

# Telekom Austria Group Results for the First Nine Months 2002

November 20, 2002

## **Cautionary Statement**

This presentation contains certain forward-looking statements. Actual results may differ materially from those projected or implied in such forward-looking statements. Forward-looking information involves risks and uncertainties that could significantly affect expected results. These risks and uncertainties are discussed in Telekom Austria's SEC filings, including, but not limited to, Telekom Austria's Form 6-K containing the relevant press release and certain sections of the Company's Annual Report on Form 20-F. Figures contained in this presentation are unaudited.





**Key Developments** 

**Operational Highlights** 

**Financial Overview** 

Outlook



# Key Developments

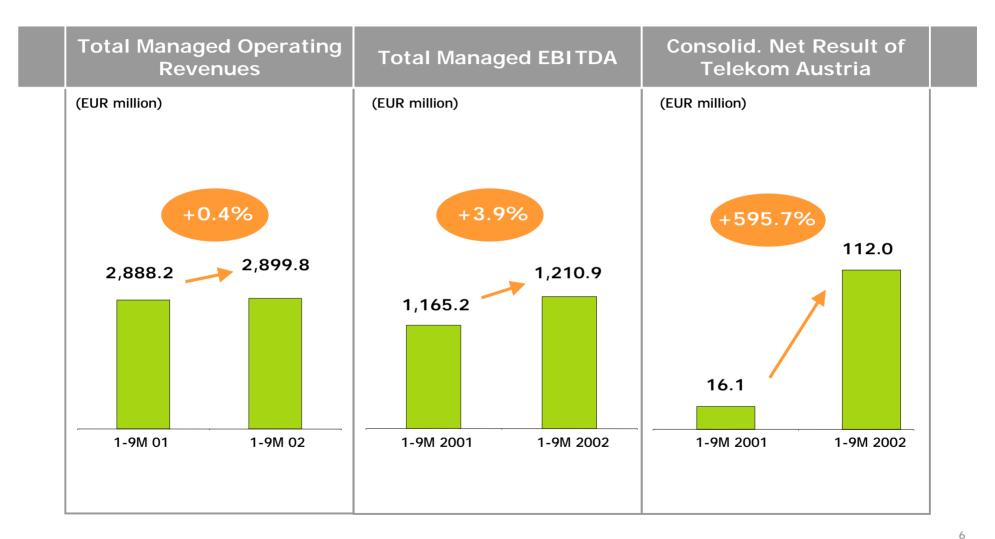


# Telekom Austria Group 3Q Highlights

- § Mobile continues to show strong operating and financial results, thanks to continuing growth in all operations
- Stabilization of the fixed line business trend; increase in revenues and EBITDA - excluding the impact of reversals of provisions - in 3Q 02 compared to 2Q 02
- **§** Fixed line market share growth beginning to flow into call volumes
- § Net debt falls in 3Q and benefits from lower capital expenditures and higher operating results
- § Outlook: confirmed full year guidance



# Group Revenues, EBITDA & Net Result

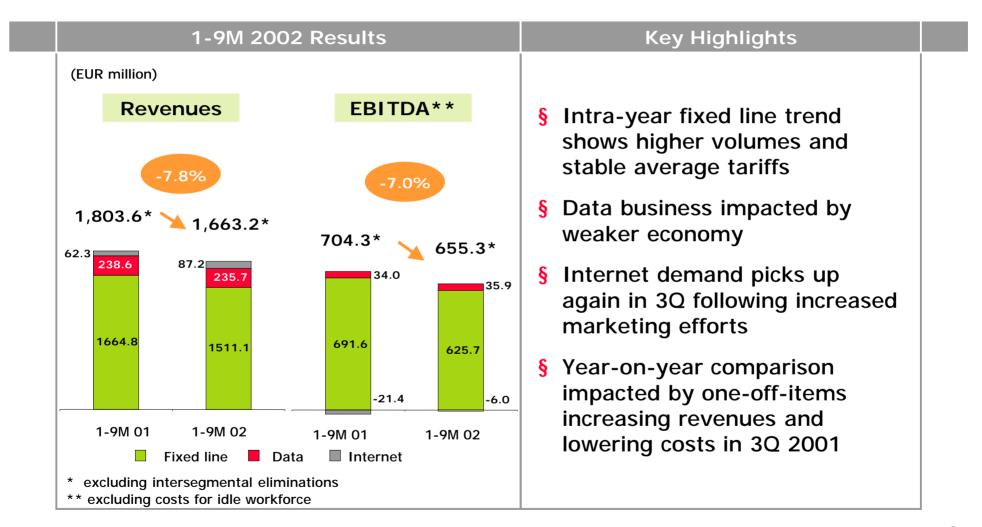




#### Wireline



### Wireline (Fixed Line, Data & Internet)

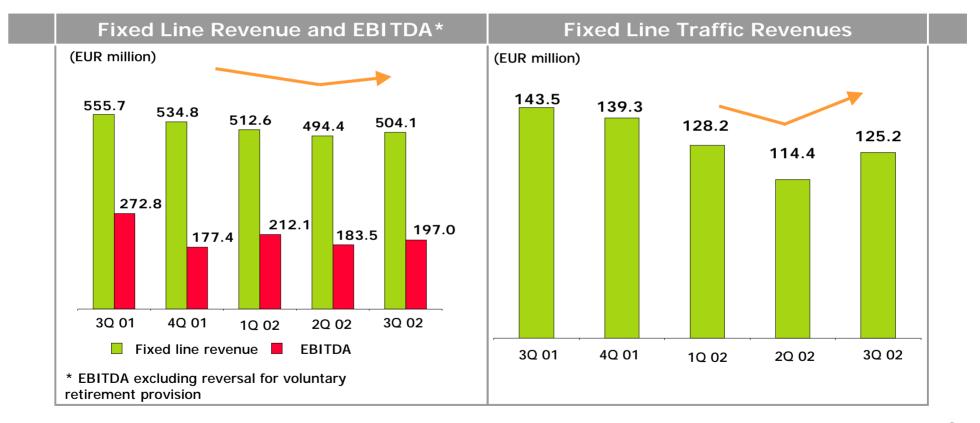


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## **Fixed Line Business Stabilizes**

