5%



EBITDA before restructuring
(in EUR mn)

Δ: +4.4%*



* excl. restructuring charges of EUR 21.0 mn in Q1 2021 (Q1 2020: EUR 16.0 mn)

Operational data

- Increased contract subscriber base; driven by strong demand for mobile WiFi routers
- Demand for high-bandwidth products continued in Q1 2021 due to changed working environment, home schooling and distance learning
  - As a result ARPL improved
  - Increased number of high-bandwidth RGUs mitigated for a decline in low-bandwidth and voice RGUs
- Solution & Connectivity business improved compared to previous quarters, as customers restarted projects that had been stopped last year
- Stable ARPU despite roaming shortfalls

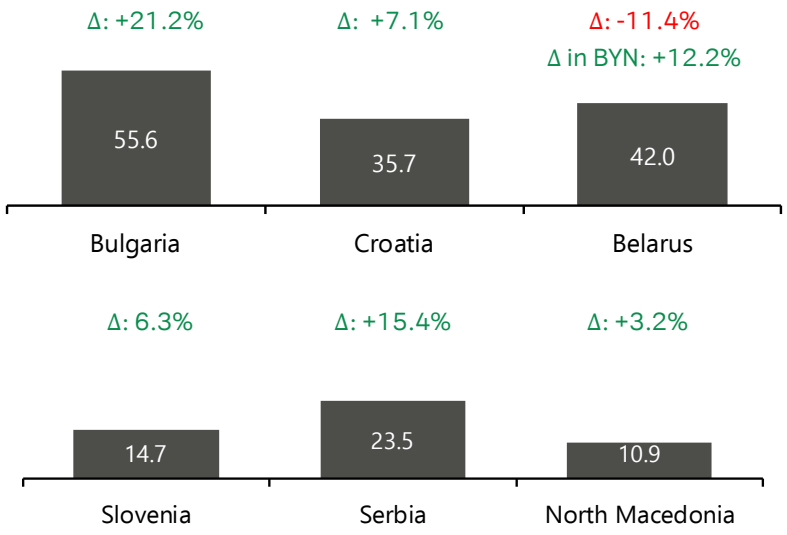
Financial performance

- Mobile service revenues declined only slightly (-0.4%); roaming losses almost fully compensated by the strong demand for mobile WiFi routers
- Fixed-line services increased by 1.3% driven by solution and connectivity revenues while retail fixed-line revenues remained stable
- Higher equipment revenues due to higher volumes of sold devices
- Continued cost savings; lower workforce costs and lower bad debt compensating for higher equipment costs

CEE: **EBITDA growth in all segments apart from FX driven decline in Belarus**

EBITDA

(in EUR mn; Q1 21 %-change vs. PY)



Highlights CEE

Bulgaria:

- Strong service revenue growth (+7.3%) continued in Q1 2021
- Fixed-line driven by solid demand for high-bandwidth products, exclusive TV content as well as customized corporate solutions
- Mobile service revenues increased due to successful upselling activities
- OPEX declined, driven by lower cost of equipment and lower bad debt

Croatia:

- Mobile service revenues increased due to strong performance of mobile WiFi routers and compensated for lower fixed-line service revenues
- EBITDA profited from better equipment margin and lower OPEX

- **Belarus**:
- Growth momentum continued both in the mobile and the fixed-line business; service revenues rose by 9.6% in local currency
- Increased costs and expenses as higher service area costs only mitigated by lower bad debt, while equipment margin improved
- BLY depreciated by 21.1% vs. Euro (period-average) compared to Q1 2020

Other segments:

- Slovenia: growth continued in the fixed-line business; lower advertising expenses and lower bad debt outweighed negative equipment margin
- Serbia: EBITDA growth on the back of successful neo-tariffs and lower OPEX
- N. Macedonia: EBITDA growth driven by higher service revenues

