

# GROUP

## AT A GLANCE |<sup>1,2</sup>

|  | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>% | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%  |
|--|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-------------|-----------------------------|-----------------------------|--------------|
| <b>GROUP</b>                                 |      | <b>14.707</b>               | <b>13.785</b>               | <b>15.157</b>               | <b>15.525</b>               | <b>15.665</b>               | <b>6,5</b>  | <b>58.169</b>               | <b>60.132</b>               | <b>3,4</b>   |
| Germany                                      |      | 5.731                       | 5.566                       | 5.565                       | 5.670                       | 5.634                       | (1,7)       | 22.736                      | 22.435                      | (1,3)        |
| United States                                |      | 3.793                       | 3.541                       | 4.825                       | 5.108                       | 5.082                       | 34,0        | 15.371                      | 18.556                      | 20,7         |
| Europe                                       |      | 3.594                       | 3.327                       | 3.420                       | 3.436                       | 3.476                       | (3,3)       | 14.406                      | 13.659                      | (5,2)        |
| Systems Solutions                            |      | 2.829                       | 2.319                       | 2.273                       | 2.286                       | 2.613                       | (7,6)       | 10.016                      | 9.491                       | (5,2)        |
| Group Headquarters & Group Services          |      | 775                         | 691                         | 761                         | 635                         | 792                         | 2,2         | 2.835                       | 2.879                       | 1,6          |
| Reconciliation                               |      | (2.015)                     | (1.659)                     | (1.687)                     | (1.610)                     | (1.932)                     | 4,1         | (7.195)                     | (6.888)                     | 4,3          |
| <b>NET REVENUE</b>                           |      |                             |                             |                             |                             |                             |             |                             |                             |              |
| Germany                                      |      | 5.386                       | 5.216                       | 5.227                       | 5.331                       | 5.282                       | (1,9)       | 21.384                      | 21.056                      | (1,5)        |
| United States                                |      | 3.792                       | 3.540                       | 4.824                       | 5.106                       | 5.082                       | 34,0        | 15.365                      | 18.552                      | 20,7         |
| Europe                                       |      | 3.438                       | 3.172                       | 3.255                       | 3.272                       | 3.293                       | (4,2)       | 13.733                      | 12.992                      | (5,4)        |
| Systems Solutions                            |      | 1.771                       | 1.607                       | 1.579                       | 1.556                       | 1.684                       | (4,9)       | 6.609                       | 6.426                       | (2,8)        |
| Group Headquarters & Group Services          |      | 320                         | 250                         | 272                         | 260                         | 324                         | 1,3         | 1.078                       | 1.106                       | 2,6          |
| <b>GROUP</b>                                 |      | <b>14.707</b>               | <b>13.785</b>               | <b>15.157</b>               | <b>15.525</b>               | <b>15.665</b>               | <b>6,5</b>  | <b>58.169</b>               | <b>60.132</b>               | <b>3,4</b>   |
| <b>EBITDA (ADJUSTED FOR SPECIAL FACTORS)</b> |      |                             |                             |                             |                             |                             |             |                             |                             |              |
| Germany                                      |      | 2.074                       | 2.255                       | 2.279                       | 2.375                       | 2.027                       | (2,3)       | 9.166                       | 8.936                       | (2,5)        |
| United States                                |      | 805                         | 888                         | 930                         | 1.082                       | 974                         | 21,0        | 3.840                       | 3.874                       | 0,9          |
| Europe                                       |      | 1.204                       | 1.089                       | 1.107                       | 1.162                       | 1.160                       | (3,7)       | 4.936                       | 4.518                       | (8,5)        |
| Systems Solutions                            |      | 240                         | 175                         | 221                         | 203                         | 207                         | (13,8)      | 747                         | 806                         | 7,9          |
| Group Headquarters & Group Services          |      | (320)                       | (99)                        | (111)                       | (155)                       | (290)                       | 9,4         | (715)                       | (655)                       | 8,4          |
| Reconciliation                               |      | 5                           | (20)                        | (9)                         | (8)                         | (18)                        | n.a.        | (1)                         | (55)                        | n.a.         |
| <b>GROUP</b>                                 |      | <b>4.008</b>                | <b>4.288</b>                | <b>4.417</b>                | <b>4.659</b>                | <b>4.060</b>                | <b>1,3</b>  | <b>17.973</b>               | <b>17.424</b>               | <b>(3,1)</b> |
| Proportional EBITDA                          |      | 3.549                       | 3.867                       | 3.505                       | 3.920                       | 3.095                       | (12,8)      | 16.008                      | 14.387                      | (10,1)       |

1 As of July 1, 2012, Deutsche Telekom reorganized the Group's IT structure and pooled all internal IT units from the Germany and Systems Solutions operating segments as well as Group Headquarters & Shared Services into the new Telekom IT unit within the Systems Solutions operating segment.

Since January 1, 2013, the tasks and functions of Group Technology including the Global Network Factory, which was previously part of Group Headquarters & Group Services, have been reported under the Europe operating segment.

The prior-year figures have been adjusted for better comparability.

2 As of May 1, 2013, including MetroPCS.

# GROUP

## AT A GLANCE II<sup>1,2</sup>

|  | Note     | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%   | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%   |
|--|----------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------|-----------------------------|-----------------------------|---------------|
| <b>EBITDA MARGIN (ADJUSTED FOR SPECIAL FACTORS) (EBITDA / TOTAL REVENUE)</b>   |          |                             |                             |                             |                             |                             |               |                             |                             |               |
|  | %        |                             |                             |                             |                             |                             |               |                             |                             |               |
| Germany  | %        | 36,1                        | 40,5                        | 40,6                        | 41,9                        | 35,9                        | (0,2p)        | 40,3                        | 39,7                        | (0,6p)        |
| United States  | %        | 21,2                        | 25,1                        | 19,3                        | 21,2                        | 19,2                        | (2,0p)        | 25,0                        | 20,9                        | (4,1p)        |
| Europe   | %        | 33,5                        | 32,7                        | 32,4                        | 33,8                        | 33,4                        | (0,1p)        | 34,3                        | 33,1                        | (1,2p)        |
| Systems Solutions  | %        | 8,5                         | 7,5                         | 9,7                         | 8,9                         | 7,9                         | (0,6p)        | 7,5                         | 8,5                         | 1,0p          |
| Group Headquarters & Group Services  | %        | (41,3)                      | (14,3)                      | (14,6)                      | (24,4)                      | (36,6)                      | 4,7p          | (25,2)                      | (22,8)                      | 2,4p          |
| <b>GROUP</b>   | <b>%</b> | <b>27,2</b>                 | <b>31,1</b>                 | <b>29,1</b>                 | <b>30,0</b>                 | <b>25,9</b>                 | <b>(1,3p)</b> | <b>30,9</b>                 | <b>28,9</b>                 | <b>(2,0p)</b> |
| <b>CASH CAPEX</b>  |          |                             |                             |                             |                             |                             |               |                             |                             |               |
| Germany  |          | 1.019                       | 594                         | 644                         | 892                         | 1.281                       | 25,7          | 3.418                       | 3.411                       | (0,2)         |
| United States  |          | 699                         | 852                         | 804                         | 767                         | 856                         | 22,5          | 2.560                       | 3.279                       | 28,1          |
| Europe   |          | 594                         | 1.382                       | 518                         | 496                         | 1.252                       | n.a.          | 1.724                       | 3.648                       | n.a.          |
| Systems Solutions  |          | 393                         | 212                         | 215                         | 275                         | 378                         | (3,8)         | 1.187                       | 1.080                       | (9,0)         |
| Group Headquarters & Group Services  |          | 113                         | 77                          | 94                          | 97                          | 143                         | 26,5          | 379                         | 411                         | 8,4           |
| Reconciliation   |          | (379)                       | (93)                        | (77)                        | (149)                       | (442)                       | (16,6)        | (836)                       | (761)                       | 9,0           |
| <b>GROUP</b>   |          | <b>2.439</b>                | <b>3.024</b>                | <b>2.198</b>                | <b>2.378</b>                | <b>3.468</b>                | <b>42,2</b>   | <b>8.432</b>                | <b>11.068</b>               | <b>31,3</b>   |
| - thereof spectrum investment  |          | 82                          | 937                         | 130                         | 118                         | 1.022                       | n.a.          | 411                         | 2.207                       | n.a.          |
| <b>NET PROFIT (LOSS)</b>   |          |                             |                             |                             |                             |                             |               |                             |                             |               |
| adjusted for special factors   |          | 200                         | 767                         | 810                         | 823                         | 355                         | 77,5          | 2.537                       | 2.755                       | 8,6           |
| as reported  |          | 641                         | 564                         | 530                         | 588                         | (752)                       | n.a.          | (5.353)                     | 930                         | n.a.          |
| <b>FREE CASH FLOW (BEFORE DIVIDEND PAYMENTS, SPECTRUM INVESTMENT, AT&amp;T TRANSACTION AND COMPENSATION PAYMENTS FOR METROPCS EMPLOYEES)</b> |          |                             |                             |                             |                             |                             |               |                             |                             |               |
|  |          | <b>1.105</b>                | <b>1.038</b>                | <b>1.109</b>                | <b>1.427</b>                | <b>1.032</b>                | <b>(6,6)</b>  | <b>6.239</b>                | <b>4.606</b>                | <b>(26,2)</b> |
| Proportional free cash flow  |          | 899                         | 908                         | 1.007                       | 1.346                       | 781                         | (13,1)        | 5.400                       | 4.042                       | (25,1)        |
| <b>NET DEBT</b>  |          | <b>36.860</b>               | <b>37.119</b>               | <b>41.374</b>               | <b>39.726</b>               | <b>39.093</b>               | <b>6,1</b>    | <b>36.860</b>               | <b>39.093</b>               | <b>6,1</b>    |

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Since January 1, 2013, the tasks and functions of Group Technology including the Global Network Factory, which was previously part of Group Headquarters & Group Services, have been reported under the Europe operating segment.