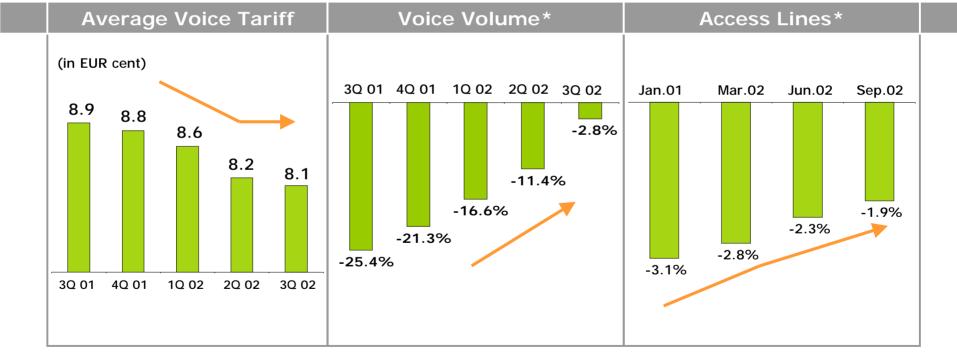
- **§** Both revenues and underlying EBITDA rise in 3Q compared to 2Q
- § Trend reversal of traffic revenues
- **§** Headcount reduction in line with full year target





#### Market Share Rise Feeds into Volumes

- § Market share continues to rise by 0.3 pp to 55.6% at the end of September 30, 2002
- § Both call volumes and access lines slow their rate of decline
- § TikTak net adds decrease as planned to 120.000 in Q3 after 173,000 in Q2, contributing to the stabilization of average tariff at 8.1 EUR cents
- § ADSL: 151,600 subscribers; including 25,500 wholesale customers

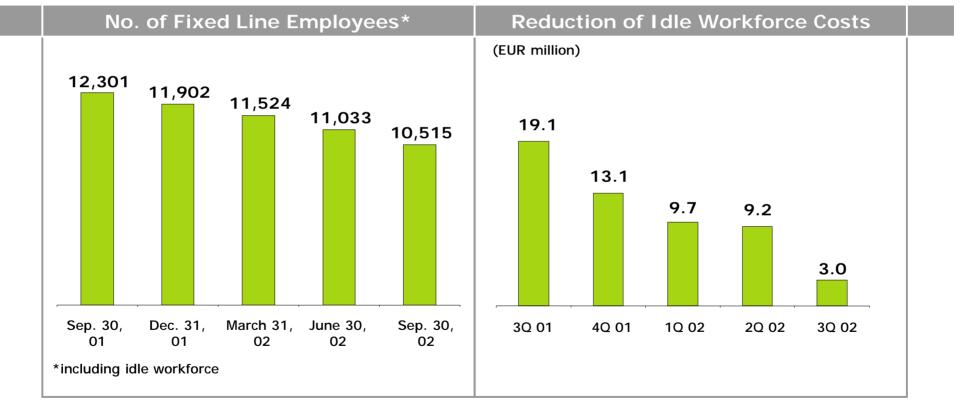


\* year-on-year comparison



#### Full Year Headcount Target On Track

- § Fixed line headcount falls by 1,387 since year-end 2001, on track with full year target of up to 1,500
- § Continued reduction of restructuring costs; reduced full year forecast to EUR 30million



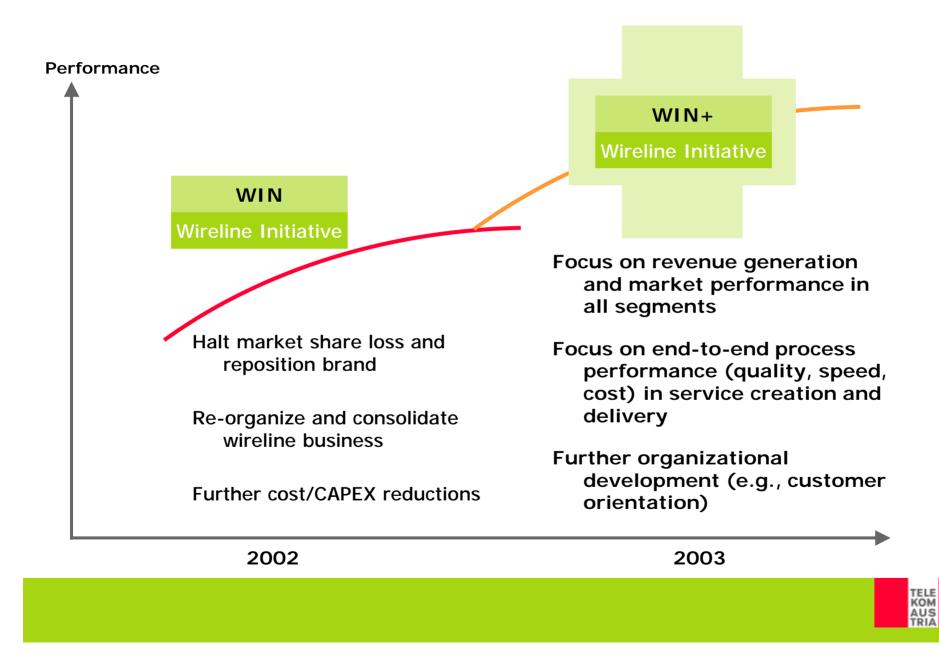
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## **Data and Internet**

Highlights Data	Highlights Internet	
§ Decline in investment activities of large corporate accounts	Subscriber growth picks up again in 3Q both in Austria and in the Czech Republic	
§ Price pressure on both the domestic and international business	§ ADSL net adds increase in 4Q after the adaptation of the product offering in September	
§ 3Q results include further bad debt provisions due to insolvency of alternative telecom providers	§ Earnings benefit from higher revenues and lower costs	
§ Intensified sales efforts and accelerated product launches to counter the trend		