Q1 2021: **Strong free cash flow generation**

(in EUR million)	Q1 2021	Q1 2020	% change
EBITDA	398.3	380.6	4.7%
Restructuring charges and cost of labor obligations	21.5	18.6	16.1%
Lease paid (principal, interest and prepayments)	-59.8	-63.4	5.7%
Income taxes paid	-3.8	-13.4	71.6%
Net interest paid	-1.0	-3.8	74.5%
Change working capital and other changes	46.3	-9.5	n.m.
Capital expenditures	-204.0	-176.2	-15.8%
Free Cash Flow (FCF) before social plans	197.6	132.8	48.8%
Social plans new funded*	-23.5	-16.4	-43.4%
Free Cash Flow	**174.1**	**116.4**	**49.5%**

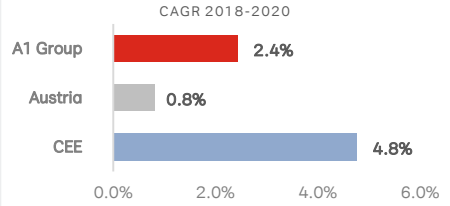
- Free cash flow increased by EUR 57.7 mn vs. prior year, mainly driven by
  - lower working capital needs and better operational performance
  - less income taxes paid in the reporting period
  - … while capital expenditures increased mainly due to the higher investments in 5G
- Change in working capital and other changes in Q1 2021 mainly driven by
  - higher accounts payable
  - a deposit for frequency auction in Slovenia

* reconciliation of free cash flow to previous view is provided on the slide 32.

Focus Points

A1 brand now in all countries; strong position in CEE underpinned by recent encouraging delivery on EBITDA growth and further synergies

EBITDAal *



Subscribers CEE

11.794 Postpaid in 2020
+ 3.7% vs 2018
2.933 RGUs in 2020
+ 2.0% vs 2018

Fully delivered on **One-Brand** strategy

- ✓ Serbia last rebranded into A1 as of April 7th 2021

Launched **One entertainment platform**

- ✓ In Austria, Bulgaria, Slovenia and Croatia
- ✓ Synergies through joint platform development and content negotiation

Harmonized **One SAP**- ERP system

- ✓ In Austria, Croatia, N. Macedonia and planned in Bulgaria
- ✓ Economics of scale – develop once -> deploy many
- ✓ Accelerated process harmonization and digitalization

SARA **One** network analytics platform

- ✓ In Austria, Bulgaria, Croatia, N. Macedonia, Serbia and Slovenia
- ✓ Internally developed big data platform for smart investment decisions (4G/5G) and anomaly detection

* Excluding restructuring charges

Q1 2021: **Update of Covid-19 impact on key financials and KPIs**

Roaming

- In Q1 20 roaming traffic volumes did not decline until March 2020
- Travel restrictions effective throughout the entire **Q1 21**
- **Q1 21** negative EBITDA impact: ~3 % (**Q1 20**; ~1.5 %)
- Austria: lack of winter tourism continued to weigh on roaming traffic

Bad debt

- Precautionary increase of the general allowance in Q1 20 amidst the pandemic outbreak
- No deterioration observed in customers' payment behavior in Q1 21
- Ongoing close monitoring of customers' payment behavior and macroeconomic development

Demand

- Continued for higher speeds as work-from-home, home-schooling and distance learning still persist
- Internet@home products gross adds driven by continued strong performance of mobile WiFi routers and upselling in the fixed line
- Solutions & Connectivity business gains further momentum as besides new projects, customers restart formerly stopped projects

A1 well positioned with **ICT portfolio** to take advantage from digitalization push and new revenue streams

