



# Results for the first half and second quarter 2016

Vienna, 22 July 2016

## 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 Telekom Austria nor any other person accepts any liability for any such forward-looking statements. Telekom Austria 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 Telekom Austria.'



# Operational and financial highlights for the first half and second quarter 2016

## Q2 2016: Group results mostly driven by continuing positive momentum in Austria

Group (in EUR million)	Reported Q2 16	Proforma* Q2 15	% change
Total revenues	1,030.7	1,032.2	-0.2%
EBITDA	329.3	326.8	0.7%
CAPEX	206.3	167.0	23.6%

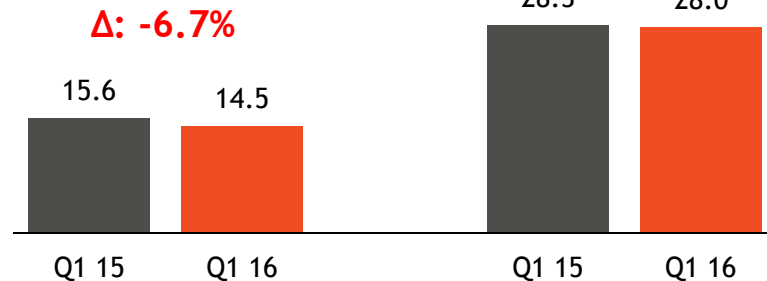
- > Group total revenues declined by 0.2% on a proforma basis\* while they rose by 3.5% on a reported basis
- > Proforma\* total revenue growth in Austria, Bulgaria, Croatia and the Republic of Serbia mostly stemming from higher equipment revenues
- > Abolishment of EU retail roaming per 30 April 2016 impacted so far mostly Austria
- > Proforma\* Group EBITDA gains additional support from further cost savings, especially in Austria (Reported: +2.9% year-on-year)

\* Proforma figures include effects of M&A transactions executed during the last twelve months.

# Austria: New roaming regulation impacts wireless service revenue trends

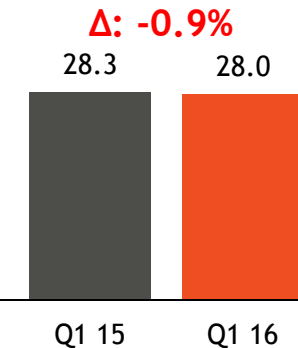
## ARPU

(in EUR)



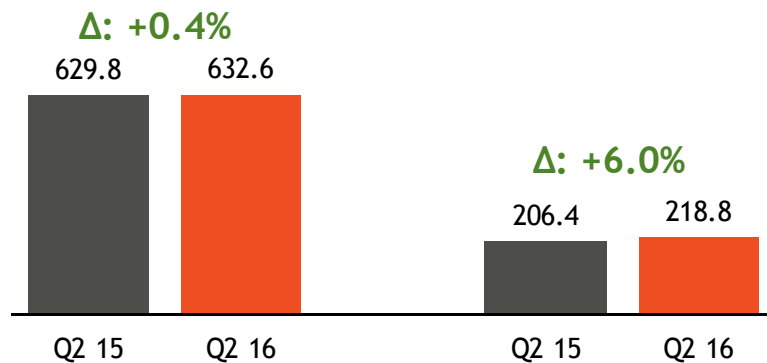
## ARPL

(in EUR)



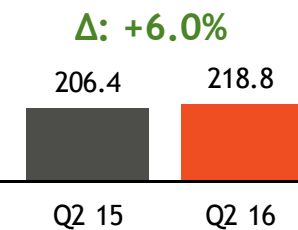
## Total revenues

(in EUR mn)



## EBITDA

(in EUR mn)



## Operational data

- > 1.3% y-o-y mobile subscriber growth (excl. M2M) due to increase in high-value segments
- > Trend towards mobile WiFi routers
- > ARPU decline mainly due to losses in roaming revenues and higher no-frills customers share
- > Slight fixed RGU growth of 0.1% y-o-y : +3.1% y-o-y fixed-line broadband and +6.6% y-o-y TV

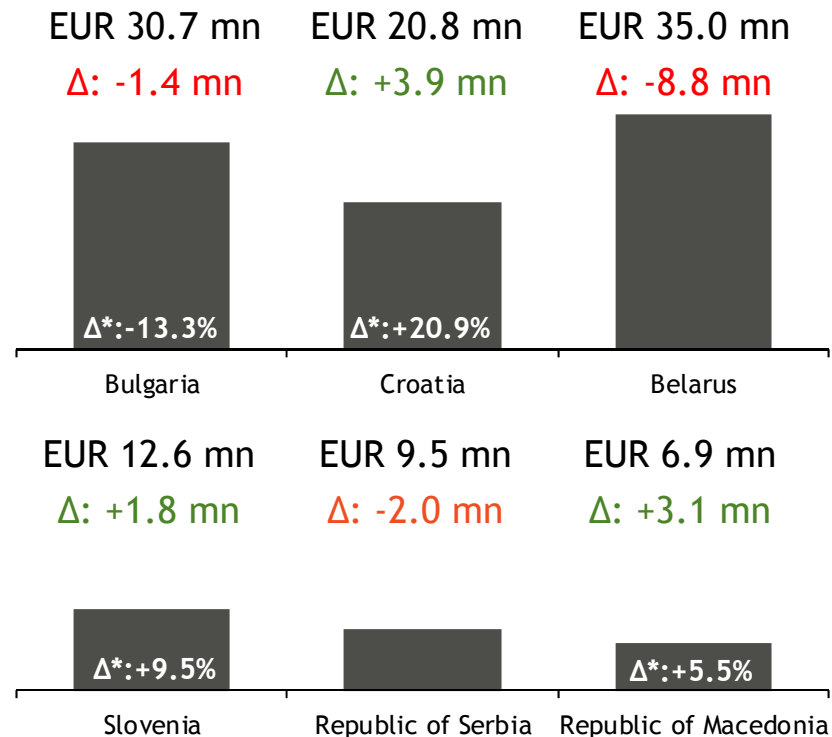
## Financial performance

- > Total revenues up 0.4% y-o-y driven by equipment revenues
- > Decline in wireless service revenues due to the abolition of EU retail roaming per 30 April 2016
- > Broadband and TV growth limit fixed-line service revenue decline to 1.4% y-o-y
- > Cost savings drive 6.0% y-o-y EBITDA growth

# Largely unchanged CEE trends: Results driven by M&A, negative FX effects and fierce competition

## EBITDA

(reported, in EUR mn)



\* Proforma view including M&A impact on EBITDA in Q2 2015: Bulgaria: EUR 3.3 mn, Croatia: EUR 0.4 mn, Slovenia: 0.7 mn, Republic of Macedonia: EUR 2.7 mn

## Highlights CEE

### Bulgaria:

- > Slight growth in proforma total revenues driven by higher equipment revenues and slowdown in mobile service revenue decrease
- > Continued fierce competition in business segment

### Croatia:

- > Solid fixed RGUs growth and higher mobile fixed fees
- > OPEX higher due to increase in cost of equipment, wholesale and content costs

### Belarus:

- > 21.9% y-o-y total revenue and 9.5% y-o-y EBITDA growth on local currency basis
- > 4.5% average price increase in April and May
- > 27.3% y-o-y BYN devaluation (currency reform as of 1 July 2016)

### Other segments:

- > Both in Slovenia and in the Republic of Macedonia proforma EBITDA benefits from lower pro-forma costs

## Lower free cash flow due to inversion in working capital needs and higher CAPEX paid

(in EUR million)	Q2 2016	Q2 2015	% change	1-6 M 2016	1-6 M 2015	% change	1-12 M 2015
Net cash flow from operating activities	255.1	295.1	-13.5%	562.3	690.9	-18.6%	1,228.4
Capital expenditures paid	-171.7	-147.4	n.m.	-416.9	-354.3	n.m.	-731.1
Proceeds from sale of plant, property and equipment	7.4	1.2	n.m.	12.1	3.6	237.6%	10.7
Interest paid	-32.4	-34.3	n.m.	-105.9	-108.1	n.m.	-155.8
<b>Free Cash Flow</b>	<b>58.5</b>	<b>114.6</b>	<b>-49.0%</b>	<b>51.6</b>	<b>232.1</b>	<b>-77.8%</b>	<b>352.2</b>