# **Improving Wireline Performance**



# Focus of the WIN+ Initiative in 2003

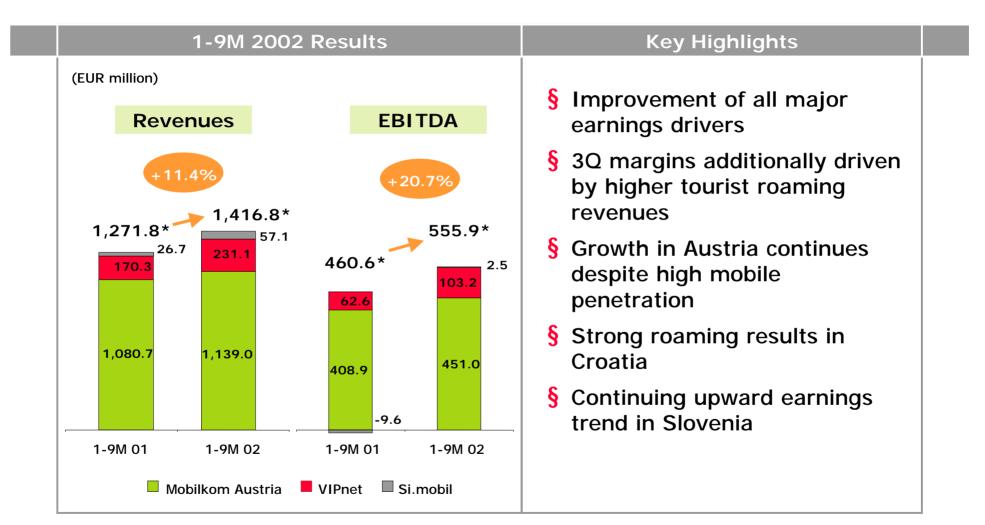
Service Leadership	Lean Network			
§ Improve reliability and speed of key delivery processes	§ Optimize selected core processes in network creation and operations			
§ Launch "customer quality campaign" to simplify customer interface and improve	§ Improve reliability and speed of key fulfillment processes			
contact experience	§ Introduce enhanced workforce management			
§ Further streamline service operations in call centers and technical field service	for field force operations			
Excellence in Retail Markets	WIN+ Excellence in Wholesale Markets			
Private & Professional Customers				
§ Enhance voice market position				
§ Accellerate broadband penetration	§ Run sales campaign for national data services			
§ Develop "world class" shops & direct sales of				
Business Solutions	wholesale data services			
§ Increase customer penetration through targeted product campaigns	§ Upgrade marketing and sales efforts for international voice business (transit, termination)			
§ Migrate customers up to higher-value servic and explore new business opportunities	es			
§ Develop "value based selling" sales force				



#### Wireless



## Wireless - Geographic Breakdown

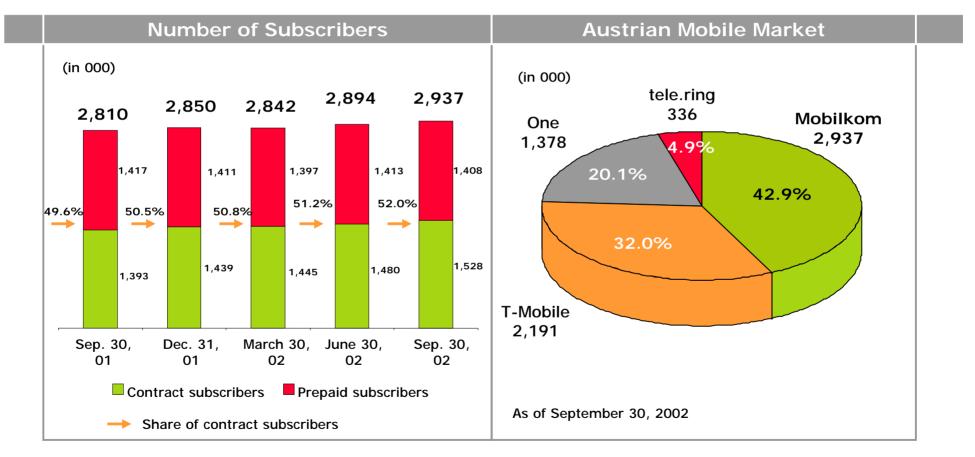


\* Total consolidated figures



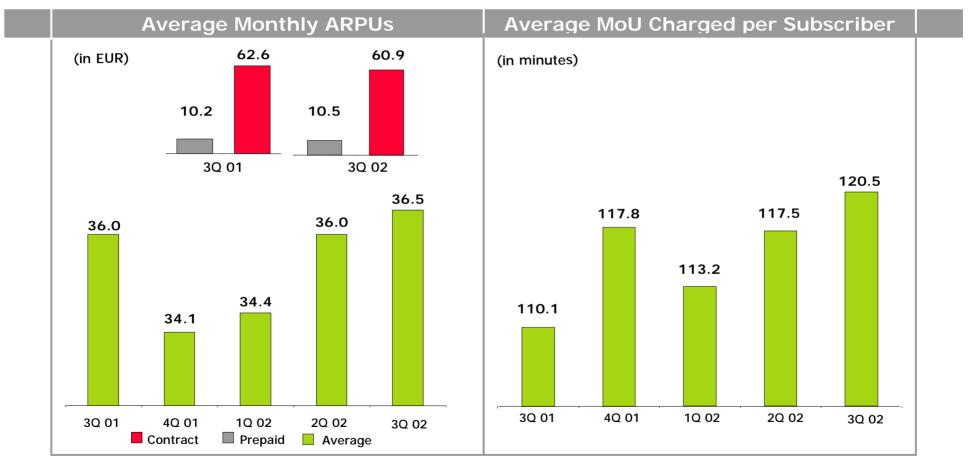
# Mobilkom Austria - Market Figures

- § 160,000 GSM net adds during the first nine months of 2002
- § Unchanged strong market position with a 42.9% overall market share
- § Contract share rises to 52%



# Mobilkom Austria - Rising ARPU and MoU

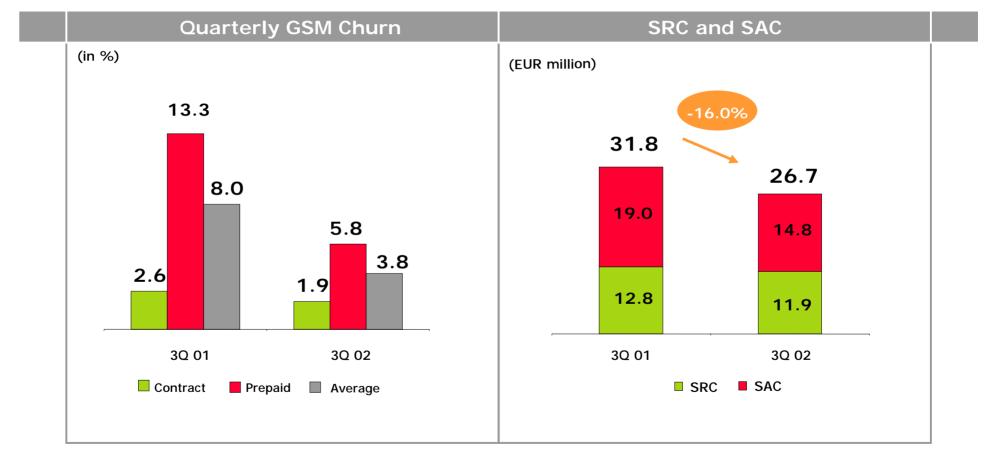
- § ARPU continues to rise, average ARPU increases by 1.5%
- **§** Average ARPU benefits from rising contract share and higher minutes of use