Data center & workplace services

Analytics & Data Value

Cyber security and data processing

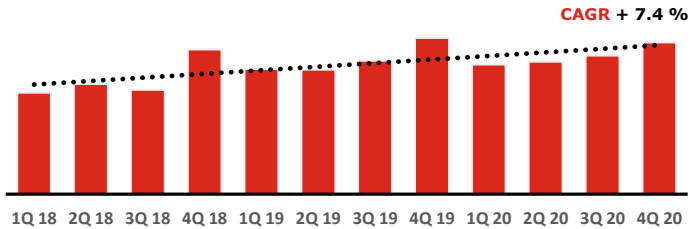
Connectivity & LAN services

PSH (permanent supportive housing)

Vertical market solutions

Solutions & Connectivity business

A1 Group Solution & Connectivity Revenues



- **Digitalization push** and **new ways of working** among key drivers for a growing demand

Outlook
for the full year 2021

Outlook for the full year 2021 - unchanged

	April 27, 2021	Consensus 2021
Total revenues	~ +1%	EUR 4,600 mn
CAPEX	~ 800 mn EUR	EUR 798 mn*

*CAPEX consensus excl. spectrum

- Outlook based on reported figures; assumed depreciation of ~ 10-15% avg. BYN vs. EUR FX rate
- CAPEX: does not include investments in spectrum or acquisitions
- Dividend proposal to the AGM on May 14, 2021 for the financial year 2020: EUR 0.25 per share

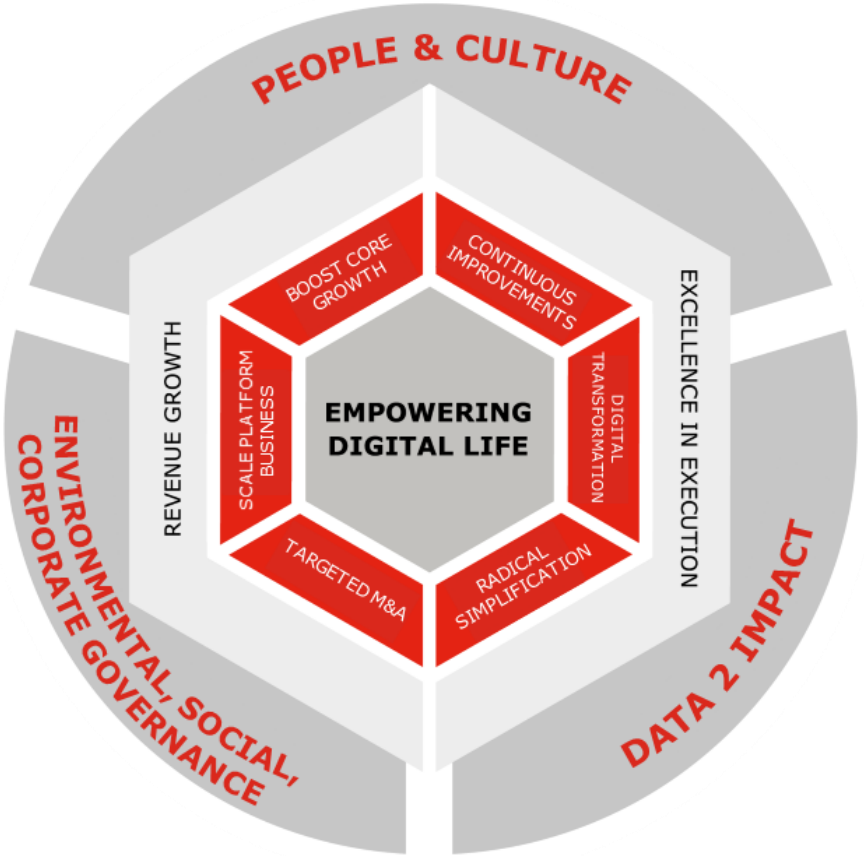
Appendix 1

ESG

One.Strategy

"Environmental, Social & Corporate Governance (ESG)" was introduced as **Strategy Enabler**

The A1 Telekom Austria Group aims to foster more efficient, resource-preserving and thus more sustainable ways of working and living.