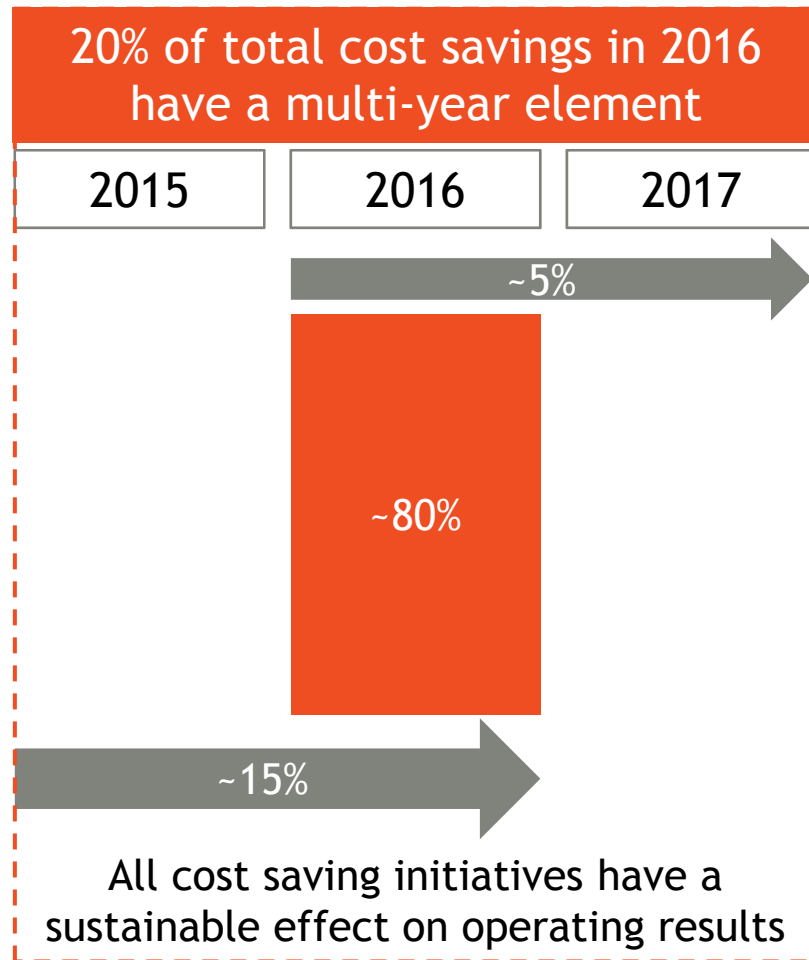
### Year-to-date analysis

- > In a year-on-year comparison, the reduction in free cash flow was caused by a EUR 103.4 mn build-up in working capital in H1 2016 compared to a reduction of EUR 26.4 mn in H1 2015 as well as higher capital expenditures paid in H1 2016
- > EUR 103.4 mn build-up in working capital needs in H1 2016 was primarily driven by
  - > payments for restructuring
  - > increase in inventories across all subsidiaries and in accounts receivables (due to different dynamics at cut-off date)
  - > high income tax payments driven by Slovenia due to the EUR 30.0 mn positive extraordinary effect in other operating income in 2015)
- > Higher CAPEX paid for investments from previous periods such as the spectrum investments in Serbia in Q4 2015 and due to generally higher CAPEX in H1 2016 driven by Belarus in Q2 2016

# Focus points



# Group OPEX savings are sustainable, well on track and with good visibility for future periods

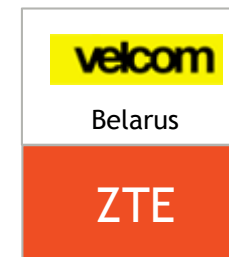


## Top 3 OPEX saving initiatives 2016

- ✓ Purchasing initiatives continue to provide ~60% of total cost savings:
  - More than 1,000 individual activities
- ✓ Switch to single vendor in Austria
- ✓ ‚Rightsourcing‘ (Insourcing/Outsourcing)
  - Fixed-line activation/installation in CEE
  - TAG NOW
  - A1 market place

# Single-vendor (RAN) savings enable LTE push and fixed network quality improvements

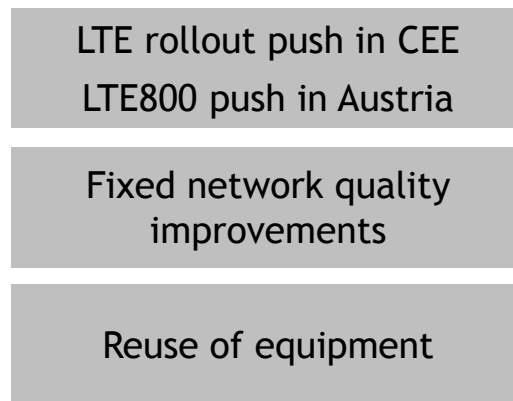
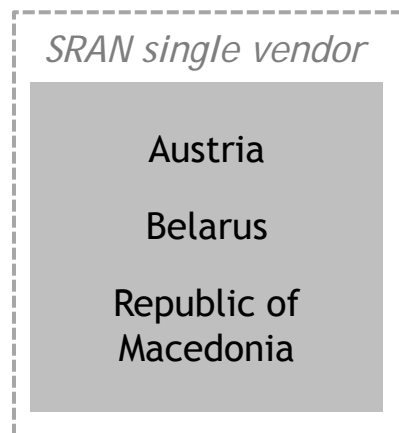
- ✓ Modernisation of mobile network based on multi-standard equipment in order to strengthen the A1 quality leadership
- ✓ Exploit A1's broad spectrum (LTE800, UMTS900 and LTE1800 MHz)
- ✓ Process simplification
- ✓ Additional benefits through site reduction
- ✓ Reduction of CAPEX and OPEX for Radio Access Network (RAN)



*Savings*



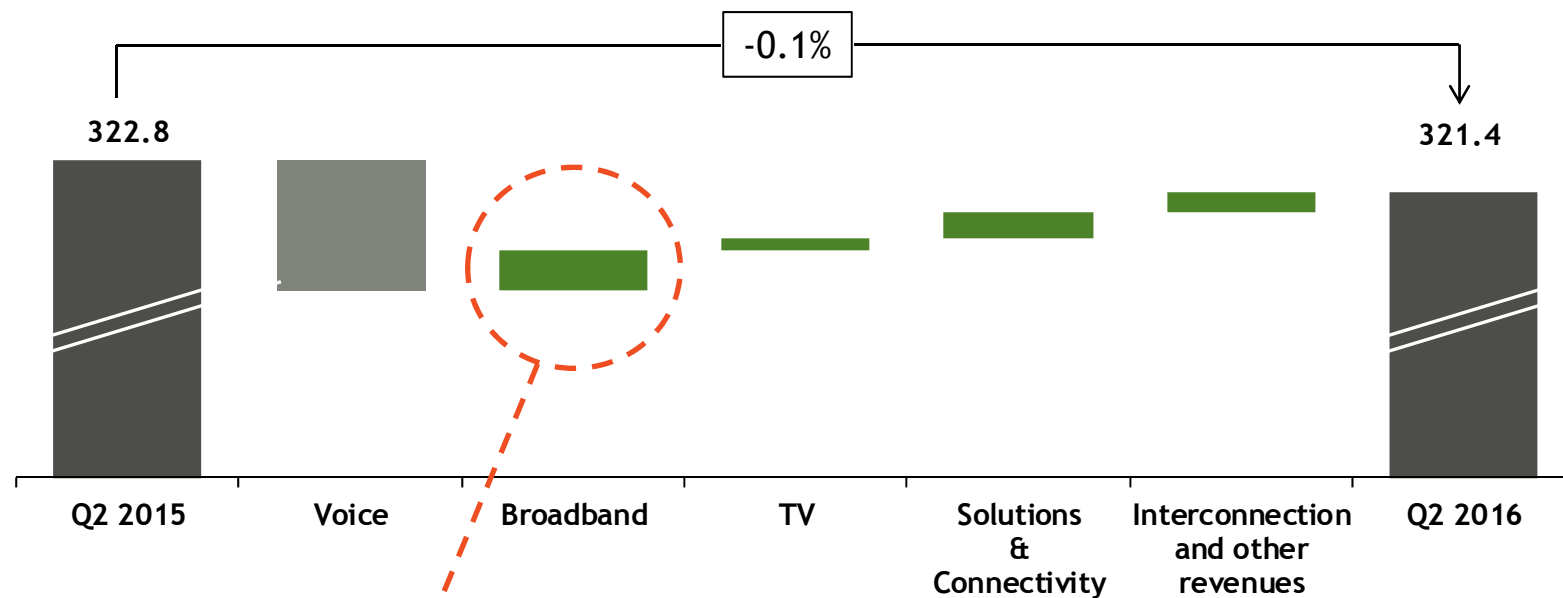
*reinvested in:*



# Austria: Fibre power and TV as well as solutions and connectivity stabilise fixed service revenues

## Fixed-line revenues

(in EUR mn)



- > Growth almost exclusively from fibre RGUs
- > ~30% year-on-year growth in fibre RGUs\*

\*  $\geq 16$  Mbps

# NOW - Telekom Austria Group's innovative OTT TV streaming solution

## NOW functionalities at a glance

- ✓ 40 live TV channels
- ✓ 7 day TV replay service via personal cloud recorder
- ✓ Up to 3,000 series and films
- ✓ Available on any screen (smartphone, tablet, web and TV via chrome cast)

## NOW in Telekom Austria Group



A1 trial



Mtel launched



A1 full launch, Vipnet soft launch



Launch in 2 additional markets



One single TV platform for all markets ensures maximum group synergies for all future TV activities

# Outlook for the full year 2016

# Financial outlook for the full year 2016 unchanged, new dividend outlook

	22 July 2016	Consensus
Total revenues	approx. +1%	EUR 4,143.8 mn
CAPEX	approx. EUR 750 mn	EUR 759.2 mn
Dividend	EUR 0.20 / share	-

- > Outlook based on reported figures and constant currencies except for Belarus (assumed 20%, in line with inflation)
- > CAPEX: does not include investments in spectrum or acquisitions
- > New dividend outlook:

On 22 July, Telekom Austria Group announced that América Móvil and Österreichische Bundes- und Industriebeteiligungen GmbH (ÖBIB) agreed that day on a new expected dividend level starting with the financial year 2016. This decision is based on the improved operational and financial performance of the Group. This new dividend expectation entails the payment of EUR 0.20 per share to be maintained or increased on a sustainable basis in line with the operational and financial developments of the Group.

# Appendix 1

# The leading regional communications player providing convergent telecommunication services

as of 30 June 2016 (in '000)

## Austria

**Mobile market position #1**

**Mobile subscriber:**

> 5,870 (Q2 2015: 5,630)

**Fixed access lines:**

> 2,216 (Q2 2015: 2,232)



## Slovenia

**Mobile market position #2**

**Mobile subscriber:**

> 715 (Q2 2015: 690)

**Fixed access lines:**

> 72 (Q2 2015: n.a.)