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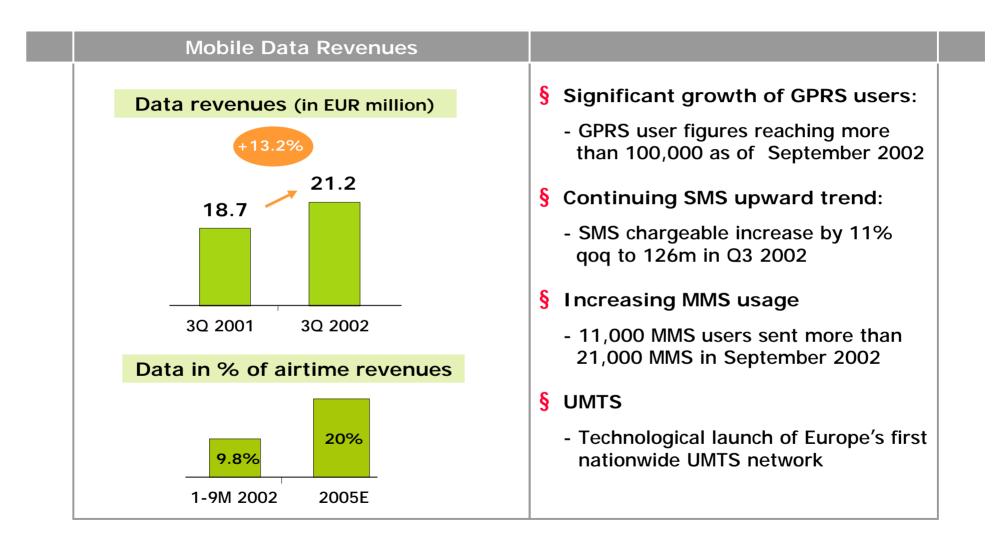
## Mobilkom Austria - Reduced Churn

- § Average quarterly churn more than halves to 3.8%, 1.9% for contract subscribers
- **§** Further reduction of both subscriber acquisition and retention costs





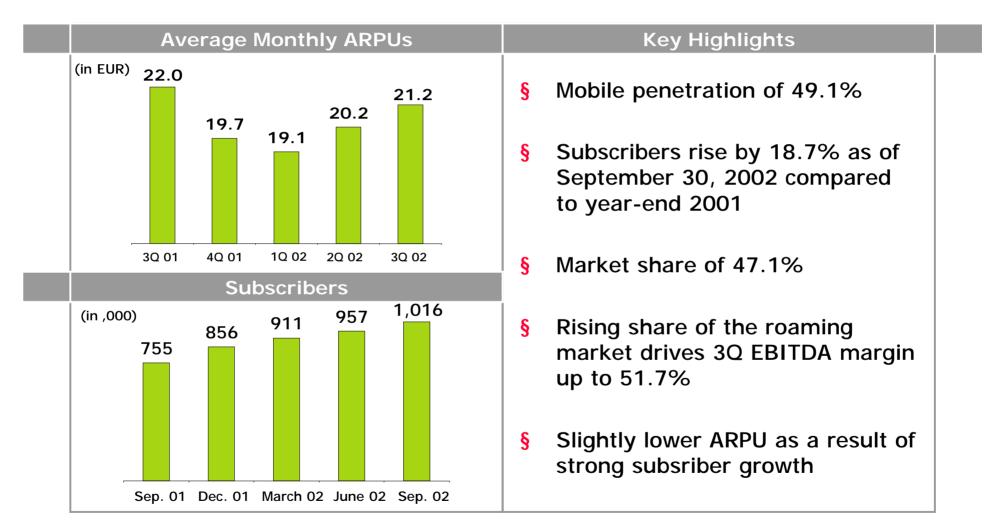
#### **Increasing Mobile Data Revenues**



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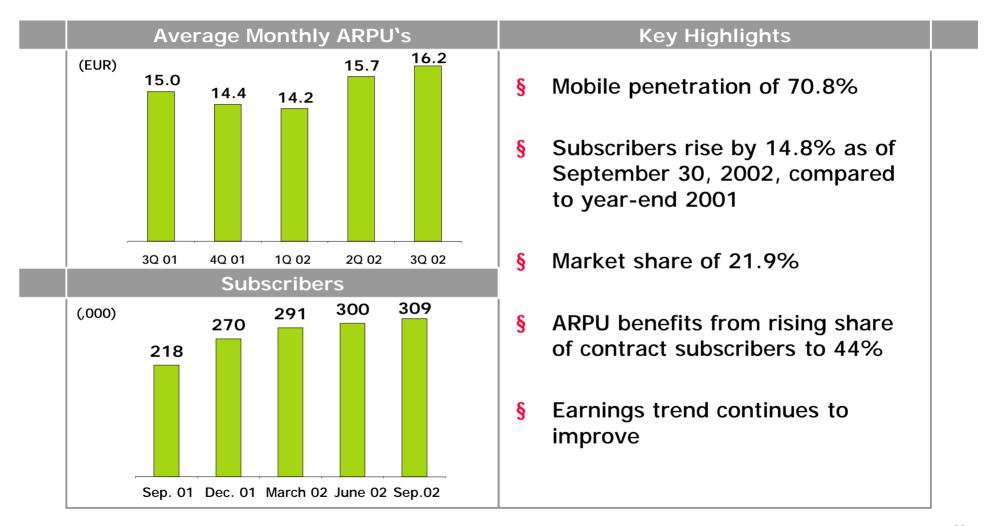
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#### **VIPnet**