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2 As of May 1, 2013, including MetroPCS.

# DT GROUP

## EXCELLENT MARKET POSITION<sup>1</sup>

|   | Note       | Q4             | Q1             | Q2             | Q3             | Q4             | Change compared to |              | Change compared to |              |
|---|------------|----------------|----------------|----------------|----------------|----------------|--------------------|--------------|--------------------|--------------|
|   |            | 2012           | 2013           | 2013           | 2013           | 2013           | prior quarter      |              | prior year         |              |
|   |            | '000           | '000           | '000           | '000           | '000           | abs.               | %            | abs.               | %            |
| <b>BROADBAND RETAIL LINES (END OF PERIOD)</b> | <b>2,3</b> | <b>17.207</b>  | <b>17.274</b>  | <b>17.316</b>  | <b>17.332</b>  | <b>17.365</b>  | <b>33</b>          | <b>0,2</b>   | <b>158</b>         | <b>0,9</b>   |
| Germany                                       |            | 12.427         | 12.443         | 12.430         | 12.383         | 12.360         | (23)               | (0,2)        | (67)               | (0,5)        |
| Europa  |            | 4.766          | 4.817          | 4.871          | 4.935          | 4.991          | 56                 | 1,1          | 225                | 4,7          |
| Greece  |            | 1.178          | 1.208          | 1.232          | 1.244          | 1.260          | 16                 | 1,3          | 82                 | 7,0          |
| Romania                                       |            | 1.134          | 1.142          | 1.156          | 1.175          | 1.193          | 18                 | 1,5          | 59                 | 5,2          |
| Hungary                                       |            | 785            | 801            | 812            | 832            | 851            | 19                 | 2,3          | 66                 | 8,4          |
| Czech Republic                                |            | 111            | 114            | 117            | 119            | 120            | 1                  | 0,8          | 9                  | 8,1          |
| Croatia                                       |            | 633            | 634            | 631            | 631            | 628            | (3)                | (0,5)        | (5)                | (0,8)        |
| Netherlands                                   |            | 275            | 266            | 264            | 261            | 256            | (5)                | (1,9)        | (19)               | (6,9)        |
| Slovakia                                      |            | 420            | 421            | 422            | 431            | 434            | 3                  | 0,7          | 14                 | 3,3          |
| other   |            | 230            | 231            | 237            | 242            | 249            | 7                  | 2,9          | 19                 | 8,3          |
| <b>FIXED NETWORK LINES (END OF PERIOD)</b>    | <b>3,4</b> | <b>32.423</b>  | <b>31.982</b>  | <b>31.678</b>  | <b>31.313</b>  | <b>31.020</b>  | <b>(293)</b>       | <b>(0,9)</b> | <b>(1.403)</b>     | <b>(4,3)</b> |
| Germany                                       |            | 22.384         | 22.113         | 21.880         | 21.625         | 21.417         | (208)              | (1,0)        | (967)              | (4,3)        |
| Europa  |            | 9.974          | 9.869          | 9.733          | 9.623          | 9.539          | (84)               | (0,9)        | (435)              | (4,4)        |
| Greece  |            | 2.952          | 2.900          | 2.849          | 2.794          | 2.746          | (48)               | (1,7)        | (206)              | (7,0)        |
| Romania                                       |            | 2.422          | 2.409          | 2.401          | 2.385          | 2.369          | (16)               | (0,7)        | (53)               | (2,2)        |
| Hungary                                       |            | 1.611          | 1.626          | 1.597          | 1.597          | 1.596          | (1)                | (0,1)        | (15)               | (0,9)        |
| Czech Republic                                |            | 111            | 114            | 117            | 119            | 120            | 1                  | 0,8          | 9                  | 8,1          |
| Croatia                                       |            | 1.208          | 1.192          | 1.174          | 1.156          | 1.133          | (23)               | (2,0)        | (75)               | (6,2)        |
| Netherlands                                   |            | 283            | 283            | 272            | 270            | 264            | (6)                | (2,2)        | (19)               | (6,7)        |
| Slovakia                                      |            | 960            | 945            | 932            | 919            | 922            | 3                  | 0,3          | (38)               | (4,0)        |
| other   |            | 427            | 400            | 392            | 385            | 390            | 5                  | 1,3          | (37)               | (8,7)        |
| <b>MOBILE SUBSCRIBERS (END OF PERIOD)</b>     | <b>3,5</b> | <b>127.797</b> | <b>128.405</b> | <b>138.986</b> | <b>140.307</b> | <b>142.504</b> | <b>2.197</b>       | <b>1,6</b>   | <b>14.707</b>      | <b>11,5</b>  |
| Germany                                       |            | 36.568         | 37.005         | 37.492         | 37.936         | 38.625         | 689                | 1,8          | 2.057              | 5,6          |
| United States                                 | 6          | 33.389         | 33.968         | 44.016         | 45.039         | 46.684         | 1.645              | 3,7          | 13.295             | 39,8         |
| Europa  |            | 57.357         | 56.949         | 56.985         | 56.825         | 56.679         | (146)              | (0,3)        | (678)              | (1,2)        |
| Greece  |            | 7.697          | 7.632          | 7.602          | 7.550          | 7.477          | (73)               | (1,0)        | (220)              | (2,9)        |
| Romania                                       |            | 6.368          | 6.155          | 6.106          | 6.125          | 6.153          | 28                 | 0,5          | (215)              | (3,4)        |
| Hungary                                       |            | 4.837          | 4.845          | 4.838          | 4.853          | 4.887          | 34                 | 0,7          | 50                 | 1,0          |
| Poland  |            | 16.040         | 15.919         | 15.969         | 15.667         | 15.563         | (104)              | (0,7)        | (477)              | (3,0)        |
| Czech Republic                                |            | 5.498          | 5.570          | 5.667          | 5.733          | 5.831          | 98                 | 1,7          | 333                | 6,1          |
| Croatia                                       |            | 2.326          | 2.309          | 2.350          | 2.392          | 2.303          | (89)               | (3,7)        | (23)               | (1,0)        |
| Netherlands                                   |            | 4.720          | 4.622          | 4.561          | 4.534          | 4.441          | (93)               | (2,1)        | (279)              | (5,9)        |
| Slovakia                                      |            | 2.311          | 2.289          | 2.273          | 2.263          | 2.262          | (1)                | 0,0          | (49)               | (2,1)        |
| Austria                                       |            | 4.104          | 4.090          | 4.073          | 4.044          | 4.091          | 47                 | 1,2          | (13)               | (0,3)        |
| other   |            | 3.457          | 3.518          | 3.548          | 3.663          | 3.671          | 8                  | 0,2          | 214                | 6,2          |

1 Figures rounded to the nearest million. The total is calculated on the basis of precise numbers. Percentages calculated on the basis of figures shown.

2 Broadband lines in operation excluding lines for internal use and public telecommunications; including IP-based access lines and wholesale services. Including BB via cable in Hungary.

3 incl. business subscriber (0,5mn mobile subscriber) and accesses (0,1mn fixed network lines) from T-Systems Hungary.

4 Fixed network lines in operation excluding lines for internal use and public telecommunications.

5 The customers of our companies in Bulgaria have no longer been included in the Europe operating segment since August 1, 2013 following the sale of the shares held in the companies. They have been eliminated from all historical customer figures to improve comparability.