## Belarus

**Mobile market position #2**

**Mobile subscriber:**

> 4,901 (Q2 2015: 4,912)



## Croatia

**Mobile market position #2**

**Mobile subscriber:**

> 1,739 (Q2 2015: 1,756)

**Fixed access lines:**

> 277 (Q2 2015: 213)



## Republic of Serbia

**Mobile market position #3**

**Mobile subscriber:**

> 2,055 (Q2 2015: 2,103)



## Bulgaria

**Mobile market position: #1**

**Mobile subscriber:**

> 4,071 (Q2 2015: 4,305)

**Fixed access lines:**

> 545 (Q2 2015: 153)



## Republic of Macedonia

**Mobile market position #1**

**Mobile subscriber:**

> 1,132 (Q2 2015: 608 Vip operator)

**Fixed access lines:**

> 141 (Q2 2015: 87)





# Telekom Austria Group - Profit and Loss

(in EUR million)	Q2 2016	Q2 2015	% change
Service Revenues	929.2	915.6	1.5%
Equipment Revenues	101.5	80.5	26.0%
<b>Total Revenues</b>	<b>1,030.7</b>	<b>996.1</b>	<b>3.5%</b>
Cost of Service	-333.2	-325.8	n.m.
Cost of Equipment	-125.3	-102.1	n.m.
Selling, General & Administrative Expenses	-245.4	-247.9	n.m.
Others	2.5	-0.6	n.m.
<b>Total Costs and Expenses</b>	<b>-701.4</b>	<b>-676.3</b>	<b>n.m.</b>
<b>EBITDA</b>	<b>329.3</b>	<b>319.8</b>	<b>2.9%</b>
<i>% of Total Revenues</i>	<i>31.9%</i>	<i>32.1%</i>	
Depreciation and Amortisation	-214.8	-200.5	n.m.
Impairment and Reversal of Impairment	0.0	0.0	n.a.
<b>EBIT</b>	<b>114.5</b>	<b>119.3</b>	<b>-4.0%</b>
<i>% of Total Revenues</i>	<i>11.1%</i>	<i>12.0%</i>	
<b>EBT (Earnings Before Income Taxes)</b>	<b>92.2</b>	<b>84.7</b>	<b>8.9%</b>
<b>Net Result</b>	<b>82.4</b>	<b>78.6</b>	<b>4.9%</b>

# Telekom Austria Group - Revenues and OPEX per segment

Revenues (in EUR million)	Q2 2016	Q2 2015	% change
Austria	632.6	629.8	0.4%
Bulgaria	99.9	87.6	14.0%
Croatia	98.7	88.8	11.1%
Belarus	76.1	85.7	-11.2%
Slovenia	52.3	45.3	15.4%
Republic of Serbia	52.7	52.4	0.6%
Republic of Macedonia	29.1	17.0	70.6%
Corporate & Holding, Elimination	-10.6	-10.6	n.m.
<b>Total Revenues</b>	<b>1,030.7</b>	<b>996.1</b>	<b>3.5%</b>

Operating Expenses (in EUR million)	Q2 2016	Q2 2015	% change
Austria	413.8	423.4	-2.3%
Bulgaria	69.2	55.5	24.7%
Croatia	77.9	72.0	8.2%
Belarus	41.1	41.9	-1.8%
Slovenia	39.6	34.4	15.2%
Republic of Serbia	43.2	40.8	5.8%
Republic of Macedonia	22.2	13.2	67.7%
Corporate & Holding, Elimination	-5.6	-5.0	n.m.
<b>Total Operating Expenses</b>	<b>701.4</b>	<b>676.3</b>	<b>3.7%</b>

# Telekom Austria Group - Headcount development

FTE (Average Period)	Q2 2016	Q2 2015	% change
Austria	8,483	8,703	-2.5%
International	8,940	7,329	22.0%
Corporate	214	182	17.1%
<b>Telekom Austria Group</b>	<b>17,637</b>	<b>16,215</b>	<b>8.8%</b>

FTE (End of Period)	Q2 2016	Q2 2015	% change
Austria	8,464	8,655	-2.2%
International	8,978	7,246	23.9%
Corporate	218	179	21.5%
<b>Telekom Austria Group</b>	<b>17,660</b>	<b>16,080</b>	<b>9.8%</b>

# Telekom Austria Group - Capital expenditure split

Capital Expenditures (in EUR million)	Q2 2016	Q2 2015	% change
Austria	116.0	105.3	10.2%
Bulgaria	22.0	15.6	40.9%
Croatia	16.0	12.3	30.1%
Belarus	28.6	10.7	168.7%
Slovenia	7.5	5.0	51.0%
Republic of Serbia	7.2	8.8	-17.4%
Republic of Macedonia	11.6	3.1	279.2%
Corporate & Holding, Elimination	-2.6	0.0	n.a.
<b>Total Capital Expenditures</b>	<b>206.3</b>	<b>160.6</b>	<b>28.5%</b>
thereof Tangible	177.1	134.5	31.6%
thereof Intangible	29.3	26.1	12.3%

# Telekom Austria Group - Net debt

Net Debt* (in EUR million)	30 June 2016	31 December 2015	% change
Long-term Debt	2,041.3	2,584.1	-21.0%
Short-term Borrowings	597.1	810.4	-26.3%
Cash and Cash Equivalents and Short-term Investments	-139.2	-911.5	n.m.
<b>Net Debt of Telekom Austria Group</b>	<b>2,499.1</b>	<b>2,483.0</b>	<b>0.6%</b>

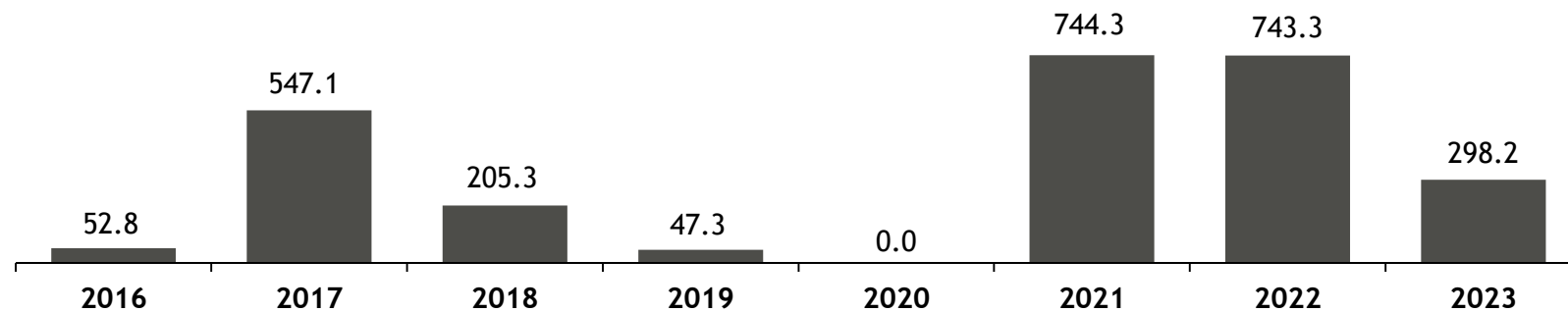
EUR 600 mn non-call (1 February 2018) 5 years hybrid bond qualified as 100% equity under IFRS

\* Accrued interest and purchase price liabilities from business combinations are no longer included in net debt; comparative figures have been adjusted accordingly.

# Telekom Austria Group - Debt maturity profile

## Debt maturity profile\*

(in EUR million)



- > EUR 2,638.4\*\* mn short- and long-term borrowings as of 30 June 2016
- > Average cost of debt of approximately 3.73%
- > Cash and cash equivalents and short-term investments of EUR 139.2 mn
- > Average term to maturity of 4.33 years

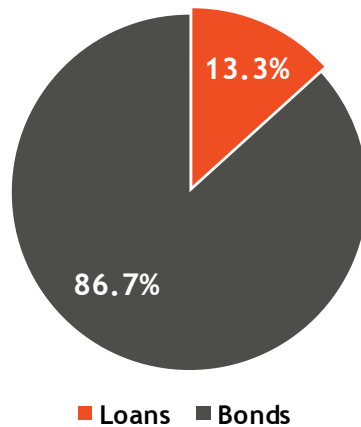
\* EUR 600 mn non-call 5 years hybrid bond qualified as 100% equity under IFRS

\*\* As of 31 March 2016 accrued interest and purchase price liabilities from business combinations are no longer included

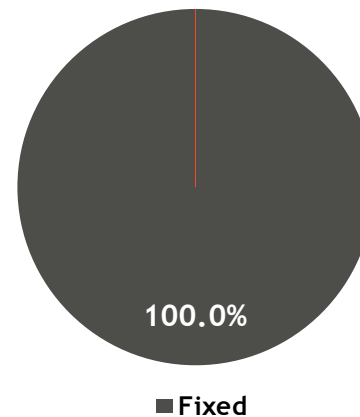


# Telekom Austria Group - Debt profile

## Overview debt instruments



## Fixed/floating mix



## Lines of credit

- > Undrawn committed credit lines amounting to EUR 1,000 mn
- > Average term to maturity of approx. 3.3 years

## Ratings

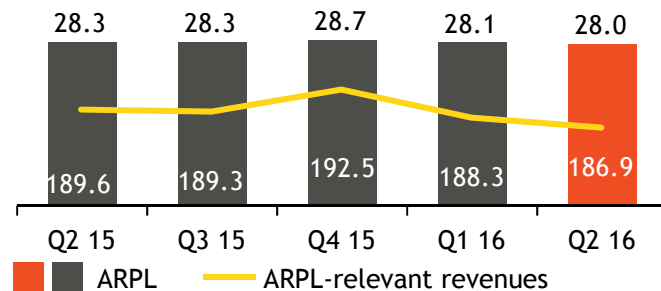
- > S&P: BBB (outlook stable)
- > Moody's: Baa2 (outlook stable)



# Segment Austria - Fixed-line key performance indicators

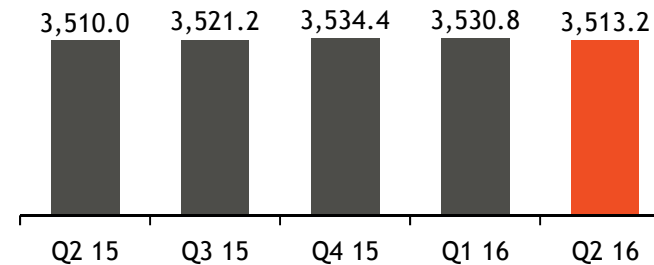
## ARPL & ARPL-relevant revenues

(in EUR, in EUR million)