ESG Strategy – Enabling the potential of digitalization for climate, people and society

Targets – our ambition

Climate & Environment - Ambition 2030

- Reach net carbon neutrality by decreasing the own carbon footprint & switching to energy from renewables[1] (CO_2-emissions: +3% yoy)
- Increase energy efficiency by 80%[2] (Improvement of +22% from 2019 to 2020)
- Recycling around 50,000 old devices a year (84,880 collected devices in 2020)

People & Society - Ambition 2023

- Address 100,000 people – especially children and young people – as part of the focus on digital education. To give people the confidence and skills to actively shape digital worlds. (9,239 participations in 2020)

Corporate Governance – Ambition 2023

- Increase the proportion of women in management to 40% (2020: 36%) and raise and maintain the proportion of women at the company at 40% (2020: 40%)
- Maintain a best-practice and (externally) certified compliance management system[3] to ensure an integer and trustworthy A1 Group

[1] Scope 1 and Scope 2
[2] Improvement 2030 vs. 2019 (base year), where „energy efficiency" is defined as electricity consumed/ transported data volumes fixed and mobile (data carried).
[3] Certifications will be done every three to five years

The „E“ from ESG

CO_2-emission 2030
Reach net carbon neutrality by
- decreasing the own carbon footprint and
- gradually switching to energy from renewable sources

- Approx. more than **100 mobile base stations powered by self-generated electricity** from wind or solar power
- **Face-out** of diesel generators
- Procurement of **100% of renewables in electricity** in AUT und SLO
- Operating **100% CO_2 neutral network** in Austria since 2014

Energy efficiency 2030

The long-term aim is to increase energy efficiency by 80 % compared with 2019.

- Evolution towards **more efficient technologies in network** (4G/5G)
- **Efficient cooling** on RAN-sites and in Data Centers (e. g. free cooling) as well as raised temperature tolerance towards 30°C
- More **efficient power supply equipment** to 96%, reducing internal losses
- Increase of cell sleep and cell shutoff in low traffic situations (night/weekend)
- IT virtualization with increased utilization of compute and storage

Circular economy 2030

To promote the circular economy at the company: recycling around 50,000 old devices a year.

- **Mobile phone recycling initiatives** in almost every country
- Approx. **84,800 collected mobile phones in 2020**
- **Other reuse and refurbish initiatives** in AUT and BGR

The “S” from ESG

Digital Education 2023
To address 100,000 people – specially children and young people – as part of the focus on digital education.

- Since 2011 over **228,000 participants** within **14,600 workshops** (group-wide)
- **Focus on Digital Education**: developing digital skills and the safe usage of digital media
- Over **60 different live courses** and **30 online workshops**
- **Reaching all target groups**: kids, teens, educators, teachers, parents and seniors
- **Making young people fit for the future** by teaching them coding and programming in coding-labs or workshops with learning robots (e.g. “Robotics”)
- **Roll-out of similar projects and activities in other operating countries**

The “G” from ESG

Maintain a best-practice and externally certified compliance management system to safeguard the A1 Telekom Austria Group’s integrity and trustworthiness.

- Strong **tone-from-the-top**.
- Revised **A1 Group Code of Conduct** with an increased focus on ESG, human rights and A1 New Ways of Working – roll-out in May 2021
- 440 participants in trainer-based virtual **compliance trainings** and 2.580 completed compliance e-learning courses in Q1 2021 – group wide compliance e-learning in Q3 2021
- **199 new or prolonged measures** as defined in the **Compliance Risk Assessment** to be implemented in 2021.