6 On May 1, 2013, prepaid customers increased by 8,918 tsd. in connection with the acquisition of MetroPCS.

# DT CONSOLIDATED INCOME STATEMENT

## ADJUSTED FOR SPECIAL FACTORS

|   | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%   | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%  |
|---|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------|-----------------------------|-----------------------------|--------------|
| <b>NET REVENUE</b>                                      |      | <b>14.724</b>               | <b>13.785</b>               | <b>15.204</b>               | <b>15.525</b>               | <b>15.679</b>               | <b>6,5</b>    | <b>58.183</b>               | <b>60.193</b>               | <b>3,5</b>   |
| Cost of sales   |      | (8.856)                     | (7.831)                     | (8.881)                     | (9.243)                     | (9.724)                     | (9,8)         | (33.609)                    | (35.679)                    | (6,2)        |
| <b>GROSS PROFIT</b>                                     |      | <b>5.868</b>                | <b>5.954</b>                | <b>6.323</b>                | <b>6.282</b>                | <b>5.955</b>                | <b>1,5</b>    | <b>24.574</b>               | <b>24.514</b>               | <b>(0,2)</b> |
| Selling expenses  |      | (3.649)                     | (3.078)                     | (3.410)                     | (3.403)                     | (3.663)                     | (0,4)         | (13.798)                    | (13.554)                    | 1,8          |
| General and administrative expenses                     |      | (970)                       | (1.102)                     | (1.126)                     | (831)                       | (785)                       | 19,1          | (4.288)                     | (3.844)                     | 10,4         |
| Other operating income                                  |      | 423                         | 296                         | 232                         | 277                         | 264                         | (37,6)        | 1.308                       | 1.069                       | (18,3)       |
| Other operating expenses                                |      | (317)                       | (155)                       | (110)                       | (237)                       | (432)                       | (36,3)        | (817)                       | (934)                       | (14,3)       |
| <b>PROFIT (LOSS) FROM OPERATIONS (EBIT)</b>             |      | <b>1.355</b>                | <b>1.915</b>                | <b>1.909</b>                | <b>2.088</b>                | <b>1.339</b>                | <b>(1,2)</b>  | <b>6.979</b>                | <b>7.251</b>                | <b>3,9</b>   |
| EBIT margin (EBIT / net revenue)                        | %    | 9,2                         | 13,9                        | 12,6                        | 13,4                        | 8,5                         | (0,7p)        | 12,0                        | 12,0                        | 0,0p         |
| Profit (loss) from financial activities                 |      | (618)                       | (677)                       | (654)                       | (758)                       | (683)                       | (10,5)        | (2.546)                     | (2.772)                     | (8,9)        |
| of which: finance costs                                 |      | (473)                       | (522)                       | (521)                       | (552)                       | (567)                       | (19,9)        | (2.063)                     | (2.162)                     | (4,8)        |
| <b>PROFIT (LOSS) BEFORE INCOME TAXES (EBT)</b>          |      | <b>737</b>                  | <b>1.238</b>                | <b>1.255</b>                | <b>1.330</b>                | <b>656</b>                  | <b>(11,0)</b> | <b>4.433</b>                | <b>4.479</b>                | <b>1,0</b>   |
| Income taxes  |      | (501)                       | (443)                       | (328)                       | (351)                       | (242)                       | 51,7          | (1.451)                     | (1.364)                     | 6,0          |
| <b>PROFIT (LOSS)</b>                                    |      | <b>236</b>                  | <b>795</b>                  | <b>927</b>                  | <b>979</b>                  | <b>414</b>                  | <b>75,4</b>   | <b>2.982</b>                | <b>3.115</b>                | <b>4,5</b>   |
| Profit (loss) attributable to non-controlling interests |      | 36                          | 28                          | 117                         | 156                         | 59                          | 63,9          | 445                         | 360                         | (19,1)       |
| <b>NET PROFIT (LOSS)</b>                                |      | <b>200</b>                  | <b>767</b>                  | <b>810</b>                  | <b>823</b>                  | <b>355</b>                  | <b>77,5</b>   | <b>2.537</b>                | <b>2.755</b>                | <b>8,6</b>   |
| Depreciation, amortization and impairment losses        |      | (2.653)                     | (2.373)                     | (2.508)                     | (2.571)                     | (2.721)                     | (2,6)         | (10.994)                    | (10.173)                    | 7,5          |
| <b>EBITDA</b>   |      | <b>4.008</b>                | <b>4.288</b>                | <b>4.417</b>                | <b>4.659</b>                | <b>4.060</b>                | <b>1,3</b>    | <b>17.973</b>               | <b>17.424</b>               | <b>(3,1)</b> |
| EBITDA margin (EBITDA / net revenue)                    | %    | 27,2                        | 31,1                        | 29,1                        | 30,0                        | 25,9                        | (1,3p)        | 30,9                        | 28,9                        | (2,0p)       |

# DT GROUP

## EBITDA RECONCILIATION

|  | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%   | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%   |
|--|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------|-----------------------------|-----------------------------|---------------|
| <b>NET REVENUE</b>   |      | <b>14.707</b>               | <b>13.785</b>               | <b>15.157</b>               | <b>15.525</b>               | <b>15.665</b>               | <b>6,5</b>    | <b>58.169</b>               | <b>60.132</b>               | <b>3,4</b>    |
| <b>NET PROFIT (LOSS)</b>   |      | <b>641</b>                  | <b>564</b>                  | <b>530</b>                  | <b>588</b>                  | <b>(752)</b>                | <b>n.a.</b>   | <b>(5.353)</b>              | <b>930</b>                  | <b>n.a.</b>   |
| + Profit (loss) attributable to non-controlling interests              |      | (29)                        | 57                          | 114                         | 249                         | (146)                       | n.a.          | 495                         | 274                         | (44,6)        |
| = Profit (loss)  |      | 612                         | 621                         | 644                         | 837                         | (898)                       | n.a.          | (4.858)                     | 1.204                       | n.a.          |
| - Income taxes   |      | (462)                       | (391)                       | (220)                       | (304)                       | (9)                         | 98,1          | 1.516                       | (924)                       | n.a.          |
| = Profit (loss) before income taxes = EBT                              |      | 1.074                       | 1.012                       | 864                         | 1.141                       | (889)                       | n.a.          | (6.374)                     | 2.128                       | n.a.          |
| - Profit (loss) from financial activities                              |      | (634)                       | (680)                       | (661)                       | (755)                       | (706)                       | (11,4)        | (2.412)                     | (2.802)                     | (16,2)        |
| <b>PROFIT (LOSS) FROM OPERATIONS (EBIT)</b>                            |      | <b>1.708</b>                | <b>1.692</b>                | <b>1.525</b>                | <b>1.896</b>                | <b>(183)</b>                | <b>n.a.</b>   | <b>(3.962)</b>              | <b>4.930</b>                | <b>n.a.</b>   |
| - Depreciation, amortization and impairment losses                     |      | (3.024)                     | (2.387)                     | (2.507)                     | (2.572)                     | (3.438)                     | (13,7)        | (21.957)                    | (10.904)                    | 50,3          |
| <b>= EBITDA</b>  |      | <b>4.732</b>                | <b>4.079</b>                | <b>4.032</b>                | <b>4.468</b>                | <b>3.255</b>                | <b>(31,2)</b> | <b>17.995</b>               | <b>15.834</b>               | <b>(12,0)</b> |
| EBITDA margin (EBITDA/net revenue)                                     | %    | 32,2                        | 29,6                        | 26,6                        | 28,8                        | 20,8                        | (11,4p)       | 30,9                        | 26,3                        | (4,6p)        |
| - Special factors affecting EBITDA                                     |      | 724                         | (209)                       | (385)                       | (191)                       | (805)                       | n.a.          | 22                          | (1.590)                     | n.a.          |
| <b>= EBITDA ADJUSTED FOR SPECIAL FACTORS</b>                           |      | <b>4.008</b>                | <b>4.288</b>                | <b>4.417</b>                | <b>4.659</b>                | <b>4.060</b>                | <b>1,3</b>    | <b>17.973</b>               | <b>17.424</b>               | <b>(3,1)</b>  |
| EBITDA margin (adjusted for special factors)<br>(EBITDA / net revenue) | %    | 27,2                        | 31,1                        | 29,1                        | 30,0                        | 25,9                        | (1,3p)        | 30,9                        | 28,9                        | (2,0p)        |