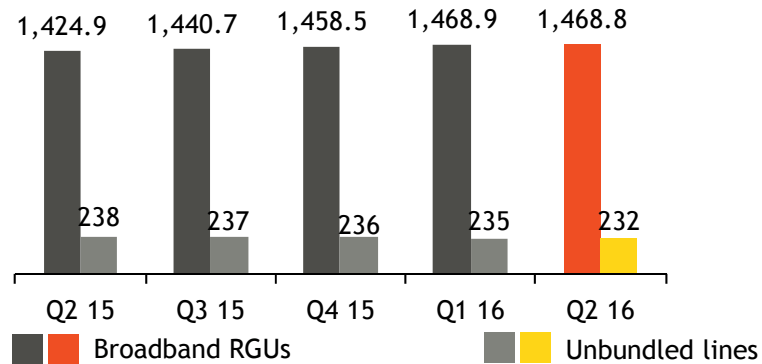
## Total RGUs

(in '000)



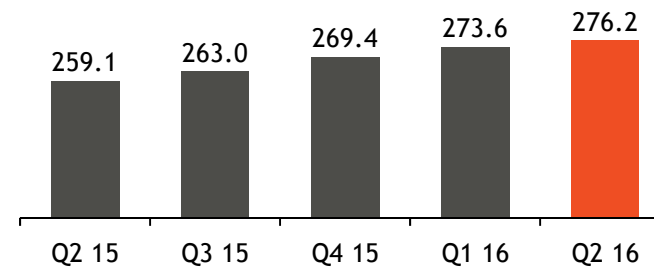
## Broadband RGUs/unbundles lines

(in '000)



## TV RGUs

(in '000)

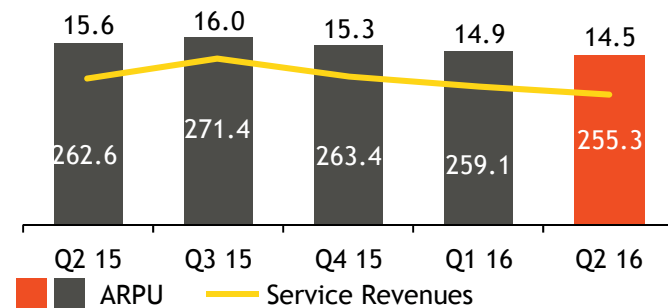




# Segment Austria - Mobile key performance indicators

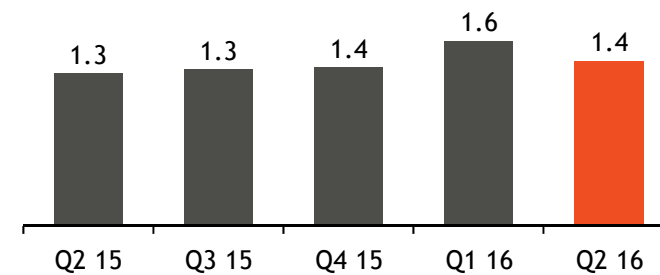
## ARPU & Service revenues

(in EUR, in EUR million)



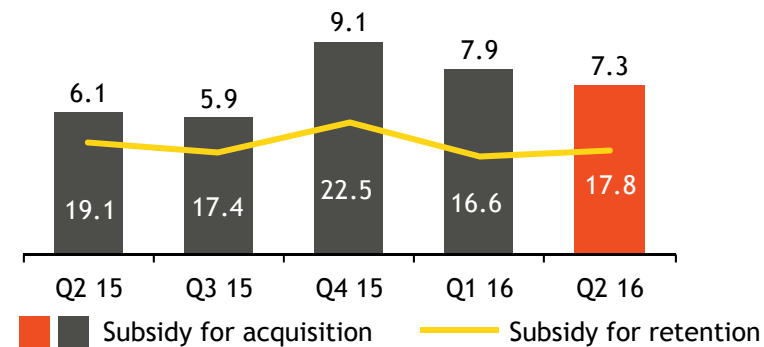
## Churn rate

(in %)



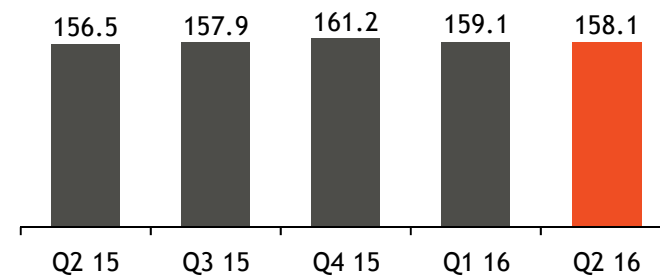
## Subsidies

(in EUR million)



## Mobile penetration

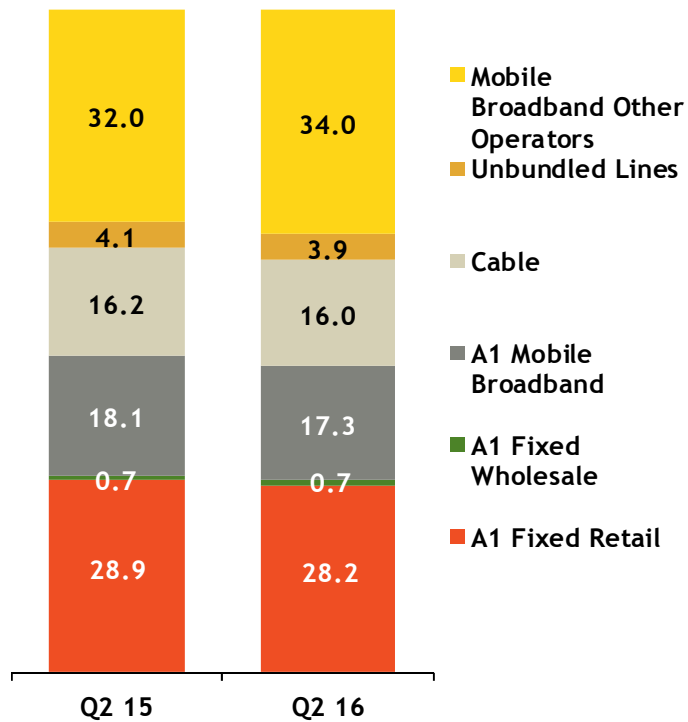
(in %)



# Segment Austria - Broadband market split

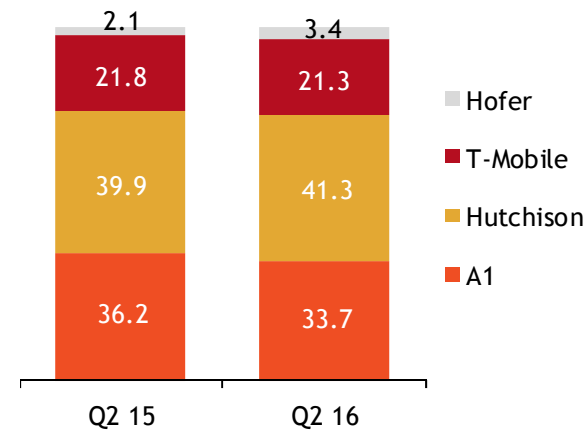
## Market share total broadband

(in %)



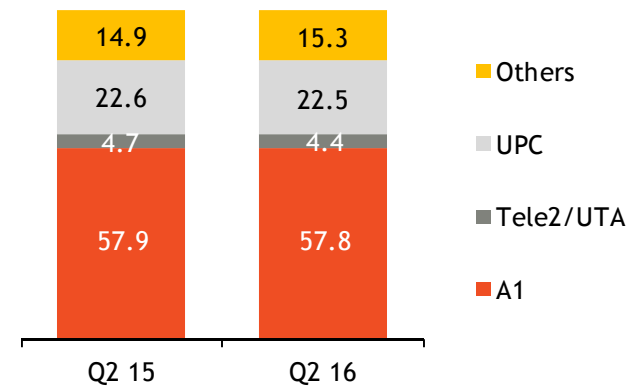
## Market share mobile broadband

(in %)



## Market share fixed-line broadband

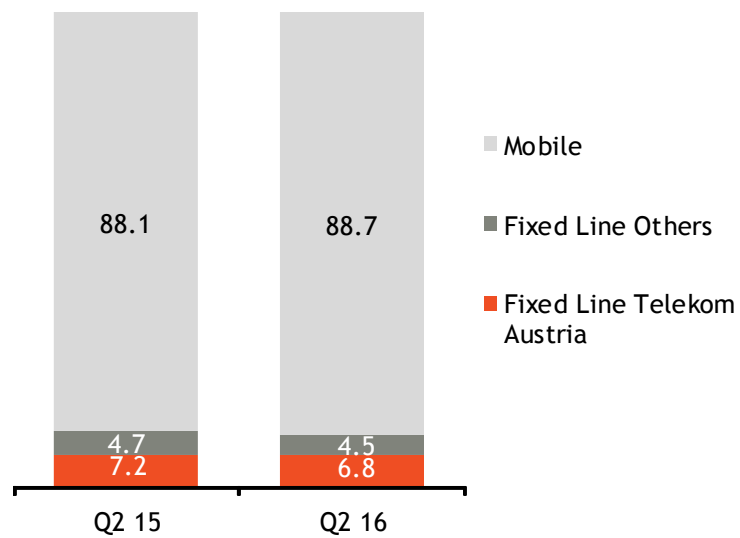
(in %)



# Segment Austria - Voice market split

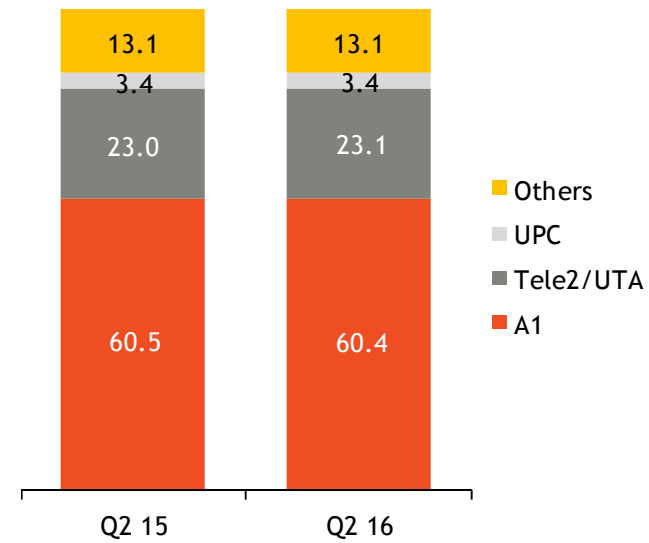
## Market share total minutes

(in %)