Foster diversity, equity, inclusion (DEI)

Increase the proportion of women in management positions to 40 %

Raise and maintain the proportion of women at the company at 40 %

- **Diversity, Equity & Inclusion**:
  - Push gender diversity while broadening perspective across DEI
  - Digital diversity training: **‘Unconscious Bias initiative’** started in 2020, continuing in 2021
- **Measure progress**:
  - Group Diversity Dashboard to be implemented
- **Advance female talent:** (Future) Female Leaders Program, Female Leaders Circle in Austria

ESG KPIs

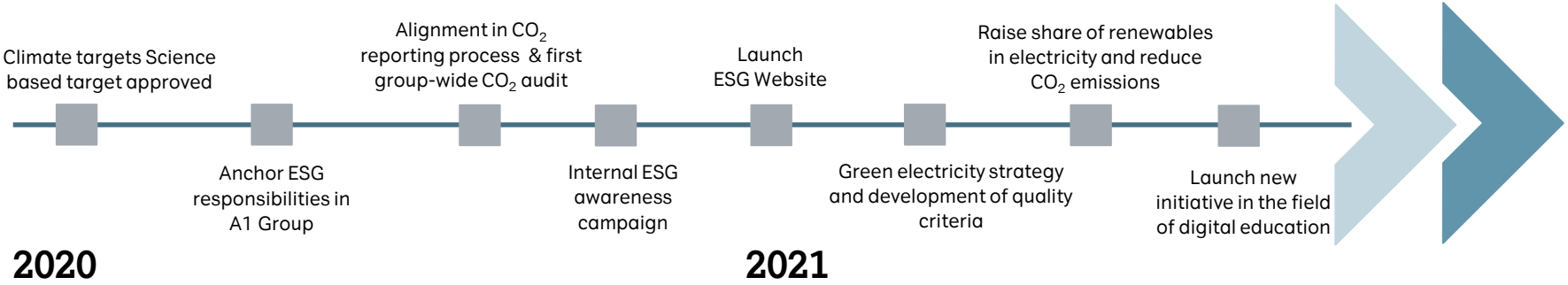
	2019	2020	Change
Environment			
CO_2-emissions (in t)*	240,909	247,705	3%
Energy efficiency (in Mwh/Terabyte)	0.18	0.14	-22%
Mobile phones collected (No.)	64,504	84,880	32%
Digital Education**			
Participations in media literacy trainings (no.)	35,326	9,239	-74%
Number of Workshops	2,217	527	-76%
Diversity			
Share of female employees (%)	39	40	-
Share of female managers (%)	35	36	-
Share of female representative in Supervisory Board (%)	30	30	-

* Scope 1 und Scope 2 market based CO_2-emissions, in CO_2e
** Due to COVID-19, not all workshops took place to the planned extent

ESG Milestones & Goals

Relevant milestones reached ...

... and ambitious goals to achieve



Ratings in 2020

CDP
DRIVING SUSTAINABLE ECONOMIES
Corporate Responsibility
SUSTAINALYTICS
vigeo eiris
imug

Appendix 2

Additional information on KPIs and financials

A1 Telekom Austria Group: **The leading regional communications player providing convergent telecommunication services**

as of March 31, 2021 (in '000)

Austria

Mobile market position #1

Mobile subscribers:

- 5,025 (Q1 2020 : 5,052)

RGUs:

- 3,114 (Q1 2020: 3,219)

Bulgaria

Mobile market position: #1

Mobile subscribers:

- 3,732 (Q1 2020: 3,822)

RGUs:

- 1,089 (Q1 2020: 1,073)

Croatia

Mobile market position #2

Mobile subscribers:

- 1,942 (Q1 2020: 1,872)

RGUs:

- 669 (Q1 2020: 681)

Belarus

Mobile market position #2

Mobile subscribers:

- 4,915 (Q1 2020: 4,872)

RGUs:

- 650 (Q1 2020: 617)

Slovenia

Mobile market position #2

Mobile subscribers:

- 706 (Q1 2020: 702)

RGUs:

- 215 (Q1 2020: 206)

Serbia

Mobile market position #3

Mobile subscribers:

- 2,349 (Q1 2020: 2,299)

North Macedonia

Mobile market position #1

Mobile subscribers:

- 1,078 (Q1 2020: 1,084)