# DT CONSOLIDATED INCOME STATEMENT

## AS REPORTED

|   | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%   | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%   |
|---|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------|-----------------------------|-----------------------------|---------------|
| <b>NET REVENUE</b>                                      |      | <b>14.707</b>               | <b>13.785</b>               | <b>15.157</b>               | <b>15.525</b>               | <b>15.665</b>               | <b>6,5</b>    | <b>58.169</b>               | <b>60.132</b>               | <b>3,4</b>    |
| Cost of sales   |      | (9.092)                     | (7.954)                     | (8.968)                     | (9.398)                     | (9.935)                     | (9,3)         | (34.256)                    | (36.255)                    | (5,8)         |
| <b>GROSS PROFIT</b>                                     |      | <b>5.615</b>                | <b>5.831</b>                | <b>6.189</b>                | <b>6.127</b>                | <b>5.730</b>                | <b>2,0</b>    | <b>23.913</b>               | <b>23.877</b>               | <b>(0,2)</b>  |
| Selling expenses  |      | (3.729)                     | (3.145)                     | (3.466)                     | (3.456)                     | (3.730)                     | 0,0           | (14.075)                    | (13.797)                    | 2,0           |
| General and administrative expenses                     |      | (1.313)                     | (1.156)                     | (1.235)                     | (912)                       | (1.215)                     | 7,5           | (4.855)                     | (4.518)                     | 6,9           |
| Other operating income                                  |      | 1.885                       | 356                         | 263                         | 410                         | 297                         | (84,2)        | 2.968                       | 1.326                       | (55,3)        |
| Other operating expenses                                |      | (750)                       | (194)                       | (226)                       | (273)                       | (1.265)                     | (68,7)        | (11.913)                    | (1.958)                     | 83,6          |
| <b>PROFIT (LOSS) FROM OPERATIONS (EBIT)</b>             |      | <b>1.708</b>                | <b>1.692</b>                | <b>1.525</b>                | <b>1.896</b>                | <b>(183)</b>                | <b>n.a.</b>   | <b>(3.962)</b>              | <b>4.930</b>                | <b>n.a.</b>   |
| EBIT margin (EBIT / net revenue)                        | %    | 11,6                        | 12,3                        | 10,1                        | 12,2                        | (1,2)                       | (12,8p)       | (6,8)                       | 8,2                         | 15,0p         |
| Profit (loss) from financial activities                 |      | (634)                       | (680)                       | (661)                       | (755)                       | (706)                       | (11,4)        | (2.412)                     | (2.802)                     | (16,2)        |
| of which: finance costs                                 |      | (473)                       | (522)                       | (521)                       | (552)                       | (567)                       | (19,9)        | (2.033)                     | (2.162)                     | (6,3)         |
| <b>PROFIT (LOSS) BEFORE INCOME TAXES (EBT)</b>          |      | <b>1.074</b>                | <b>1.012</b>                | <b>864</b>                  | <b>1.141</b>                | <b>(889)</b>                | <b>n.a.</b>   | <b>(6.374)</b>              | <b>2.128</b>                | <b>n.a.</b>   |
| Income taxes  |      | (462)                       | (391)                       | (220)                       | (304)                       | (9)                         | 98,1          | 1.516                       | (924)                       | n.a.          |
| <b>PROFIT (LOSS)</b>                                    |      | <b>612</b>                  | <b>621</b>                  | <b>644</b>                  | <b>837</b>                  | <b>(898)</b>                | <b>n.a.</b>   | <b>(4.858)</b>              | <b>1.204</b>                | <b>n.a.</b>   |
| Profit (loss) attributable to non-controlling interests |      | (29)                        | 57                          | 114                         | 249                         | (146)                       | n.a.          | 495                         | 274                         | (44,6)        |
| <b>NET PROFIT (LOSS)</b>                                |      | <b>641</b>                  | <b>564</b>                  | <b>530</b>                  | <b>588</b>                  | <b>(752)</b>                | <b>n.a.</b>   | <b>(5.353)</b>              | <b>930</b>                  | <b>n.a.</b>   |
| Depreciation, amortization and impairment losses        |      | (3.024)                     | (2.387)                     | (2.507)                     | (2.572)                     | (3.438)                     | (13,7)        | (21.957)                    | (10.904)                    | 50,3          |
| <b>EBITDA</b>   |      | <b>4.732</b>                | <b>4.079</b>                | <b>4.032</b>                | <b>4.468</b>                | <b>3.255</b>                | <b>(31,2)</b> | <b>17.995</b>               | <b>15.834</b>               | <b>(12,0)</b> |
| EBITDA margin (EBITDA / net revenue)                    | %    | 32,2                        | 29,6                        | 26,6                        | 28,8                        | 20,8                        | (11,4p)       | 30,9                        | 26,3                        | (4,6p)        |

# DT GROUP

## SPECIAL FACTORS IN THE CONSOLIDATED INCOME STATEMENT

|   | Note     | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € |
|---|----------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| <b>NET REVENUE</b>                                      |          | <b>(17)</b>                 | <b>0</b>                    | <b>(47)</b>                 | <b>0</b>                    | <b>(14)</b>                 | <b>(14)</b>                 | <b>(61)</b>                 |
| Cost of sales   |          | (236)                       | (123)                       | (87)                        | (155)                       | (211)                       | (647)                       | (576)                       |
| <b>GROSS PROFIT</b>                                     |          | <b>(253)</b>                | <b>(123)</b>                | <b>(134)</b>                | <b>(155)</b>                | <b>(225)</b>                | <b>(661)</b>                | <b>(637)</b>                |
| Selling expenses  |          | (80)                        | (67)                        | (56)                        | (53)                        | (67)                        | (277)                       | (243)                       |
| General and administrative expenses                     |          | (343)                       | (54)                        | (109)                       | (81)                        | (430)                       | (567)                       | (674)                       |
| Other operating income                                  |          | 1.462                       | 60                          | 31                          | 133                         | 33                          | 1.660                       | 257                         |
| Other operating expenses                                | 1        | (433)                       | (39)                        | (116)                       | (36)                        | (833)                       | (11.096)                    | (1.024)                     |
| <b>PROFIT (LOSS) FROM OPERATIONS (EBIT)</b>             | <b>1</b> | <b>353</b>                  | <b>(223)</b>                | <b>(384)</b>                | <b>(192)</b>                | <b>(1.522)</b>              | <b>(10.941)</b>             | <b>(2.321)</b>              |
| Profit (loss) from financial activities                 |          | (16)                        | (3)                         | (7)                         | 3                           | (23)                        | 134                         | (30)                        |
| <b>PROFIT (LOSS) BEFORE INCOME TAXES (EBT)</b>          | <b>1</b> | <b>337</b>                  | <b>(226)</b>                | <b>(391)</b>                | <b>(189)</b>                | <b>(1.545)</b>              | <b>(10.807)</b>             | <b>(2.351)</b>              |
| Income taxes  |          | 39                          | 52                          | 108                         | 47                          | 233                         | 2.967                       | 440                         |
| <b>PROFIT (LOSS)</b>                                    |          | <b>376</b>                  | <b>(174)</b>                | <b>(283)</b>                | <b>(142)</b>                | <b>(1.312)</b>              | <b>(7.840)</b>              | <b>(1.911)</b>              |
| Profit (loss) attributable to non-controlling interests |          | (65)                        | 29                          | (3)                         | 93                          | (205)                       | 50                          | (86)                        |
| <b>NET PROFIT (LOSS)</b>                                |          | <b>441</b>                  | <b>(203)</b>                | <b>(280)</b>                | <b>(235)</b>                | <b>(1.107)</b>              | <b>(7.890)</b>              | <b>(1.825)</b>              |
| Depreciation, amortization and impairment losses        |          | (371)                       | (14)                        | 1                           | (1)                         | (717)                       | (10.963)                    | (731)                       |
| <b>EBITDA</b>   |          | <b>724</b>                  | <b>(209)</b>                | <b>(385)</b>                | <b>(191)</b>                | <b>(805)</b>                | <b>22</b>                   | <b>(1.590)</b>              |

1 Impairment loss on goodwill, intangible assets and property, plant and equipment of 10,589mn in Q3/12, triggered by announced combination with MetroPCS.