## Market share voice RGUs

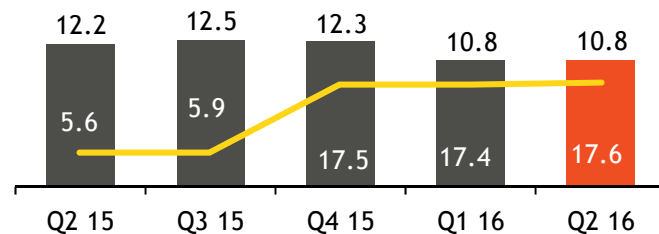
(in %)



# Segment Bulgaria - Fixed-line key performance indicators

## ARPL & ARPL-relevant revenues

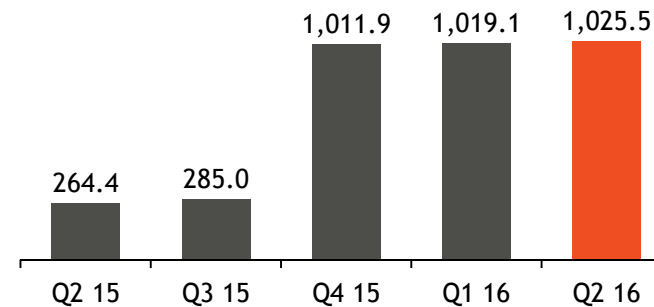
(in EUR, in EUR million)



■ ARPL    — ARPL-relevant revenues

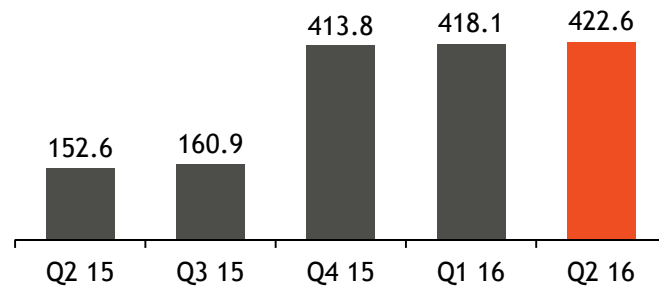
## Total RGUs

(in '000)



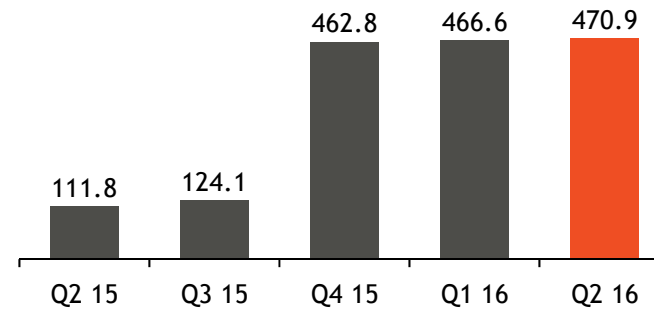
## Fixed broadband RGUs

(in '000)



## TV RGUs

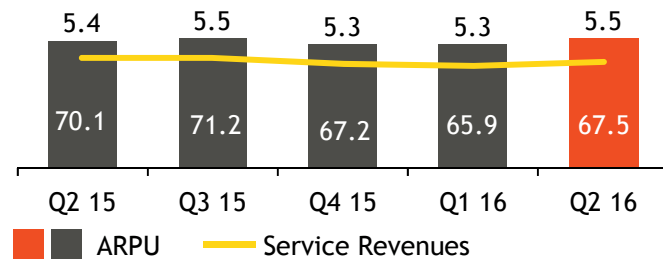
(in '000)



# Segment Bulgaria - Mobile key performance indicators

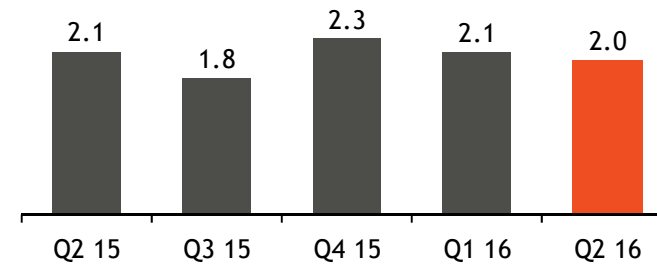
## ARPU & Service revenues

(in EUR, in EUR million)



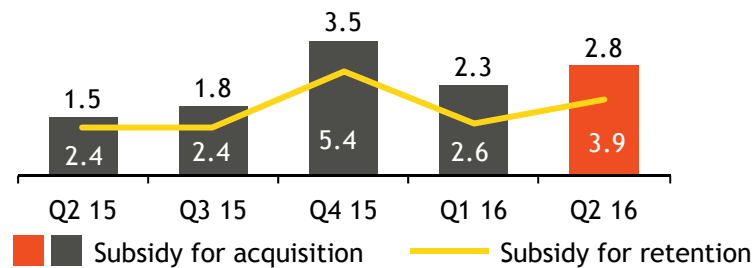
## Churn rate

(in %)



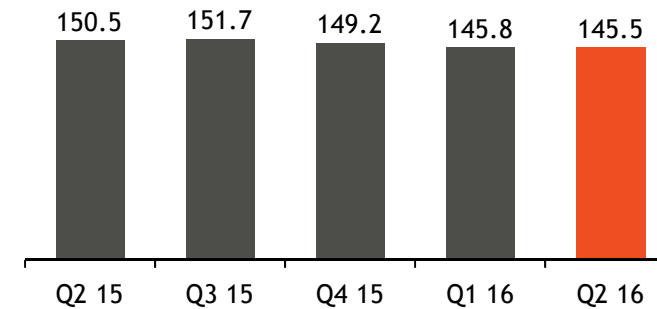
## Subsidies

(in EUR million)



## Mobile penetration

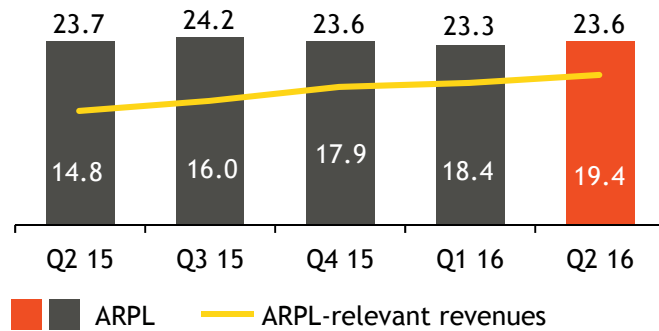
(in %)



# Segment Croatia - Fixed-line key performance indicators

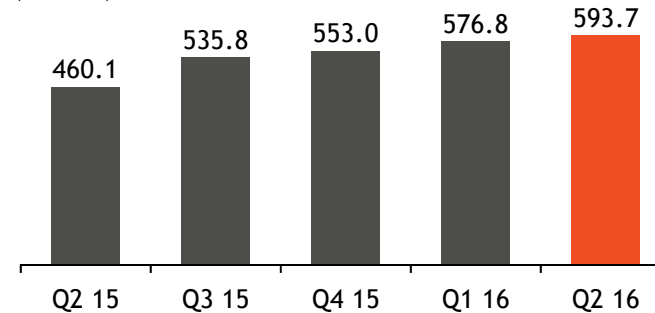
## ARPL & ARPL-relevant revenues

(in EUR, in EUR million)



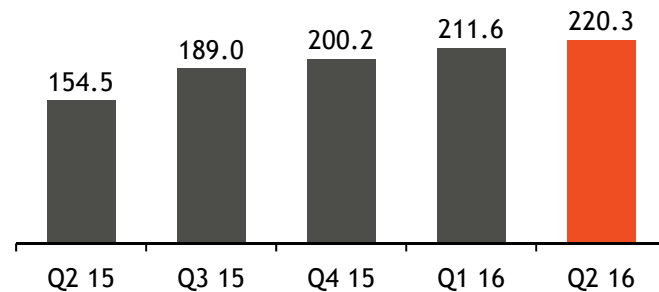
## Total RGUs

(in '000)



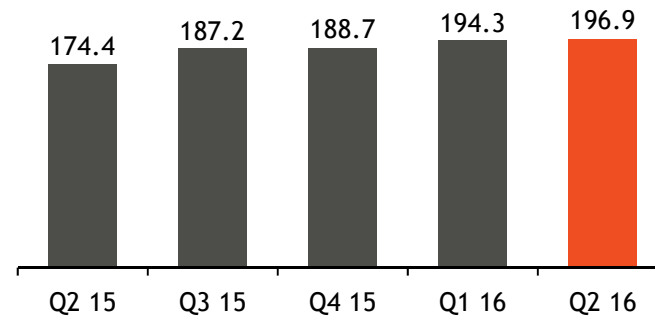
## Fixed broadband RGUs

(in '000)



## TV RGUs

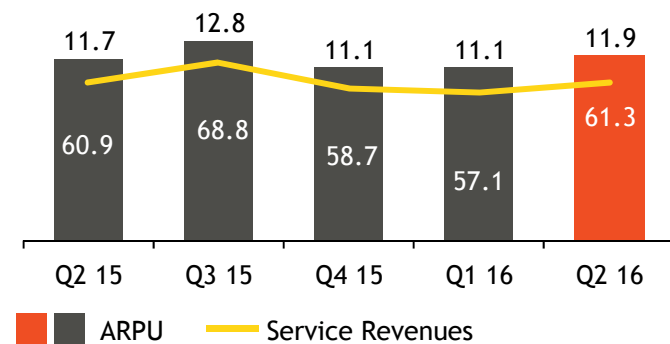
(in '000)