RGUs:

- 342 (Q1 2020: 334)

A1 Telekom Austria Group: **Profit and Loss**

(in EUR million)	Q1 2021	Q1 2020	% change
Service Revenues	955.7	949.8	0.6%
Equipment Revenues	162.1	158.0	2.6%
Other operating income	17.8	18.2	-2.3%
Total Revenues	**1,135.5**	**1,126.0**	**0.8%**
Cost of Service	-323.6	-326.8	1.0%
Cost of Equipment	-164.2	-154.3	-6.4%
Selling, General & Administrative Expenses	-246.7	-261.6	5.7%
Others	-2.7	-2.6	-2.3%
Total Costs and Expenses	**-737.2**	**-745.4**	**1.1%**
EBITDA	**398.3**	**380.6**	**4.7%**
% of Total Revenues	*35.1%*	*33.8%*	
Depreciation and Amortisation	-194.7	-192.6	-1.1%
Depreciation RoU assets	-40.3	-40.7	0.9%
EBIT	**163.3**	**147.3**	**10.8%**
% of Total Revenues	*14.4%*	*13.1%*	
EBT (Earnings Before Income Taxes)	**137.5**	**105.6**	**30.2%**
Net Result	**108.9**	**89.3**	**22.0%**

A1 Telekom Austria Group: **Total revenues & costs and expenses per segment**

Total Revenues (in EUR million)	Q1 2021	Q1 2020	% change
Austria	657.4	647.5	1.5%
Bulgaria	132.2	127.6	3.6%
Croatia	105.9	101.2	4.7%
Belarus	92.4	109.6	-15.6%
Slovenia	51.4	48.6	5.7%
Serbia	70.7	68.6	3.0%
North Macedonia	31.5	29.6	6.2%
Corporate & other, eliminations	-6.0	-6.7	10.4%
Total Revenues	**1,135.5**	**1,126.0**	**0.8%**

Costs and Expenses (in EUR million)	Q1 2021	Q1 2020	% change
Austria	428.5	424.2	1.0%
Bulgaria	76.5	81.7	-6.3%
Croatia	70.2	67.8	3.6%
Belarus	50.4	62.1	-18.8%
Slovenia	36.7	34.8	5.4%
Serbia	47.1	48.2	-2.3%
North Macedonia	20.6	19.1	7.9%
Corporate & other, eliminations	7.2	7.6	-5.7%
Total Operating Expenses	**737.2**	**745.4**	**-1.1%**

A1 Telekom Austria Group: **Workforce development**

FTE (Average Period)	Q1 2021	Q1 2020	% change
Austria	7,284	7,584	-4.0%
International	10,361	10,354	0.1%
Corporate	374	378	-1.1%
A1 Telekom Austria Group	**18,019**	**18,317**	**-1.6%**

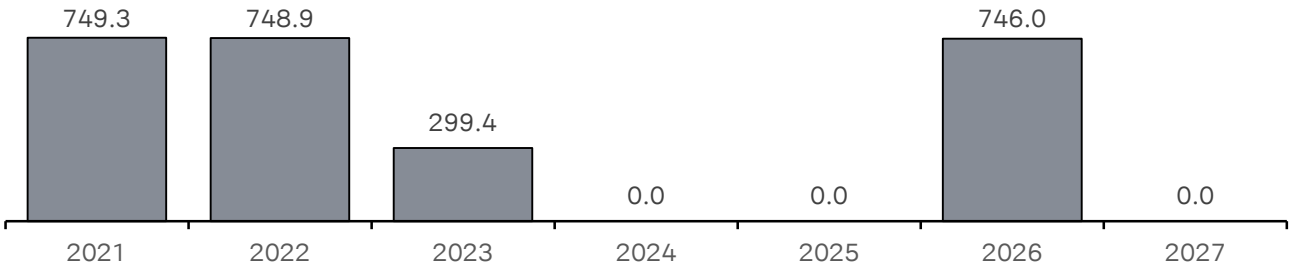
FTE (End of Period)	Q1 2021	Q1 2020	% change
Austria	7,307	7,573	-3.5%
International	10,348	10,401	-0.5%
Corporate	376	381	-1.3%
A1 Telekom Austria Group	**18,030**	**18,356**	**-1.8%**