# DT GROUP

## DETAILS ON SPECIAL FACTORS I

|   | Note     | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%   | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%   |
|---|----------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------|-----------------------------|-----------------------------|---------------|
| <b>EFFECT ON OPERATING EXPENSES</b>                               |          | <b>(1.092)</b>              | <b>(283)</b>                | <b>(368)</b>                | <b>(325)</b>                | <b>(1.541)</b>              | <b>(41,1)</b> | <b>(12.587)</b>             | <b>(2.517)</b>              | <b>80,0</b>   |
| of which: expenses / income for early retirement (civil servants) |          | (214)                       | (36)                        | (109)                       | (137)                       | (204)                       | 4,7           | (689)                       | (486)                       | 29,5          |
| of which: expenses for severance payments                         |          | (243)                       | (159)                       | (157)                       | (65)                        | (334)                       | (37,4)        | (417)                       | (715)                       | (71,5)        |
| of which: expenses / income for partial retirement                |          | (16)                        | (14)                        | (15)                        | (20)                        | (36)                        | n.a.          | (53)                        | (85)                        | (60,4)        |
| of which: expenses for other personnel restructuring charges      |          | (12)                        | (6)                         | (29)                        | (68)                        | (62)                        | n.a.          | (66)                        | (165)                       | n.a.          |
| of which: restructuring charges                                   |          | (90)                        | (47)                        | (66)                        | (6)                         | (76)                        | 15,6          | (250)                       | (195)                       | 22,0          |
| of which: expenses due to de-consolidations and other asset sales |          | (69)                        | (20)                        | (22)                        | (83)                        | (48)                        | 30,4          | (75)                        | (173)                       | n.a.          |
| of which: others  |          | (448)                       | (1)                         | 30                          | 54                          | (781)                       | (74,3)        | (11.037)                    | (698)                       | 93,7          |
| <b>EFFECT ON OTHER OPERATING INCOME</b>                           |          | <b>1.462</b>                | <b>60</b>                   | <b>31</b>                   | <b>133</b>                  | <b>33</b>                   | <b>(97,7)</b> | <b>1.660</b>                | <b>257</b>                  | <b>(84,5)</b> |
| of which: income due to asset sales                               |          | 1.460                       | 60                          | 31                          | 134                         | 31                          | (97,9)        | 1.591                       | 256                         | (83,9)        |
| of which: others  |          | 2                           | 0                           | 0                           | (1)                         | 2                           | n.a.          | 69                          | 1                           | (98,6)        |
| <b>EFFECT ON REVENUE</b>  | <b>1</b> | <b>(17)</b>                 | <b>0</b>                    | <b>(47)</b>                 | <b>0</b>                    | <b>(14)</b>                 | <b>17,6</b>   | <b>(14)</b>                 | <b>(61)</b>                 | <b>n.a.</b>   |
| <b>EFFECT ON PROFIT FROM OPERATIONS = EBIT</b>                    | <b>2</b> | <b>353</b>                  | <b>(223)</b>                | <b>(384)</b>                | <b>(192)</b>                | <b>(1.522)</b>              | <b>n.a.</b>   | <b>(10.941)</b>             | <b>(2.321)</b>              | <b>78,8</b>   |
| <b>DEPRECIATION, AMORTIZATION AND IMPAIRMENT LOSSES</b>           | <b>2</b> | <b>(371)</b>                | <b>(14)</b>                 | <b>1</b>                    | <b>(1)</b>                  | <b>(717)</b>                | <b>(93,3)</b> | <b>(10.963)</b>             | <b>(731)</b>                | <b>93,3</b>   |
| of which: restructuring charges                                   |          | (12)                        | (14)                        | 1                           | 12                          | (1)                         | 91,7          | (15)                        | (2)                         | 86,7          |
| of which: expenses due to consolidations and other asset sales    |          | 0                           | 0                           | 0                           | (13)                        | 0                           | n.a.          | 0                           | (13)                        | n.a.          |
| of which: others  |          | (359)                       | 0                           | 0                           | 0                           | (716)                       | (99,4)        | (10.948)                    | (716)                       | 93,5          |
| <b>EFFECT ON EBITDA</b>   |          | <b>724</b>                  | <b>(209)</b>                | <b>(385)</b>                | <b>(191)</b>                | <b>(805)</b>                | <b>n.a.</b>   | <b>22</b>                   | <b>(1.590)</b>              | <b>n.a.</b>   |

1 Special factors affecting Total revenue: EUR +3 mn in Q2/12; EUR -17 mn in Q4/12; EUR -47 mn in Q2/13 and EUR -14 mn in Q4/13 within Wholesale Services (ULL) in Germany.

2 Impairment loss on goodwill, intangible assets and property, plant and equipment of 10,589mn in Q3/12, triggered by announced combination with MetroPCS.



# DT GROUP

## DETAILS ON SPECIAL FACTORS II

|   | Note     | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%   | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%   |
|---|----------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------|-----------------------------|-----------------------------|---------------|
| <b>EFFECT ON PROFIT (LOSS) FROM FINANCIAL ACTIVITIES</b>                      |          | <b>(16)</b>                 | <b>(3)</b>                  | <b>(7)</b>                  | <b>3</b>                    | <b>(23)</b>                 | <b>(43,8)</b> | <b>134</b>                  | <b>(30)</b>                 | <b>n.a.</b>   |
| <b>EFFECT ON PROFIT (LOSS) BEFORE INCOME TAXES</b>                            | <b>1</b> | <b>337</b>                  | <b>(226)</b>                | <b>(391)</b>                | <b>(189)</b>                | <b>(1.545)</b>              | <b>n.a.</b>   | <b>(10.807)</b>             | <b>(2.351)</b>              | <b>78,2</b>   |
| <b>EFFECT ON TAXES</b>  |          | <b>39</b>                   | <b>52</b>                   | <b>108</b>                  | <b>47</b>                   | <b>233</b>                  | <b>n.a.</b>   | <b>2.967</b>                | <b>440</b>                  | <b>(85,2)</b> |
| Tax effect of special factors within EBIT                                     |          | (346)                       | 70                          | 92                          | 90                          | 266                         | n.a.          | 2.992                       | 518                         | (82,7)        |
| Tax effect of special factors on profit (loss) from financial activities      |          | 6                           | 2                           | 2                           | 4                           | 10                          | 66,7          | 17                          | 18                          | 5,9           |
| Other tax effects   |          | 379                         | (20)                        | 14                          | (47)                        | (43)                        | n.a.          | (42)                        | (96)                        | n.a.          |
| <b>EFFECT ON PROFIT (LOSS) ATTRIBUTABLE TO NON-<br/>CONTROLLING INTERESTS</b> |          | <b>(65)</b>                 | <b>29</b>                   | <b>(3)</b>                  | <b>93</b>                   | <b>(205)</b>                | <b>n.a.</b>   | <b>50</b>                   | <b>(86)</b>                 | <b>n.a.</b>   |
| <b>EFFECT ON NET PROFIT (LOSS)</b>  |          | <b>441</b>                  | <b>(203)</b>                | <b>(280)</b>                | <b>(235)</b>                | <b>(1.107)</b>              | <b>n.a.</b>   | <b>(7.890)</b>              | <b>(1.825)</b>              | <b>76,9</b>   |

1 Impairment loss on goodwill, intangible assets and property, plant and equipment of 10,589mn in Q3/12, triggered by announced combination with MetroPCS.

# DT GROUP

## CHANGE IN THE COMPOSITION OF THE GROUP IN THE FOURTH QUARTER

|  | REPORTED NUMBERS         |                          | MINUS ACQUISITION EFFECTS |         |               |        |                   | PLUS DECONSOLIDATION EFFECTS |       |         |               |        | TOTAL EFFECT      | PRO FORMA |                          |             |       |
|--|--------------------------|--------------------------|---------------------------|---------|---------------|--------|-------------------|------------------------------|-------|---------|---------------|--------|-------------------|-----------|--------------------------|-------------|-------|
|  | Q4 2012<br>millions of € | Q4 2013<br>millions of € | Total                     | Germany | United States | Europe | Systems Solutions | GHS                          | Total | Germany | United States | Europe | Systems Solutions | GHS       | Q4 2013<br>millions of € | Change<br>% |       |
| <b>NET REVENUE</b>                             | 14.707                   | 15.665                   | 975                       | 0       | 968           | 7      | 0                 | 0                            | 130   | 7       | 0             | 94     | 29                | 0         | (845)                    | 14.820      | 0,8   |
| <b>PROFIT (LOSS) FROM OPERATIONS = EBIT</b>    | 1.708                    | (183)                    | 79                        | 0       | 79            | 0      | 0                 | 0                            | (69)  | 3       | 0             | (62)   | (10)              | 0         | (148)                    | (331)       | n.a.  |
| Profit (loss) from financial activities        | (634)                    | (706)                    | (58)                      | 0       | (59)          | 1      | 0                 | 0                            | 0     | 0       | 0             | 0      | 0                 | 0         | 58                       | (648)       | (2,2) |
| of which finance costs                         | (473)                    | (567)                    | (58)                      | 0       | (58)          | 0      | 0                 | 0                            | 0     | 0       | 0             | 0      | 0                 | 0         | 58                       | (509)       | (7,6) |
| <b>PROFIT (LOSS) BEFORE INCOME TAXES = EBT</b> | 1.074                    | (889)                    | 21                        | 0       | 20            | 1      | 0                 | 0                            | (69)  | 3       | 0             | (62)   | (10)              | 0         | (90)                     | (979)       | n.a.  |
| Income taxes                                   | (462)                    | (9)                      | 0                         | 0       | 0             | 0      | 0                 | 0                            | 1     | 0       | 0             | 1      | 0                 | 0         | 1                        | (8)         | 98,3  |
| <b>PROFIT (LOSS)</b>                           | 612                      | (898)                    | 21                        | 0       | 20            | 1      | 0                 | 0                            | (68)  | 3       | 0             | (61)   | (10)              | 0         | (89)                     | (987)       | n.a.  |