# Segment Croatia - Mobile key performance indicators

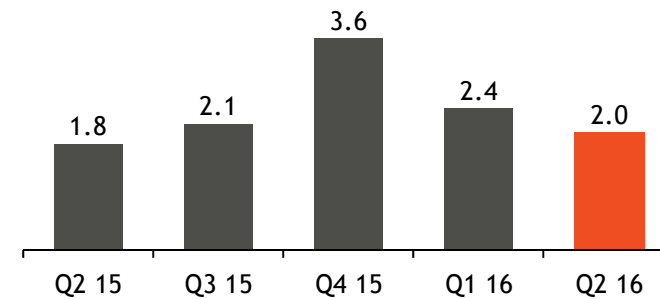
## ARPU & Service revenues

(in EUR, in EUR million)



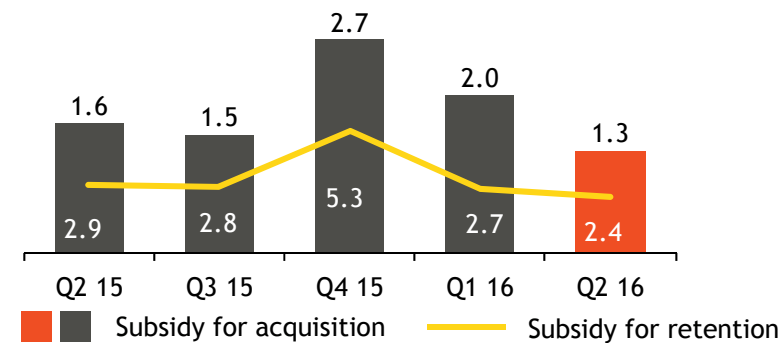
## Churn rate

(in %)



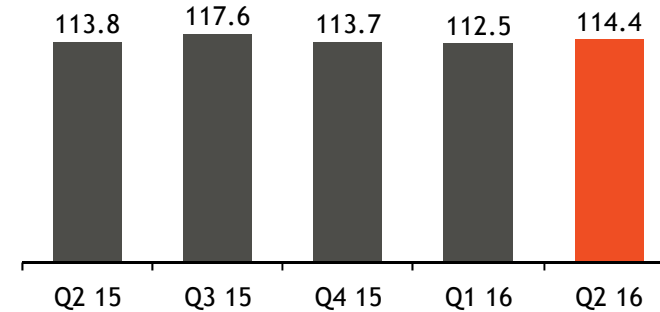
## Subsidies

(in EUR million)



## Mobile penetration

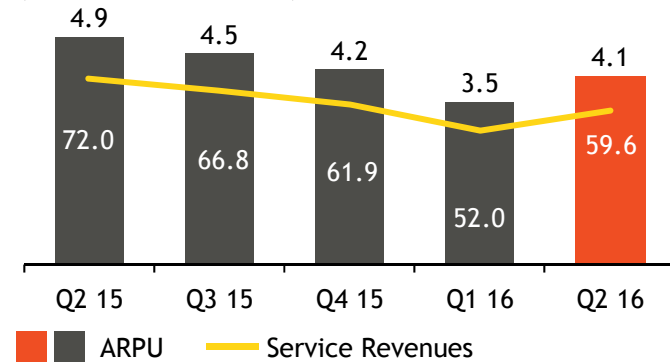
(in %)



# Segment Belarus - Mobile key performance indicators

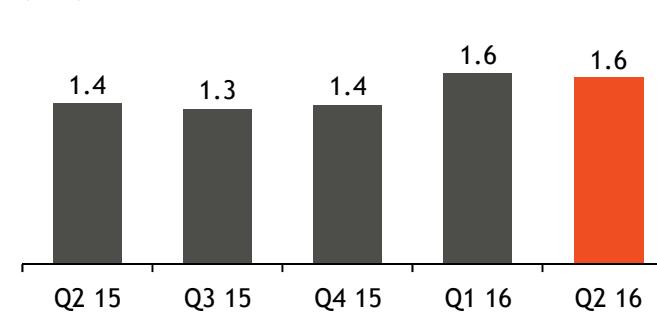
## ARPU & Service revenues

(in EUR, in EUR million)



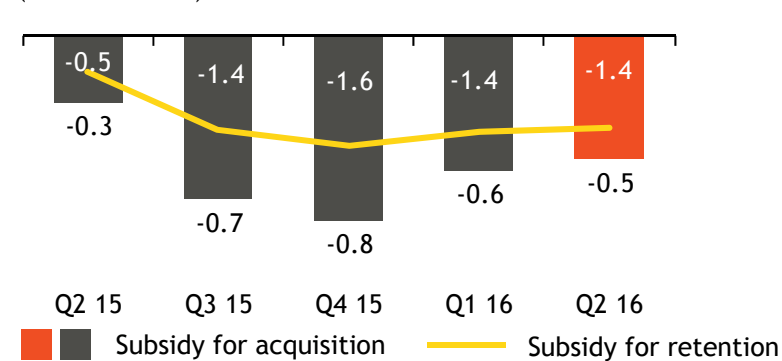
## Churn rate

(in %)



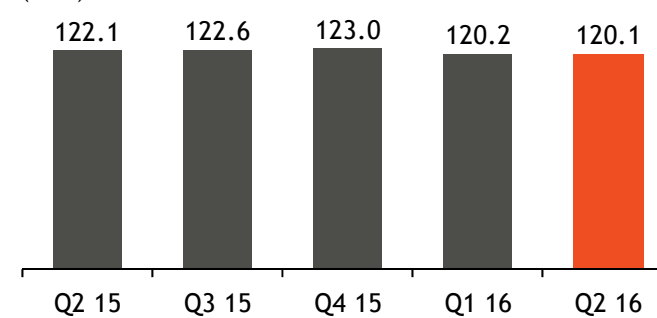
## Subsidies

(in EUR million)



## Mobile penetration

(in %)

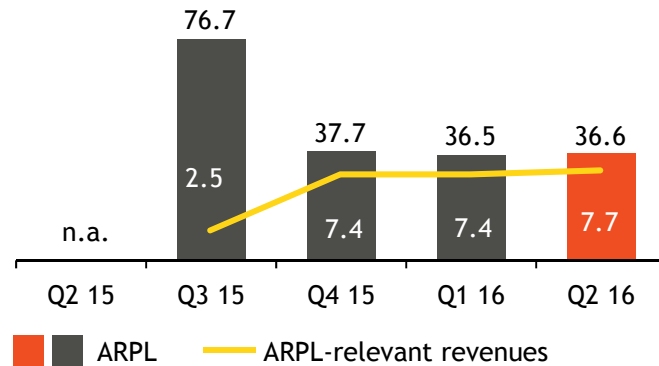




# Segment Slovenia - Fixed-line key performance indicators

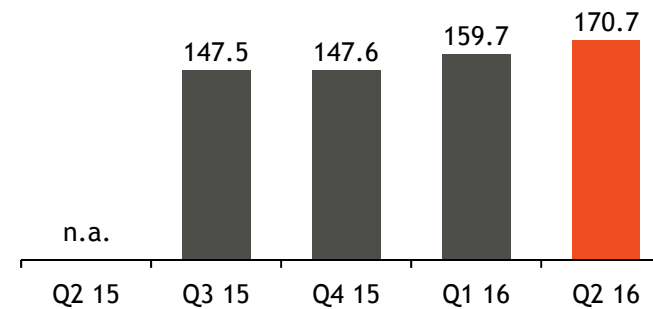
## ARPL & ARPL-relevant revenues

(in EUR, in EUR million)



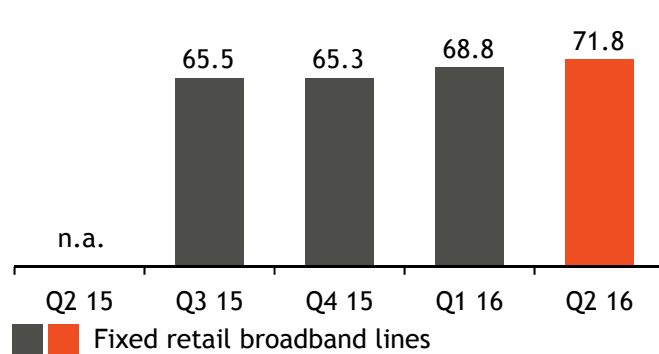
## Total RGUs

(in '000)



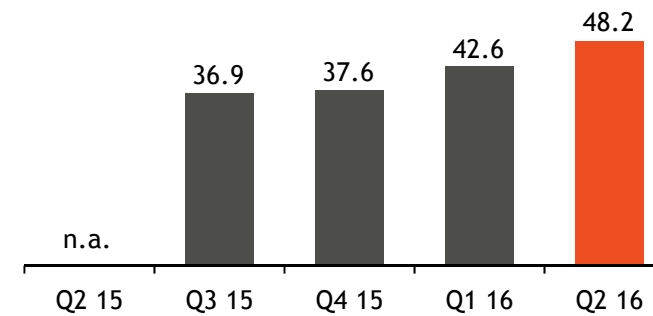
## Fixed broadband RGUs

(in '000)



## TV RGUs

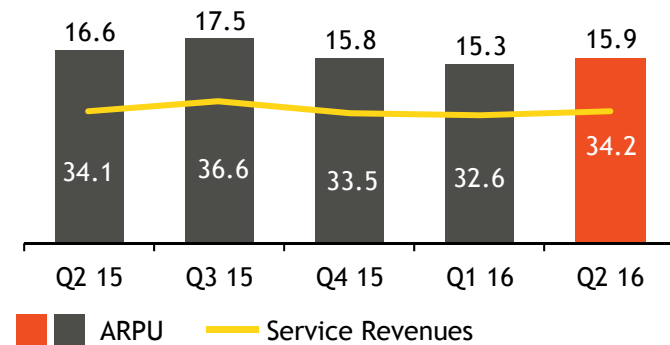
(in '000)