A1 Telekom Austria Group: **Net debt**
as of March 31, 2020

Net Debt (excl. Leases) (in EUR million)	31 March 2021	31 December 2020	% change
Long-term Debt	1,794.2	1,793.7	0.0%
Short-term Borrowings	749.3	749.1	0.0%
Cash and Cash Equivalents	-370.6	-210.9	-75.7%
Net Debt (excl. Leases) of A1 Telekom Austria Group	**2,173.0**	**2,331.9**	**-6.8%**
Leverage Ratio	**1.5**	**1.7**	

Net Debt incl. Leases (in EUR million)	31 March 2021	31 December 2020	% change
Long-term Debt incl. Leases	2,450.0	2,494.3	-1.8%
Short-term Borrowings incl. Leases	906.9	903.4	0.4%
Cash and Cash Equivalents	-370.6	-210.9	-75.7%
Net Debt incl. Leases of A1 Telekom Austria Group	**2,986.3**	**3,186.8**	**-6.3%**
Leverage Ratio	**1.9**	**2.0**	

A1 Telekom Austria Group:
Financial debt maturity profile
as of March 31, 2021 (in EUR mn)



- EUR 2,543.6 mn short- and long-term debt as of March 31, 2021
- Average cost of debt of 2.95%
- Cash and cash equivalents of EUR 370.6 mn
- Average term to maturity of 2.4 years

Lines of credit

- Undrawn committed credit lines amounting to EUR 1,115 mn
- Average term to maturity of 4.9 years

Ratings

- S&P: BBB+ (stable outlook)
- Moody's: Baa1 (stable outlook)

Appendix 3

Reconciliation of Free Cash Flow

Q1 2021: **Reconciliation free cash flow**

	Q1 2021	Q1 2020	% change
FCF after social plans new	174.1	116.4	49.5%
Social plans new funded	23.5	16.4	43.4%
Total social plans paid*	-25.4	-28.1	-9.6%
FCF - previously reported	172.2	104.7	64.4%

*In the previous view all payments for all social plans (old = granted before 1.1.2019 + new = granted after 1.1.2019) have been deducted in the calculation of free cash flow.

	FCF – previous view	**FCF after social plans new**
All payments for social plans	Deducted	**Not deducted**
Funding of new social plans	Not included	**Included**

Appendix 4

Regulatory Topics

	Jan 2016	Jul 2016	Jan 2017	Jul 2017	Jan 2018	Mar 2019	Jan 2020	April 2020	Aug 2020
Austria (EUR)	0.008049	0.008049	0.008049	0.008049	0.008049	0.008049	0.008049	0.008049	0.008049
Bulgaria (BGN)	0.019	0.019	0.014	0.014	0.014	0.014	0.014	0.014	0.014
Croatia (HRK)*	0.063	0.063	0.063	0.047	0.047	0.047	0.045	0.045	0.045
Belarus (BYN)**	MTS 0.025/0.01 25 BeST 0.018/0.00 9	MTS 0.025/0.01 25 BeST 0.018/0.00 9	MTS 0.025/0.01 25 BeST 0.018/0.00 9	MTS 0.025/0.01 25 BeST 0.018/0.00 9	MTS 0.025/0.01 25 BeST 0.018/0.00 9	MTS 0.025/0.01 25 BeST 0.018/0.00 9	MTS 0.025/0.01 25 BeST 0.018/0.00 9	MTS 0.025/0.01 25 BeST 0.018/0.00 9	MTS 0.025/0.01 25 BeST 0.018/0.00 9
Slovenia (EUR)	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114	0.00882
Serbia (RSD)	3.43	2.75	2.07	2.07	1.43	1.43	1.43	1.43	1.43
North Macedonia (MKD)***	0.90	0.90	0.63	0.63	0.63	0.63	0.63	0.63	0.63