# DT GROUP

## CHANGE IN THE COMPOSITION OF THE GROUP IN THE CURRENT YEAR

|  | REPORTED NUMBERS         |                          | MINUS ACQUISITION EFFECTS |               |               |               |                   |               | PLUS DECONSOLIDATION EFFECTS |               |               |               |                   |               | TOTAL EFFECT  | PRO FORMA     |        |
|--|--------------------------|--------------------------|---------------------------|---------------|---------------|---------------|-------------------|---------------|------------------------------|---------------|---------------|---------------|-------------------|---------------|---------------|---------------|--------|
|  | FY 2012<br>millions of € | FY 2013<br>millions of € | Total                     | Germany       | United States | Europe        | Systems Solutions | GHS           | Total                        | Germany       | Europe        | United States | Systems Solutions | GHS           |               | FY 2013       | Change |
|  |                          |                          | millions of €             | millions of € | millions of € | millions of € | millions of €     | millions of € | millions of €                | millions of € | millions of € | millions of € | millions of €     | millions of € | millions of € | millions of € | %      |
| <b>NET REVENUE</b>                             | 58.169                   | 60.132                   | 2.539                     | 0             | 2.530         | 9             | 0                 | 0             | 252                          | 22            | 157           | 0             | 73                | 0             | (2.287)       | 57.845        | (0,6)  |
| <b>PROFIT (LOSS) FROM OPERATIONS = EBIT</b>    | (3.962)                  | 4.930                    | 262                       | 0             | 261           | 1             | 0                 | 0             | (64)                         | 10            | (56)          | 0             | (18)              | 0             | (326)         | 4.604         | n.a.   |
| Profit (loss) from financial activities        | (2.412)                  | (2.602)                  | (229)                     | 0             | (229)         | 0             | 0                 | 0             | 1                            | 0             | 1             | 0             | 0                 | 0             | 230           | (2.572)       | (6,6)  |
| of which finance costs                         | (2.033)                  | (2.162)                  | (154)                     | 0             | (154)         | 0             | 0                 | 0             | 1                            | 0             | 1             | 0             | 0                 | 0             | 155           | (2.007)       | 1,3    |
| <b>PROFIT (LOSS) BEFORE INCOME TAXES = EBT</b> | (6.374)                  | 2.128                    | 33                        | 0             | 32            | 1             | 0                 | 0             | (63)                         | 10            | (55)          | 0             | (18)              | 0             | (96)          | 2.032         | n.a.   |
| Income taxes                                   | 1.516                    | (924)                    | 0                         | 0             | 0             | 0             | 0                 | 0             | 0                            | 0             | 0             | 0             | 0                 | 0             | 0             | (924)         | n.a.   |
| <b>PROFIT (LOSS)</b>                           | (4.858)                  | 1.204                    | 33                        | 0             | 32            | 1             | 0                 | 0             | (63)                         | 10            | (55)          | 0             | (18)              | 0             | (96)          | 1.108         | n.a.   |

# CONSOLIDATED STATEMENT OF FINANCIAL POSITION

## ASSETS

|  |      | Dec. 31,<br>2012 | Mar. 31,<br>2013 | Jun. 30,<br>2013 | Sep. 30,<br>2013 | Dec. 31,<br>2013 | Change<br>compared to<br>prior quarter<br>% | Change<br>compared to<br>prior year<br>% |
|--|------|------------------|------------------|------------------|------------------|------------------|---|--|
|  | Note | millions of €    | millions of €    | millions of €    | millions of €    | millions of €    |   |  |
| <b>CURRENT ASSETS</b>  |      | <b>15.019</b>    | <b>15.862</b>    | <b>18.212</b>    | <b>18.020</b>    | <b>21.963</b>    | <b>21,9</b>                                 | <b>46,2</b>                              |
| Cash and cash equivalents  |      | 4.026            | 4.540            | 5.243            | 5.675            | 7.970            | 40,4  | 98,0                                     |
| Trade and other receivables                                      |      | 6.417            | 6.423            | 6.763            | 7.146            | 7.712            | 7,9   | 20,2                                     |
| Current recoverable income taxes                                 |      | 95               | 113              | 105              | 112              | 98               | (12,5)                                      | 3,2                                      |
| Other financial assets   |      | 2.020            | 1.696            | 2.100            | 2.230            | 2.745            | 23,1  | 35,9                                     |
| Inventories  |      | 1.106            | 1.111            | 1.424            | 1.342            | 1.062            | (20,9)                                      | (4,0)                                    |
| Current and non-current assets and disposal groups held for sale |      | 90               | 217              | 744              | 78               | 1.033            | n.a.  | n.a.                                     |
| Other assets   |      | 1.265            | 1.762            | 1.833            | 1.437            | 1.343            | (6,5)                                       | 6,2                                      |
| <b>NON-CURRENT ASSETS</b>  |      | <b>92.923</b>    | <b>92.975</b>    | <b>97.902</b>    | <b>97.281</b>    | <b>96.185</b>    | <b>(1,1)</b>                                | <b>3,5</b>                               |
| Intangible assets  |      | 41.847           | 42.646           | 47.246           | 46.793           | 45.967           | (1,8)                                       | 9,8                                      |
| Property, plant and equipment                                    |      | 37.407           | 37.300           | 38.026           | 37.680           | 37.427           | (0,7)                                       | 0,1                                      |
| Investments accounted for using the equity method                |      | 6.726            | 6.288            | 6.218            | 6.247            | 6.167            | (1,3)                                       | (8,3)                                    |
| Other financial assets   |      | 1.901            | 1.780            | 1.346            | 1.528            | 1.362            | (10,9)                                      | (28,4)                                   |
| Deferred tax assets  |      | 4.712            | 4.630            | 4.742            | 4.708            | 4.960            | 5,4   | 5,3                                      |
| Other assets   |      | 330              | 331              | 324              | 325              | 302              | (7,1)                                       | (8,5)                                    |
| <b>TOTAL ASSETS</b>  |      | <b>107.942</b>   | <b>108.837</b>   | <b>116.114</b>   | <b>115.301</b>   | <b>118.148</b>   | <b>2,5</b>                                  | <b>9,5</b>                               |

The prior-year comparatives were adjusted retrospectively due to the application of IAS 19 (amended) as of January 1, 2013.

# CONSOLIDATED STATEMENT OF FINANCIAL POSITION

## LIABILITIES AND SHAREHOLDERS' EQUITY

|   | Note | Dec. 31,<br>2012 | Mar. 31,<br>2013 | Jun. 30,<br>2013 | Sep. 30,<br>2013 | Dec. 31,<br>2013 | Change<br>compared to<br>prior quarter<br>% | Change<br>compared to<br>prior year<br>% |
|---|------|------------------|------------------|------------------|------------------|------------------|---|--|
|   |      | millions of €    | millions of €    | millions of €    | millions of €    | millions of €    |   |  |
| <b>LIABILITIES</b>  |      | <b>77.411</b>    | <b>77.824</b>    | <b>84.864</b>    | <b>83.286</b>    | <b>86.085</b>    | <b>3,4</b>                                  | <b>11,2</b>                              |
| <b>CURRENT LIABILITIES</b>  |      | <b>22.995</b>    | <b>22.783</b>    | <b>25.296</b>    | <b>25.188</b>    | <b>22.496</b>    | <b>(10,7)</b>                               | <b>(2,2)</b>                             |
| Financial liabilities   |      | 9.260            | 8.919            | 10.874           | 11.169           | 7.891            | (29,3)                                      | (14,8)                                   |
| Trade and other payables  |      | 6.445            | 6.091            | 6.831            | 6.701            | 7.259            | 8,3   | 12,6                                     |
| Income tax liabilities  |      | 440              | 441              | 346              | 428              | 308              | (28,0)                                      | (30,0)                                   |
| Other provisions  |      | 2.885            | 2.924            | 2.575            | 2.709            | 3.120            | 15,2  | 8,1                                      |
| Liabilities directly associated with non-current assets and disposal groups held for sale |      | 9                | 47               | 235              | 0                | 113              | n.a.  | n.a.                                     |
| Other liabilities   |      | 3.956            | 4.361            | 4.435            | 4.181            | 3.805            | (9,0)                                       | (3,8)                                    |
| <b>NON-CURRENT LIABILITIES</b>  |      | <b>54.416</b>    | <b>55.041</b>    | <b>59.568</b>    | <b>58.098</b>    | <b>63.589</b>    | <b>9,5</b>                                  | <b>16,9</b>                              |
| Financial liabilities   |      | 35.354           | 35.835           | 39.473           | 38.154           | 43.708           | 14,6  | 23,6                                     |
| Provisions for pensions and other employee  |      | 7.312            | 7.113            | 7.131            | 7.172            | 7.006            | (2,3)                                       | (4,2)                                    |
| Other provisions  |      | 1.857            | 1.834            | 1.998            | 1.957            | 2.071            | 5,8   | 11,5                                     |
| Deferred tax liabilities  |      | 5.988            | 6.263            | 6.934            | 6.845            | 6.916            | 1,0   | 15,5                                     |
| Other liabilities   |      | 3.905            | 3.996            | 4.032            | 3.970            | 3.888            | (2,1)                                       | (0,4)                                    |
| <b>SHAREHOLDERS' EQUITY</b>   |      | <b>30.531</b>    | <b>31.013</b>    | <b>31.250</b>    | <b>32.015</b>    | <b>32.063</b>    | <b>0,1</b>                                  | <b>5,0</b>                               |
| Issued capital  |      | 11.063           | 11.063           | 11.395           | 11.395           | 11.395           | n.a.  | 3,0                                      |
| Capital reserves  |      | 51.506           | 51.506           | 51.297           | 51.346           | 51.428           | 0,2   | (0,2)                                    |
| Retained earnings incl. carryforwards   |      | (29.106)         | (34.361)         | (37.348)         | (37.333)         | (37.437)         | (0,3)                                       | (28,6)                                   |
| Total other comprehensive income  |      | (2.176)          | (2.346)          | (2.215)          | (2.276)          | (2.383)          | (4,7)                                       | (9,5)                                    |
| Net profit (loss)   |      | (5.353)          | 564              | 1.094            | 1.682            | 930              | (44,7)                                      | n.a.                                     |
| Treasury shares   |      | (6)              | (6)              | (6)              | (6)              | (54)             | n.a.  | n.a.                                     |
| Non-controlling interests   |      | 4.603            | 4.593            | 7.033            | 7.207            | 8.184            | 13,6  | 77,8                                     |
| <b>TOTAL LIABILITIES AND SHAREHOLDERS' EQUITY</b>   |      | <b>107.942</b>   | <b>108.837</b>   | <b>116.114</b>   | <b>115.301</b>   | <b>118.148</b>   | <b>2,5</b>                                  | <b>9,5</b>                               |

The prior-year comparatives were adjusted retrospectively due to the application of IAS 19 (amended) as of January 1, 2013.