# Segment Slovenia - Mobile key performance indicators

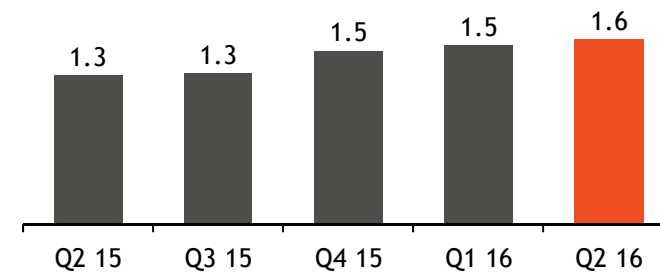
## ARPU & Service revenues

(in EUR, in EUR million)



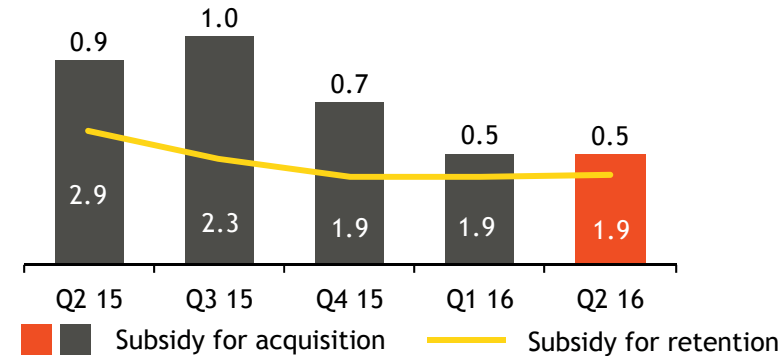
## Churn rate

(in %)



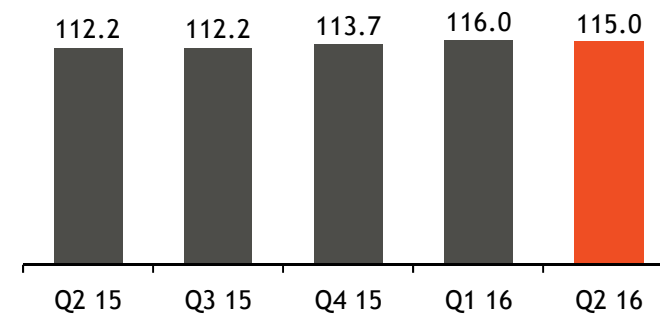
## Subsidies

(in EUR million)



## Mobile penetration

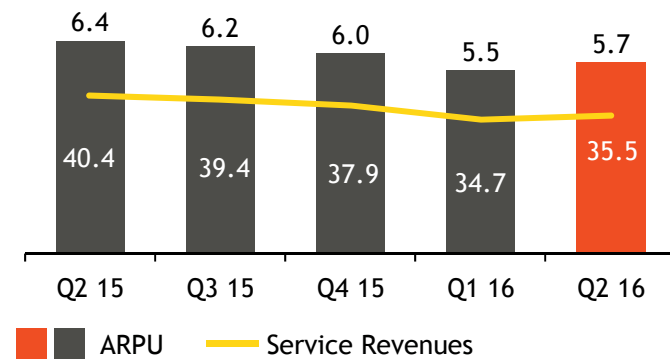
(in %)



# Segment Serbia - Mobile key performance indicators

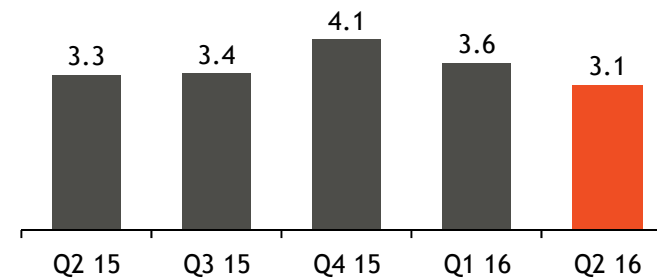
## ARPU & Service revenues

(in EUR, in EUR million)



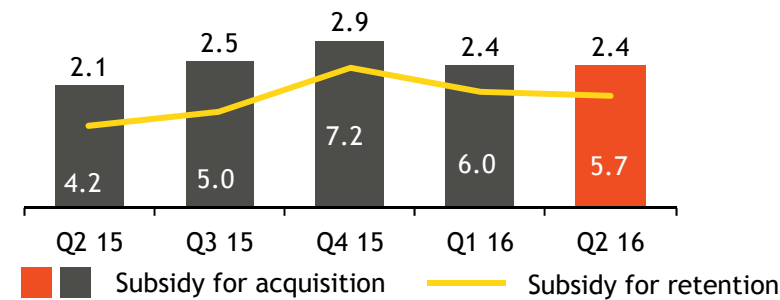
## Churn rate

(in %)



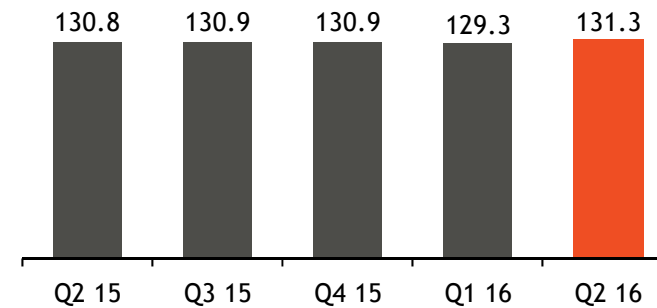
## Subsidies

(in EUR million)



## Mobile penetration

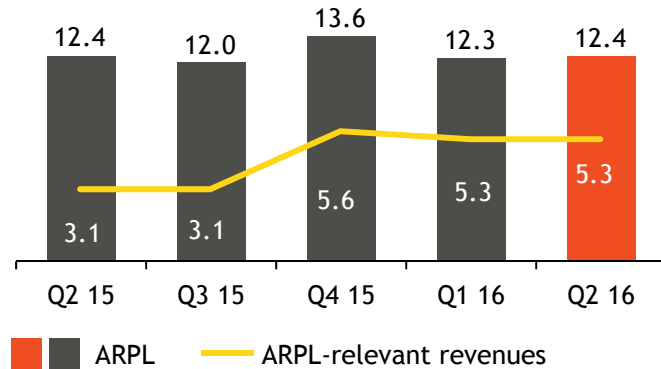
(in %)



# Segment Macedonia - Fixed-line key performance indicators

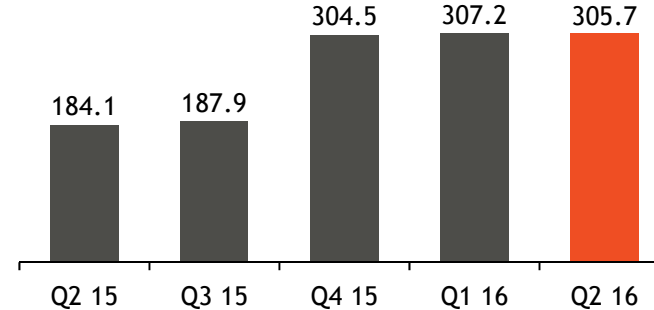
## ARPL & ARPL-relevant revenues

(in EUR, in EUR million)



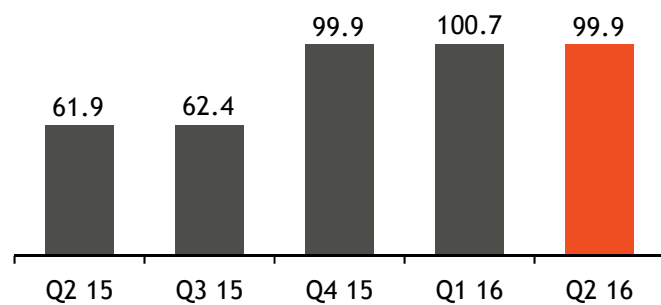
## Total RGUs

(in '000)



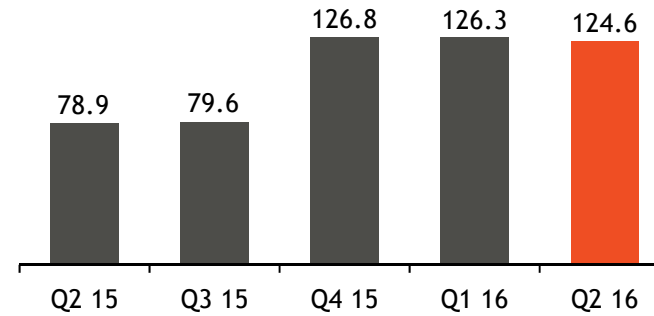
## Fixed broadband RGUs

(in '000)



## TV RGUs

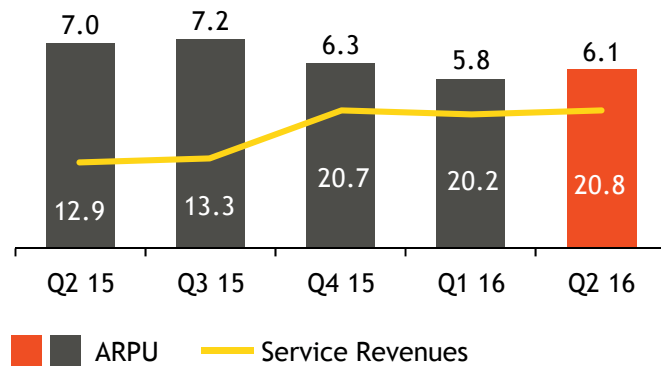
(in '000)



# Segment Macedonia - Mobile key performance indicators

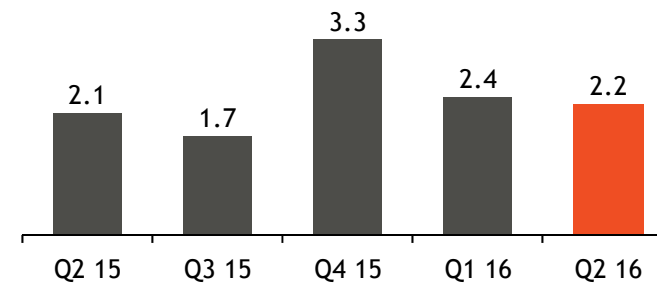
## ARPU & Service revenues

(in EUR, in EUR million)