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# Si.mobil

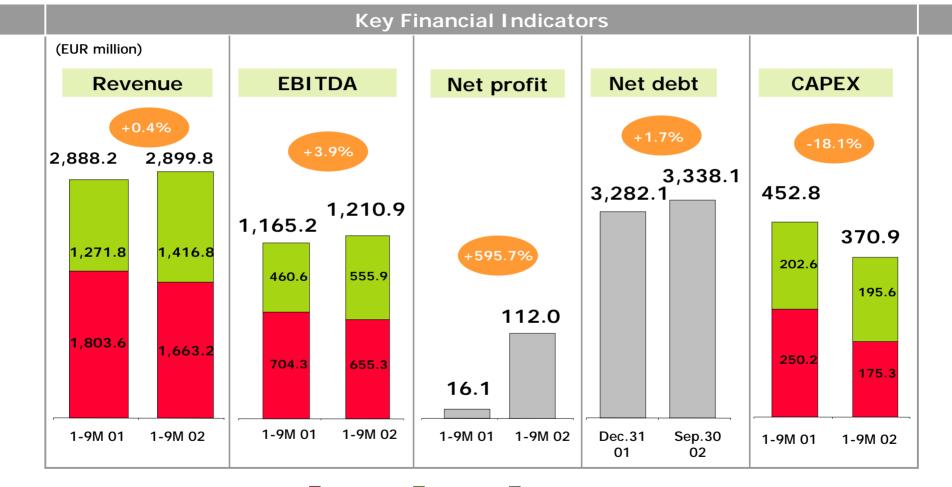


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### **Financial Overview**



#### **Telekom Austria - 3Q Group Results**



Wireline Wireless

Telekom Austria Group

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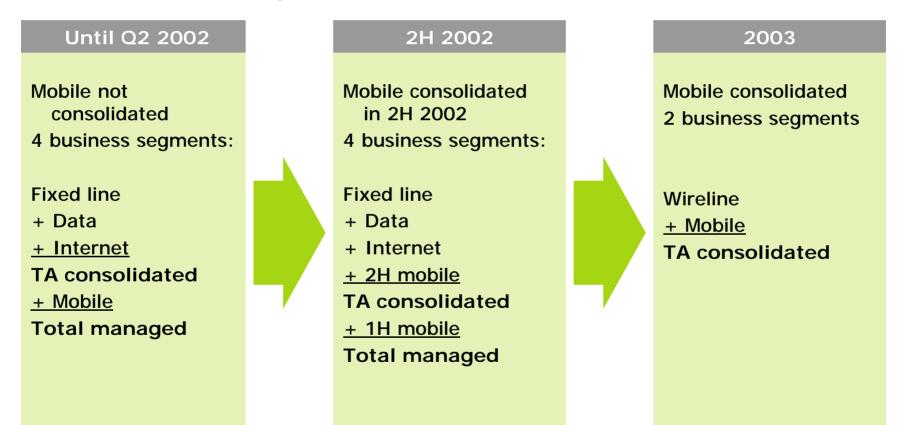
#### **Reduced Voluntary Retirement Payments**

- § A legal change at the beginning of 2002 enabled employees which have participated in TA's voluntary retirement program until end of 2000, to move earlier than expected into government funded regular retirement, ending Telekom Austria's obligation of further payments to these employees
- § Effects:
  - **4** Balance sheet:
    - Provisions for voluntary retirement programs are being reduced earlier than expected to EUR 180million at the end of September versus EUR 228million planned for year-end 2002, reflecting reduced cash obligations
  - 4 Profit and loss:
    - Reversal of provisions amounting to EUR 33.1million for 1-9M 2002 including EUR 8.9million for 3Q 2002
    - Expected provision full year reversal: EUR 40-50million



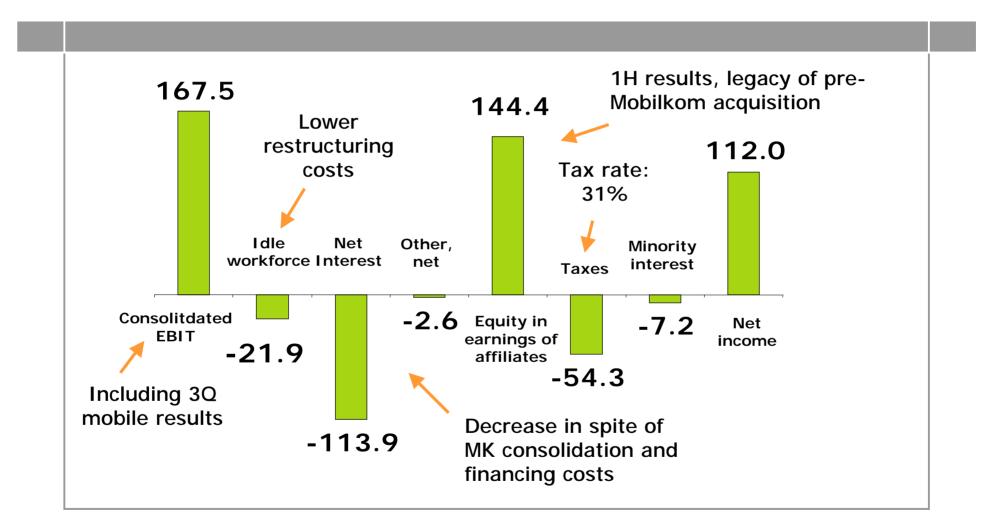
## **Financial Reporting**

è Changes due to Mobilkom acquisition in 2002 and completion of new wireline business organization in 2003



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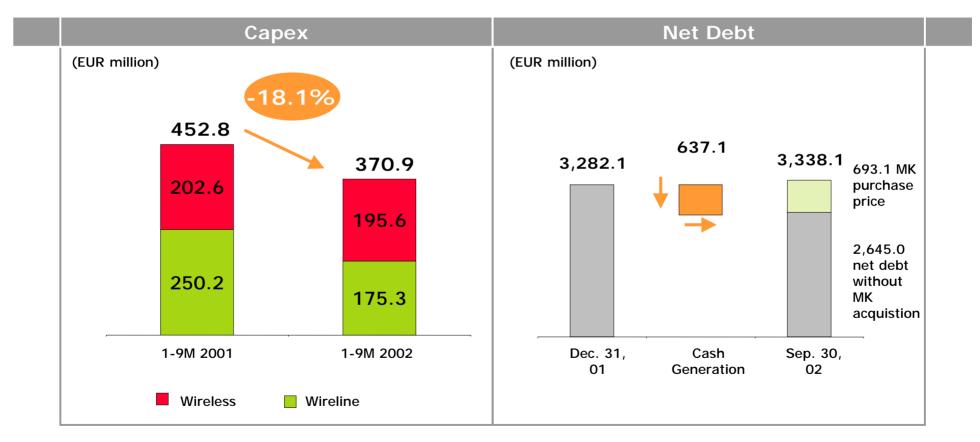
#### 1-9M Net Profit of Telekom Austria AG