# DT GROUP

## PROVISIONS FOR PENSIONS

|  |   | 2013<br>millions of € | 2012<br>millions of € | 2011<br>millions of € | 2010<br>millions of € | 2009<br>millions of € |
|--|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <b>FROM DEFINED BENEFIT OBLIGATION TO PROVISION IN BALANCE SHEET</b>               |   |                       |                       |                       |                       |                       |
| Present value of obligation (DBO)  | 1 | 8.963                 | 8.973                 | 6.966                 | 7.017                 | 6.833                 |
| Plan assets  |   | (1.973)               | (1.680)               | (860)                 | (629)                 | (618)                 |
| Others   |   | 16                    | 19                    | 18                    | (15)                  | (36)                  |
| Provision in balance sheet   |   | 7.006                 | 7.312                 | 6.124                 | 6.373                 | 6.179                 |
| <b>PENSION COSTS INCLUDED IN P&amp;L (INCLUDED EXPECTED RETURN ON PLAN ASSETS)</b> |   |                       |                       |                       |                       |                       |
|  |   | <b>388</b>            | <b>511</b>            | <b>530</b>            | <b>514</b>            | <b>525</b>            |
| thereof included in EBITDA   |   | 160                   | 197                   | 199                   | 197                   | 204                   |
| thereof included in financial result   |   | 228                   | 313                   | 314                   | 317                   | 321                   |
| <b>CASH PAYMENTS FOR PENSIONS</b>  |   |                       |                       |                       |                       |                       |
| 1) funding of plan assets by DT (investment in financial assets)                   |   | 269                   | 768                   | 267                   | 2                     | 45                    |
| 2) benefits paid through plan assets   | 2 | 42                    | 45                    | 52                    | 56                    | 61                    |
| 3) benefits paid through provision (included in cash flow from operations)         |   | 366                   | 375                   | 367                   | 345                   | 332                   |
| cash payments included in cash flow statement = 1) + 3)                            |   | 635                   | 1.143                 | 634                   | 347                   | 377                   |
| cash payments included in free cash flow = 3)                                      |   | 366                   | 375                   | 367                   | 345                   | 332                   |
| <b>CHANGE IN THE PRESENT VALUE OF THE OBLIGATION</b>                               |   |                       |                       |                       |                       |                       |
| End of 2012  |   | 8.973                 |                       |                       |                       |                       |
| pension costs included in P&L  |   | 388                   |                       |                       |                       |                       |
| benefits paid  |   | (408)                 |                       |                       |                       |                       |
| actuarial losses/gains   | 3 | (48)                  |                       |                       |                       |                       |
| F/X  |   | (1)                   |                       |                       |                       |                       |
| Others   |   | 17                    |                       |                       |                       |                       |
| End of 2013  |   | 8.963                 |                       |                       |                       |                       |

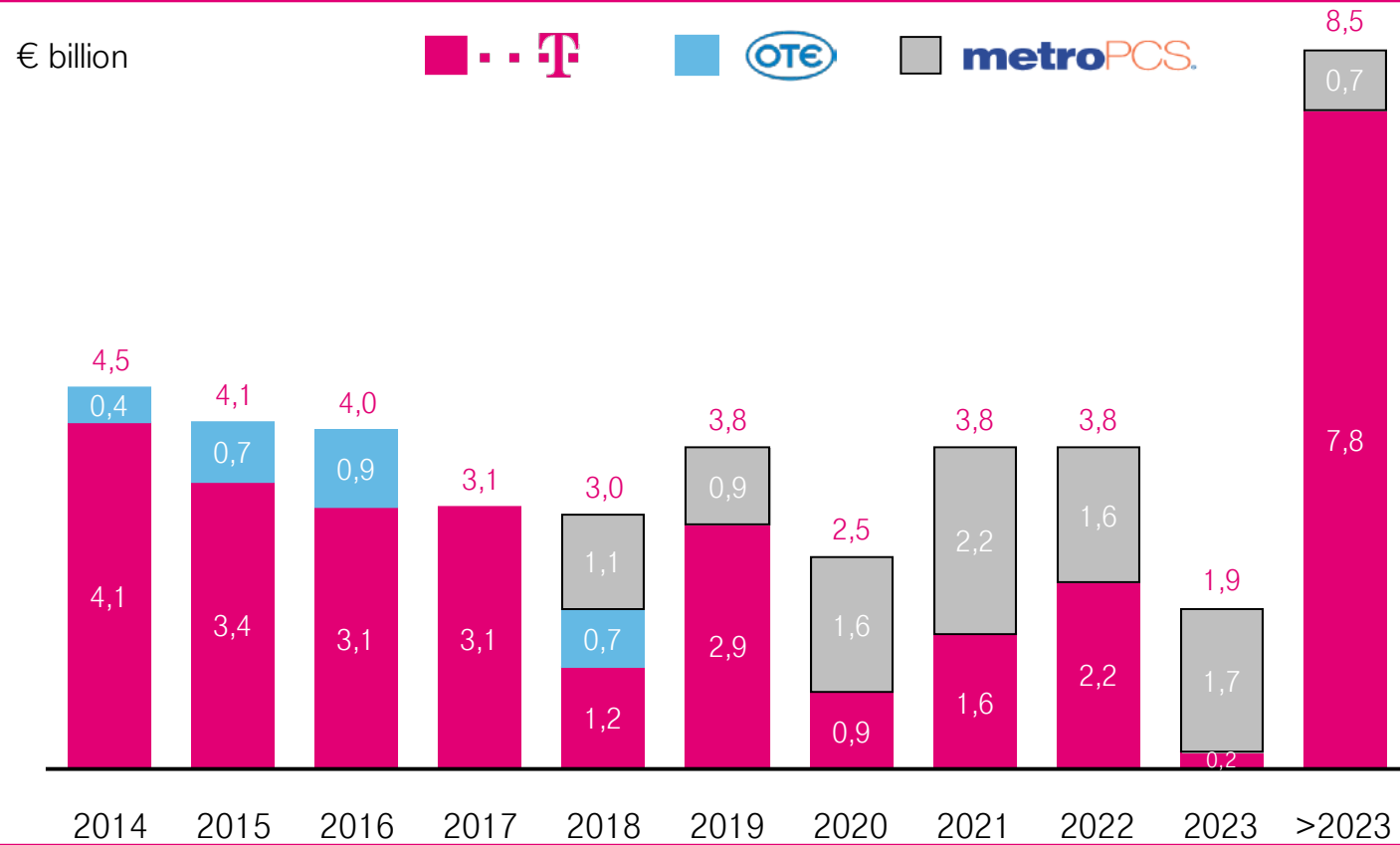
1 Increase in obligation in 2009 mainly due to OTE acquisition. Decrease in plan assets in 2009 mainly due to de-consolidation T-Mobile UK.

2 The sum of payments through plan assets and the benefit paid through provisions equal the "benefits paid" in "Change in the present value of the obligation".

3 Actuarial losses/gains are via other comprehensive income directly billed vs. equity. Cumulative amount recorded in equity 2011: loss of 431 million €.