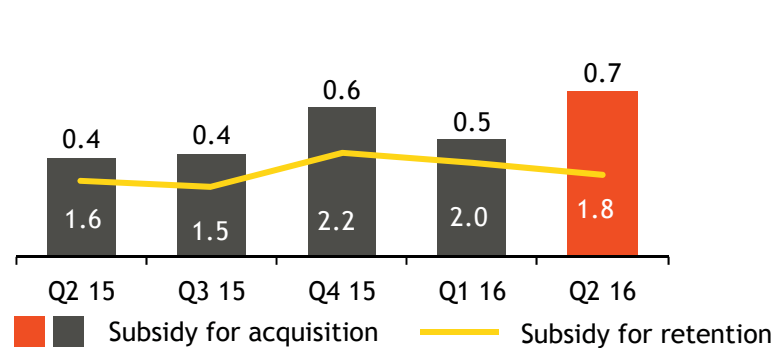
## Churn rate

(in %)



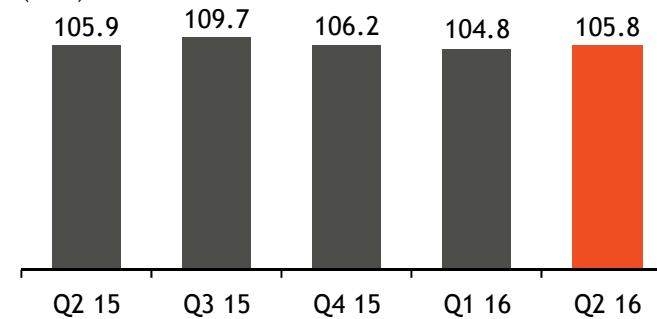
## Subsidies

(in EUR million)



## Mobile penetration

(in %)



# Appendix 2 – Regulatory topics

# Glide Path of Mobile Termination Rates

	Jan 2015	Jul 2015	Jan 2016	Jul 2016	Jan 2017	Jul 2017
Austria (EUR)	0.008049	0.008049	0.008049	0.008049 <sup>2</sup>	0.008049 <sup>2</sup>	0.008049 <sup>2</sup>
Bulgaria (BGN)	0.019	0.019	0.019	0.019	No data	No data
Croatia (HRK)	0.063*	0.063*	0.063*	0.063 <sup>1</sup>	0.063 <sup>1</sup>	0.063 <sup>1</sup>
Belarus (BYN)	180/90**	MTS 250/125 BeST 180/90**	MTS 250/125 BeST 180/90**	MTS 250/125 BeST 180/90**	No data	No data
Slovenia (EUR)	0.0114	0.0114	0.0114	0.0114	0.0114	0.0114
Serbia (RSD)	3.43 <sup>1</sup>	3.43 <sup>1</sup>	3.43 <sup>1</sup>	From May 2016 2.75 <sup>1</sup>	2.07 <sup>1</sup>	2.07 <sup>1</sup>
Macedonia (MKD)	0.90	0.90	0.90	0.90	0.60	0.60

\* 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: 1,73kn/min -> 2,00kn/min in Apr 2016

\*\* Belarus values: peak times/off-peak times – the medium weighted MTR value amounts to BYN 0.022, 150 per minute

1 NRA currently reviews wholesale markets and cost accounting models. Outcome of analysis/proceedings can lead to (slight) MTR reductions in Q2/2016ff. CRC will publish on public consultations updated BU-LRIC models.

2 NRA analyses currently the market data to actualize the cost calculation model PURE-LRIC . First evaluation expected autumn 2016. In Austria due to near balanced national traffic little impact on EBIDTA expected even by further MTR rate erosion.

# EU roaming price regulation

RETAIL (in EURc)	Before	July 2012	July 2013	July 2014	30 April 2016	15 July 2017
Data (per MB)	none	70	45	20	domestic tariff + 5*	domestic tariff
Voice-calls made (per minute)	35	29	24	19	domestic tariff + 5*	domestic tariff
Voice-calls received (per minute)	11	8	7	5	weighted average MTR*	domestic tariff
SMS (per SMS)	11	9	8	6	domestic tariff + 2*	domestic tariff
WHOLESALE (in EURc)	Before	July 2012	July 2013	July 2014	30 April 2016	15 July 2017
Data (per MB)	50	25	15	5	5	?**
Voice (per minute)	18	14	10	5	5	?**
SMS (per SMS)	4	3	2	2	2	?**

\* 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.

\*\* Upon entry into force of the new Regulation, the Commission shall initiate a review of the wholesale roaming market with a view to assessing measures necessary to enable abolition of retail roaming surcharges.



# Upcoming spectrum tenders/prolongations/assignments

	Expected	Comments
Austria	2019 (2100 MHz) 2020 (700 MHz)	-
Bulgaria	2018 (800 MHz) 2019 (2100 MHz)	-
Croatia	2017 (2100 MHz) 2020 (700 MHz)	-
Belarus	2016 (1800 MHz) 2016 (2100 MHz)	LTE license only awarded to B-cloud, allocation to other operators not expected before end Q2/2016
Slovenia	2016 (1800 MHz) 2016 (2100 MHz)	-
Republic of Serbia	2016 (900, 1800, 2100 MHz)	Availability of additional spectrum in 900 MHz not yet clarified.
Republic of Macedonia	2016 (800 MHz) 2017 (900, 1800 MHz) 2018 (2100 MHz)	-

# Appendix 3 – Personnel restructuring in Austria

# Overview - Restructuring charges and provision vs. FTE

## Overview restructuring charges

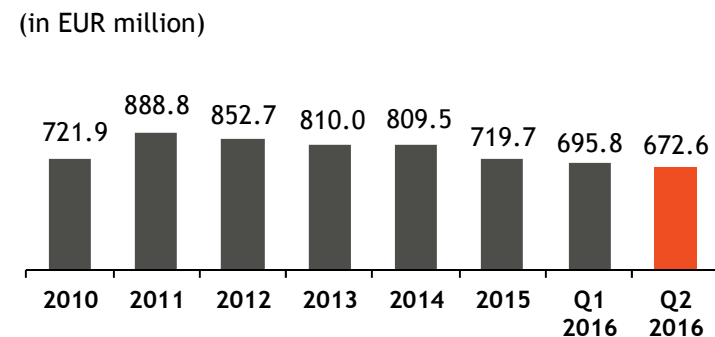
(in EUR million)

	2010	2011	2012	2013	2014	2015	Q1 2016	Q2 2016
FTE effect	76.9	274.3	49.9	149.0	86.4*	69.5**	9.2	21.0
Servicekom	0.0	-40.6	-76.7	-103.8	-39.4	-72.0	-18.4	-20.1
Interest rate adjustments	47.2	0.0	61.4	0.0	42.6	2.9	9.7	-0.5
<b>Total</b>	<b>124.1</b>	<b>233.7</b>	<b>34.7</b>	<b>45.2</b>	<b>89.6</b>	<b>0.4</b>	<b>0.5</b>	<b>0.4</b>

## FTEs addressed

	2010	2011	2012	2013	2014	2015	Q1 2016	Q2 2016
Transfer to government	158	106	44	22	52	49	0	1
Social plans	28	685	94	409	199	270	31	63
Staff released from work	27	0	0	0	0	0	0	0
<b>Total</b>	<b>213</b>	<b>791</b>	<b>138</b>	<b>431</b>	<b>251</b>	<b>319</b>	<b>31</b>	<b>64</b>

## Overview restructuring provision\*\*\*



## Provisioned FTEs

	2010	2011	2012	2013	2014	2015	Q1 2016	Q2 2016
Transfer to government	158	264	308	330	242	205	203	197
Social plans	299	922	1,030	1,315	1,460	1,661	1,668	1,715
Staff released from work	763	649	510	410	350	253	232	207
<b>Total</b>	<b>1,220</b>	<b>1,835</b>	<b>1,848</b>	<b>2,055</b>	<b>2,052</b>	<b>2,119</b>	<b>2,103</b>	<b>2,119</b>

\* Including EUR 15.0 mn due to the judgment of the European Court of Justice from 11 November 2014 regarding the remuneration and legal rights of civil servants ('Vorrückungstichtag')

\*\* Restructuring expenses include a positive one-off effect in the amount of EUR 21.6 mn in Q4 2015 stemming from a settlement.

\*\*\* Including liabilities for transfer of civil servants to government bodies since 2010

# Overview - Cash flow impact of restructuring

## Overview cash flow impact\*

(in EUR million)

	Total cash-flow impact
2010	57.9
2011	93.4
2012	104.0
2013	108.0
2014	107.1
2015	101.9
Q1 2016	26.5
<i>Q2 2016</i>	<i>25.7</i>

- > Total cash flow impact comprises old and new programmes
- > Cash flow impact for Q2 2016 of EUR 25.7 mn
- > Total expected cash flow impact for 2016 of approximately EUR 100 mn

\* Historical numbers have been restated since 2011 to fully reflect all payments from the transfer of civil servants to government bodies.

# Appendix 4 – Corporate sustainability

# Key figures - Corporate Sustainability

## Selected Group-wide KPIs

Products: Providing Responsible Products	2015
Customer contacts in customer service ('000)	38,175
Environment	2015
Total CO <sub>2</sub> Emissions (Scope 1+2 in tonnes)	187,383
Energy efficiency index (in Mwh/terabyte)	0,6
Paper consumption (in tonnes)	1,758,252
Collected old mobile phones (in pcs)	26,405
E-billing share (in %)	64
Employees	2015
Share of femal employees (in %)	38
Share of femal executives (in %)	35
Society	2015
Participants in trainings on media literacy	24,481
Local educational projects	over 30

## Ratings



- › Classification: B (99 points out of 100)
- › Leadership index



- › Classification: B-



## Indices



## Memberships