## **Capex and Net Debt**

- S Capex falls by 18.1% year-on-year during the first nine months
- **§** Further reduction of full year forecast to EUR 730million, despite seasonal rise in Q4
- **§** Falling net debt/equity to 127.7% reflects focus on balance sheet strength



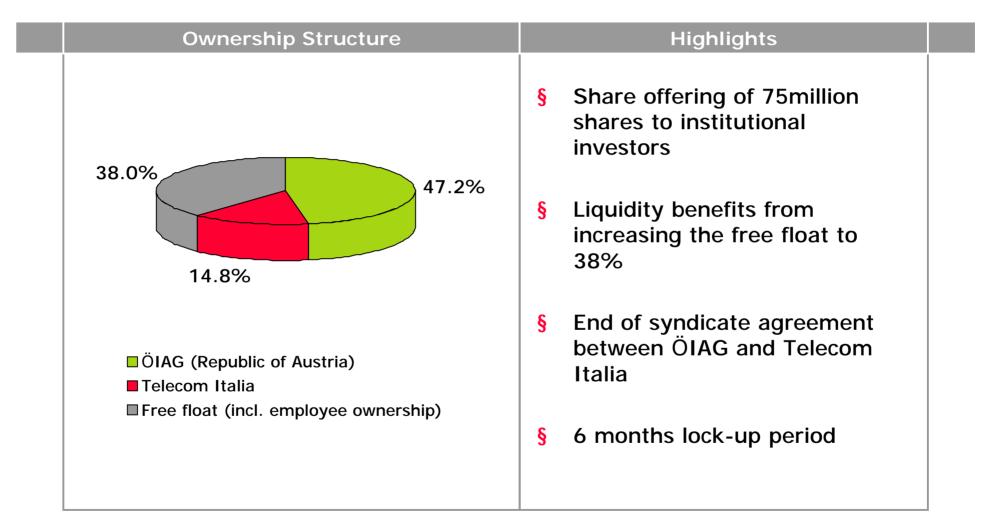


#### **Full Year Outlook**

Fixed Line	Concentration on continuation of the stabilizing business trend; goal remains to maximize traffic volume and cost cutting to offset tariff reductions and weaker corporate business market
Data	Bad dept provisions and weaker economy impact expected margin improvements and revenue growth
Internet	Earnings enhancement from stepped up marketing efforts and tight grip on costs
Mobile	Continued strong performance but seasonal decline of 4Q margins accelerated due to higher marketing costs ahead of the next year entry of new competitors
Group	Confirming group target of a slight increase in total managed EBITDA and further improvement in net result



# **Reduction of TI Shareholding**





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# Appendix

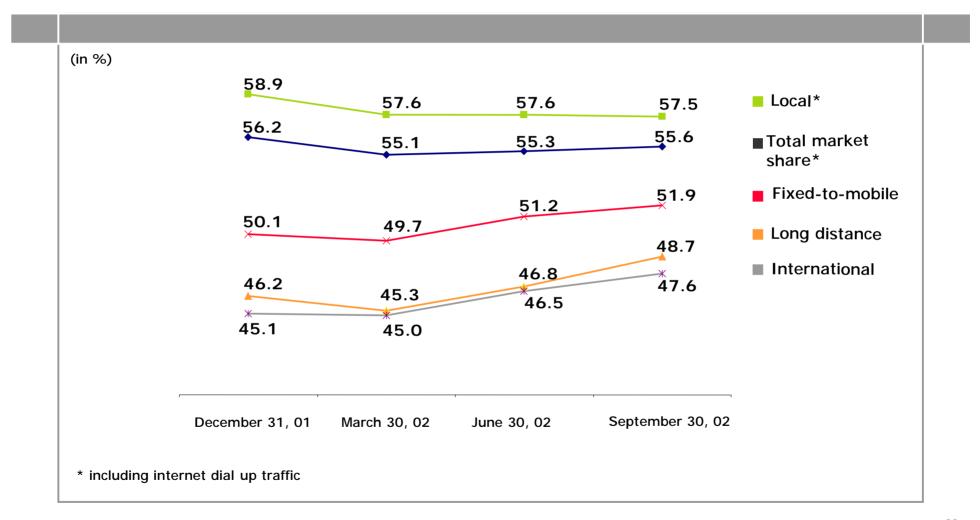


#### **Fixed Line - Access Channels**

(in thousands)	Sep. 30, 2002	Sep. 30, 2001	% change	
PSTN access lines	2,684.6	2,785.2	-3.6%	
Basic ISDN access lines	424.8	385.4	10.2%	
Multi ISDN access lines	8.1	8.4	-3.6%	
Total access lines	3,117.5	3,179.0	-1.9%	
of these ADSL access lines	151.6	83.0	82.7%	
thereof wholesale lines	25.5	14.5	76.1%	
Total access channels	3,788.4	3,808.0	-0.5%	



#### Fixed Line - Market Shares



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#### Fixed Line - Minutes

(in millions of minutes)	3Q 2002	3Q 2001	% change	
Local	906	972	-6.8%	
National long distance	215	196	9.5%	
Fixed-to-mobile	213	202	5.3%	
International	117	122	-4.0%	
Internet dial up	1,004	1,074	-6.6%	
Total fixed line minutes	2,454	2,566	-4.4%	
Carrier services:				
Incoming international	296	290	2.2%	
Outgoing international	301	265	13.6%	



# Fixed Line – Average Tariffs

(EUR per minute)	3Q 2002	3Q 2001	% change	
Local	0.047	0.055	-14.4%	
National long distance	0.055	0.065	-16.7%	
Fixed-to-mobile	0.189	0.207	-8.8%	
International	0.215	0.233	-7.5%	
Internet dial up	0.016	0.017	-7.1%	
Total average*	0.081	0.089	-9.3%	