* National and International EU/EEA MTRs stated as regulated. International MTRs differ between EU/EEA and non-EU/EEA originating country. Non-EU/EEA MTR for Croatia: HRK 1.73/min -> HRK 2.00/min in Apr 2016
** Belarus values: prime time/downtime. MTS: Mobile TeleSystems; BeST: Belarus Telecommunications Network
*** NRA Regulated symmetric MTR for FULL MVNO (Lycamobile) from 01.07.2020 and asymmetric MTR for new MVNO entrant (

EU roaming price regulation

RETAIL (in EURc)	July 2014	April 30, 2016	June 15, 2017
Data (per MB)	20	domestic tariff + 5*	domestic tariff
Voice-calls made (per minute)	19	domestic tariff + 5*	domestic tariff
Voice-calls received (per minute)	5	weighted average MTR	0
SMS (per SMS)	6	domestic tariff + 2*	domestic tariff

WHOLESALE (in EURc)	July 2014	April 30, 2016	June 15, 2017	Jan 1, 2018	Jan 1, 2019	Jan 1, 2020	Jan 1, 2021	Jan 1, 2022
Data (per MB)	5	5	0.77	0.6	0.45	0.35	0.30	0.25
Voice (per minute)	5	5	3.2	3.2	3.2	3.2	3.2	3.2
SMS (per SMS)	2	2	1	1	1	1	1	1

* Sum of the domestic retail price and any surcharge applied for regulated roaming calls made, regulated roaming SMS messages sent or regulated data roaming services shall not exceed EUR 0.19 per minute, EUR 0.06 per SMS message and EUR 0.20 per megabyte used. Any surcharge applied for calls received shall not exceed the weighted average of maximum mobile termination rates across the Union.

Appendix 5

Personnel restructuring in Austria

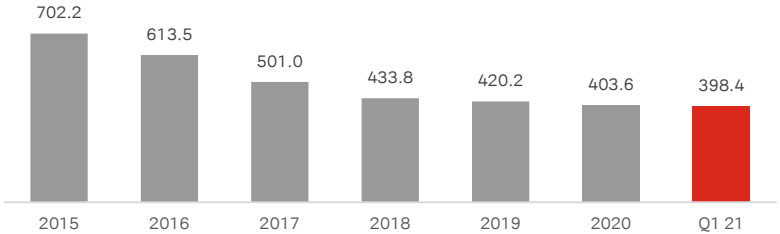
Quarterly Overview: **Restructuring charges and provision vs. FTE**

Overview restructuring charges
(in EUR million)

	2015	2016	2017	2018	2019	2020	Q1 21
FTE reduction	69.5	95.0	9.1	70.1	100.2	91.3	24.3
Servicekom contribution	-72.0	-96.9	-27.3	-47.1	-19.4	-9.8	-2.9
Interest rate adjustments	2.9	9.2	0.0	-0.9	3.2	3.1	-0.3
Total	**0.4**	**7.2**	**-18.2**	**22.1**	**84.1**	**84.5**	**21.0**

FTEs addressed

Overview restructuring provision*
(in EUR million)



Provisioned FTEs

	2015	2016	2017	2018	2019	2020	Q1 21
Transfer to government	205	193	176	159	128	113	112
Social plans	1,661	1,821	1,707	1,748	1,805	1,827	1,827
Staff released from work	253	200	172	116	81	62	60
Total	**2,119**	**2,214**	**2,055**	**2,023**	**2,014**	**2,002**	**1,999**

* Including liabilities for transfer of civil servants to government bodies since 2010. For further details please refer to note (23) of the consolidated financial statements.

End of Presentation