\* Excluding Internet dial-up tariff



#### **Mobile Subscribers**

Customers ('000s)	Sep. 30, 20	002 Sep. 30, 2001	% change	
Austria Contract Prepaid Total	1,528.4 1,408.2 <mark>2,936.5</mark>	2 1,417.0	9.7% -0.6% 4.5%	
Croatia Contract Prepaid Total	151.8 864.0 <b>1,015.8</b>	663.0	65.9% 30.3% 34.6%	
Slovenia Contract Prepaid Total	135.0 174.4 <b>309</b> .4	150.6	99.8% 15.8% 41.9%	
Liechtenstein	1.8	3 0.6	200.0%	
Total Group	4,263.5	3,783.1	12.7%	



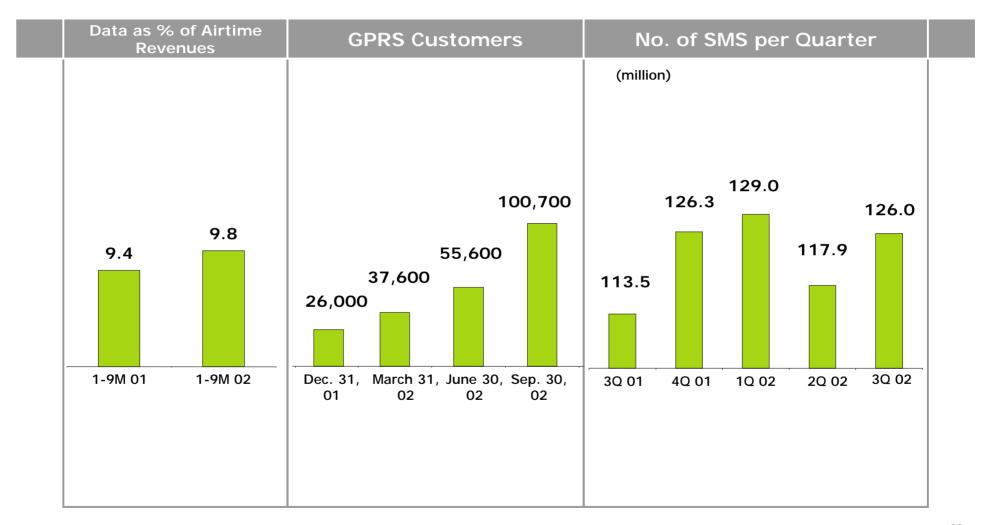
## Mobilkom Austria's Traffic and ARPU

	30 2002	3Q 2001	
Charged minutes (millions) *	1,053	932	
Non charged minutes (millions) *	933	807	
Average number of customers ('000s)	2,915	2,820	
Monthly MOU - charged	120.5	110.1	
non charged	106.7	95.4	
Average Monthly ARPU Contract	60.9	62.6	
Average Monthly ARPU Prepaid	10.5	10.2	
Average Monthly ARPU	36.5	36.0	

\* Rated MOUs of Mobilkom customers

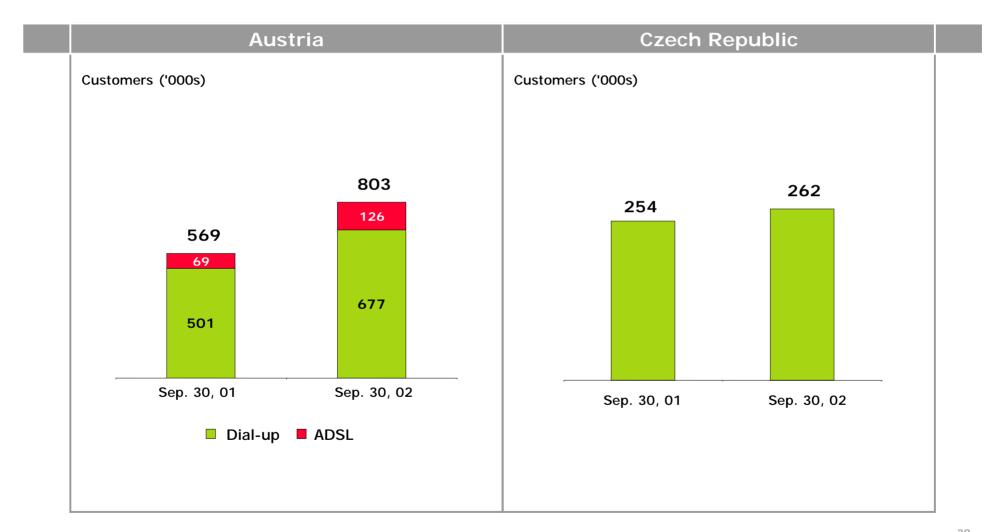


#### Mobilkom Austria - Mobile Data



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#### **Internet Subscribers**





## Headcount\* Development

(average of period)	1-9M 2002	1-9M 2001	Change	
Fixed Line** Mobile Data Internet Telekom Austria Group	11,178 3,512 856 372 <b>15,918</b>	13,415 3,194 918 290 <b>17,817</b>	-2,237 318 -62 82 -1,899	
**including idle workforce	681	626	55	

(end of period)	Sep. 30, 2002	Sep. 30, 2001	Change	
Fixed Line** Mobile Data Internet <b>Telekom Austria Group</b> **including idle workforce	10,515 3,576 820 369 <b>15,280</b> 344	12,301 3,398 884 329 <b>16,912</b> 532	-1,786 178 -64 40 <b>-1,632</b> -188	



#### Fixed Line - Revenue Breakdown

(EUR million)	3Q 02	3Q 01 adjusted	% change	1-9M 02	1-9M 01 adjusted	% change	1-9M 01 previously reported	
Traffic revenues	125.2	143.5	-12.8%	367.8	459.8	-20.0%	459.8	
Monthly rental	154.0	158.3	-2.7%	463.7	475.8	-2.5%	475.8	
Interconnection	87.5	105.9	-17.4%	270.3	288.6	-6.3%	486.0	
Leased lines	60.7	60.8	-0.2%	179.2	189.0	-5.2%	189.0	
Equipment	22.8	24.9	-8.4%	67.0	71.8	-6.7%	71.8	
Other	53.9	62.4	-13.6%	163.1	179.8	-9.3%	179.7	
Total fixed line operating revenues	504.1	555.8	-9.3%	1,511.1	1,664.8	<b>-9.2%</b>	1,862.1	

#### Mobile - Revenue Breakdown

(EUR million)	3Q 02	3Q 01	% change	1-9M 02	1-9M 01	% change	
Traffic revenues	262.7	231.4	13.5%	737.7	645.2	14.3%	
Monthly rental	72.6	64.5	12.6%	208.8	188.2	10.9%	
Equipment	46.7	34.1	37.0%	118.0	113.9	3.6%	
Roaming	53.6	44.0	21.8%	128.5	120.2	<b>6.9%</b>	
Interconnection	71.3	72.4	-1.5%	205.7	204.9	0.4%	
Other	6.1	11.3	-46.0%	24.7	19.8	24.7%	
Discounts	-3.1	-9.2	-66.3%	-6.6	-20.4	-67.6%	
Total mobile operating communications revenues	509.9	448.5	13.7%	1,416.8	1,271.8	11.4%	



# **Operating Revenues by Segment**

(EUR million)	3Q 02	3Q 01 adjusted	% change	1-9M 02	1-9M 01 adjusted	% change	1-9M 01 previously reported	
Fixed line services	504.1	555.7	-9.3%	1,511.1	1,664.8	-9.2%	1,862.2	
Data communications services	77.9	87.1	-10.6%	235.7	238.6	-1.2%	238.6	
Internet	30.9	23.1	33.8%	87.2	62.3	40.0%	62.3	
Mobile communications services	509.8	-	-	509.8	-	-	-	
Intersegmental eliminations & other	-120.8	-56.6	-113.3%	-234.2	-162.1	-44.5%	-162.1	
Consolidated operating revenues	1,002.0	609.3	64.5%	2,109.6	1,803.6	17.0%	2,001.0	
Mobile communications services	0.0	448.5	-	906.9	1,271.8	-28.7%	1,271.8	
Intersegmental eliminations	0.0	-63.4	-	-116.7	-187.2	37.7%	-322.3	
Total managed operating revenues	1,002.0	994.4	0.8%	2,899.8	2,888.2	0.4%	2,950.5	

# EBITDA by Segment -Excluding Idle Workforce Costs

(EUR million)	3Q 02	3Q 01	% change	1-9M 02	1-9M 01	% change	
Fixed line services	205.9	272.8	-24.5%	625.7	691.6	<b>-9</b> .5%	
Data communications services	8.1	22.8	-64.4%	35.9	34.0	5.7%	
Internet	-2.0	-7.3	72.6%	-6.0	-21.4	72.0%	
Mobile communications services	204.5	-	-	204.5	-	-	
Intersegmental eliminations & other	-0.1	0.2	-	-0.3	0.1	-	
Consolidated EBITDA	416.4	288.5	44.3%	859.8	704.3	22.1%	
Mobile communications services	0.0	170.3	-	351.4	460.6	-23.7%	
Intersegmental eliminations & other	0.0	0.3	-	-0.3	0.3	-	
Total managed EBITDA	416.4	459.1	-9.3%	1,210.9	1,165.2	3.9%	
Consolidated EBITDA							
excluding idle workforce costs	416.4	288.5	44.3%	859.8	704.3	22.1%	
Costs for idle workforce	-3.0	-19.1	84.3%	-21.9	-38.2	42.7%	
Consolidated EBITDA	413.4	269.4	53.5%	837.9	666.1	25.8%	

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# EBIT by Segment -Excluding Idle Workforce Costs

(EUR million)	3Q 02	3Q 01	% change	1-9M 02	1-9M 01	% change	
Fixed line services	19.4	73.3	-73.5%	43.0	82.4	-47.8%	
Data communications services	-2.8	13.8	-	7.4	9.4	-21.3%	
Internet	-4.7	-9.2	48.9%	-13.4	-28.2	52.5%	
Mobile communications services	130.5	-	-	130.5	-	-	
Intersegmental eliminations & other	0.0	-11.8	-	0.0	-30.6	-	
Consolidated EBIT	142.4	66.1	115.4%	167.5	30.0	458.3%	
Mobile communications services	0.0	102.3	-	218.2	268.6	-18.8%	
Intersegmental eliminations & other	0.0	0.3	-	-0.2	0.2	-	
Total managed EBIT	142.4	168.7	-15.6%	385.5	298.8	29.0%	
Consolidated EBIT							
excluding idle workforce costs	142.4	66.1	115.4%	167.5	30.0	458.3%	
Costs for idle workforce	-3.0	-19.1	84.3%	-21.9	-38.2	42.7%	
Consolidated EBIT	139.4	47.0	-196.6%	145.6	-8.2	-	



# Capital Expenditures\*

(EUR million)	1-9M 2002	1-9M 2001	% change	
Fixed Line	154.0	212.6	-27.6%	
Data Communications	12.6	24.0	-47.5%	
Internet	8.7	13.6	-36.0%	
Mobile Communications	195.6	202.6	-3.5%	
Telekom Austria Group	370.9	452.8	-18.1%	
Mobilkom Austria	135.5	132.6	2.2%	
VIPnet	43.2	63.2	-31.6%	
Si.mobil	16.6	6.6	151.5%	
Mobilkom Liechtenstein	0.3	0.2	50.0%	

\* Additions to property, plant & equipment

# Net Debt - Telekom Austria Group

(EUR million)	Sep. 30, 02	Dec. 31, 01
Long-term debt Short-term debt - Cross border lease, included in short-term debt + Capital lease obligations + Related parties - Intercompany accounts Cash and cash equivalents and short-term investments	2,375.1 1,186.4 -113.0 8.7 - -0.6 -66.5	2,005.2 978.1 -87.5 7.5 - -286.5 -34.9
Financial instruments, included in other assets	-52.0	-47.9 2,534.0
Long-term debt Short-term debt - Cross border lease, included in short-term debt + Capital lease obligations Intercompany accounts with Telekom Austria Cash and cash equivalents and short-term investments Net debt Mobilkom Austria		668.0 37.2 -23.7 7.0 68.5 -8.9 748.1
Net debt of Telekom Austria Group Shareholders' equity	<b>3,338.1</b> 2,613.5	<b>3,282.1</b> 2,500.4
Net debt/equity	127.7%	131.3%

\* including Mobilkom Austria