# MATURITY PROFILE AS OF DECEMBER 31, 2013

## Bonds, Medium Term Notes (MTN) and “Schuldscheindarlehen”



# LIQUIDITY RESERVE AS OF DECEMBER 31, 2013

| € billion       | 61,4   | Total line availability                                       |
|-----------------|--|---|
|                 | 22,4   | <b>Liquidity reserve</b>                                      |
|                 |  | Unused bank lines: € 12,9 bn<br>Other liquid assets: € 9,4 bn |
|                 | 39,1   | <b>Net-debt</b>   |
|                 |  | <b>Gross debt</b> € 49,6 bn                                   |
|                 |  | Bonds: € 40,5 bn  |
|                 |  | Other financial liabilities: € 9,1 bn                         |
|                 |  | <b>Liquid financial assets</b> € 10,5 bn                      |
|                 |  | Cash & equivalents: € 8,0 bn                                  |
|                 | Available-for-sale/held-for-trading<br>financial assets € 0,3 bn |   |
|                 | Other financial assets: € 2,2 bn                                 |   |
| Numbers rounded |  |   |

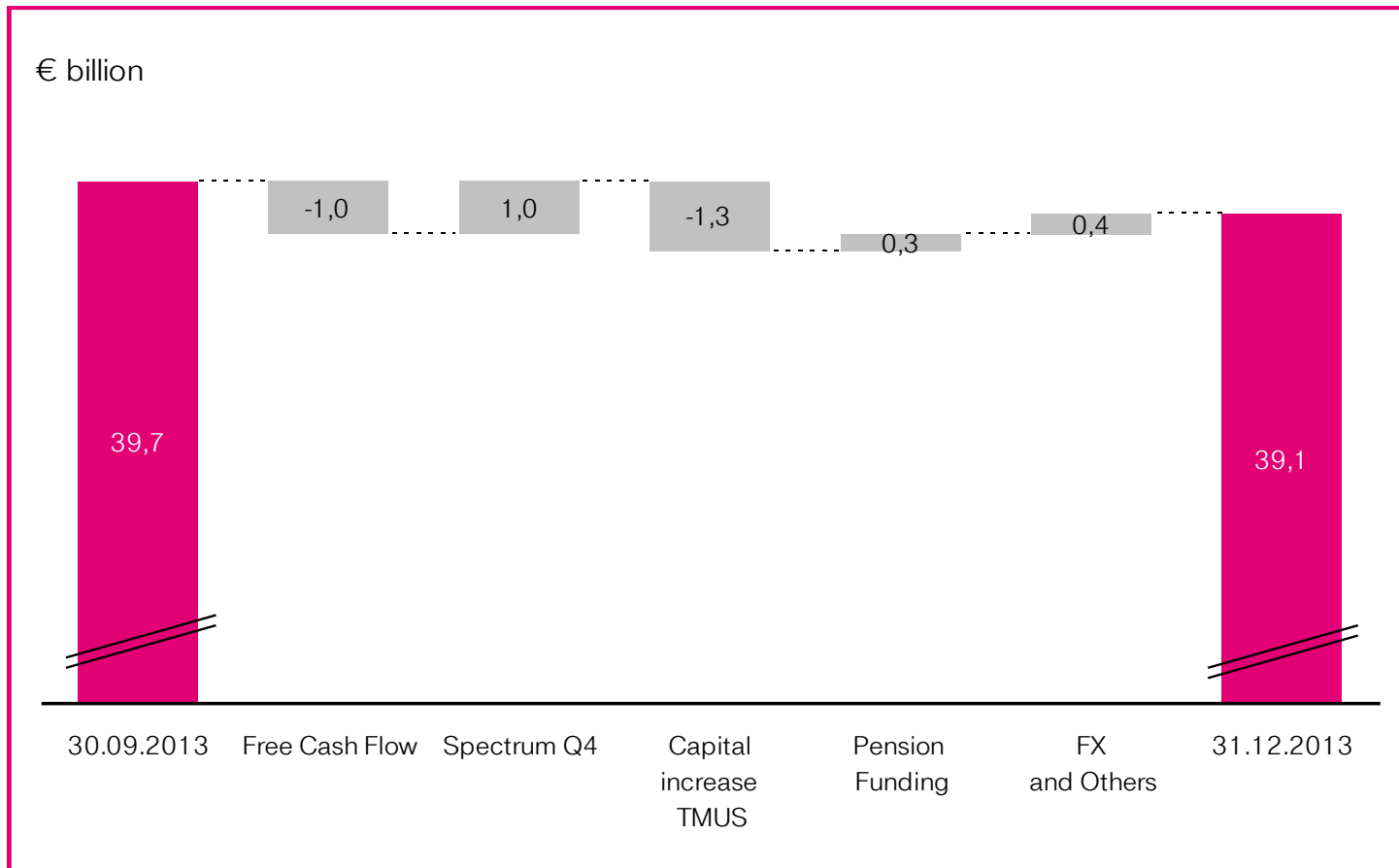


# DT GROUP

## NET DEBT

|  |      | Dec. 31,<br>2012 | Mar. 31,<br>2013 | Jun. 30,<br>2013 | Sep. 30,<br>2013 | Dec. 31,<br>2013 | Change<br>compared to<br>prior quarter<br>% | Change<br>compared to<br>prior year<br>% |
|--|------|------------------|------------------|------------------|------------------|------------------|---|--|
|  | Note | millions of €    | millions of €    | millions of €    | millions of €    | millions of €    |   |  |
| Bonds  |      | 33.674           | 35.519           | 40.087           | 39.225           | 40.535           | 3,3   | 20,4                                     |
| Other financial liabilities                          |      | 9.283            | 7.694            | 8.466            | 8.366            | 9.092            | 8,7   | (2,1)                                    |
| <b>GROSS DEBT</b>                                    |      | <b>42.957</b>    | <b>43.213</b>    | <b>48.553</b>    | <b>47.591</b>    | <b>49.627</b>    | <b>4,3</b>                                  | <b>15,5</b>                              |
| Cash and cash equivalents                            |      | 4.026            | 4.540            | 5.243            | 5.675            | 7.970            | 40,4  | 98,0                                     |
| Available-for-sale/held-for-trading financial assets |      | 27               | 15               | 269              | 301              | 310              | 3,0   | n.a.                                     |
| Other financial assets                               |      | 2.044            | 1.539            | 1.667            | 1.889            | 2.254            | 19,3  | 10,3                                     |
| <b>NET DEBT</b>                                      |      | <b>36.860</b>    | <b>37.119</b>    | <b>41.374</b>    | <b>39.726</b>    | <b>39.093</b>    | <b>(1,6)</b>                                | <b>6,1</b>                               |

# NET DEBT DEVELOPMENT Q4 2013



Numbers rounded

# DT GROUP

## CASH CAPEX

|                                     | Note     | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>% | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>% |
|-------------------------------------|----------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-------------|-----------------------------|-----------------------------|-------------|
| <b>CASH CAPEX</b>                   |          |                             |                             |                             |                             |                             |             |                             |                             |             |
| Germany                             |          | 1.019                       | 594                         | 644                         | 892                         | 1.281                       | 25,7        | 3.418                       | 3.411                       | (0,2)       |
| United States                       |          | 699                         | 852                         | 804                         | 767                         | 856                         | 22,5        | 2.560                       | 3.279                       | 28,1        |
| Europe                              |          | 594                         | 1.382                       | 518                         | 496                         | 1.252                       | n.a.        | 1.724                       | 3.648                       | n.a.        |
| Systems Solutions                   |          | 393                         | 212                         | 215                         | 275                         | 378                         | (3,8)       | 1.187                       | 1.080                       | (9,0)       |
| Group Headquarters & Group Services |          | 113                         | 77                          | 94                          | 97                          | 143                         | 26,5        | 379                         | 411                         | 8,4         |
| Reconciliation                      |          | (379)                       | (93)                        | (77)                        | (149)                       | (442)                       | (16,6)      | (836)                       | (761)                       | 9,0         |
| <b>GROUP</b>                        | <b>1</b> | <b>2.439</b>                | <b>3.024</b>                | <b>2.198</b>                | <b>2.378</b>                | <b>3.468</b>                | <b>42,2</b> | <b>8.432</b>                | <b>11.068</b>               | <b>31,3</b> |
| - thereof spectrum investment       |          | 82                          | 937                         | 130                         | 118                         | 1.022                       | n.a.        | 411                         | 2.207                       | n.a.        |

1 Amounts of payouts for property, plant and equipment and intangible assets excluding goodwill.

# DT GROUP

## FREE CASH FLOW

|  | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%  | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%   |
|--|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|--------------|-----------------------------|-----------------------------|---------------|
| Net profit (loss)  |      | 641                         | 564                         | 530                         | 588                         | (752)                       | n.a.         | (5.353)                     | 930                         | n.a.          |
| Profit (loss) attributable to non-controlling interests  |      | (29)                        | 57                          | 114                         | 249                         | (146)                       | n.a.         | 495                         | 274                         | (44,6)        |
| <b>PROFIT (LOSS) AFTER INCOME TAXES</b>  |      | <b>612</b>                  | <b>621</b>                  | <b>644</b>                  | <b>837</b>                  | <b>(898)</b>                | <b>n.a.</b>  | <b>(4.858)</b>              | <b>1.204</b>                | <b>n.a.</b>   |
| Depreciation, amortization and impairment losses   |      | 3.024                       | 2.387                       | 2.507                       | 2.572                       | 3.438                       | 13,7         | 21.957                      | 10.904                      | (50,3)        |
| Income tax expense/(benefit)   |      | 462                         | 391                         | 220                         | 304                         | 9                           | (98,1)       | (1.516)                     | 924                         | n.a.          |
| Interest (income) and interest expenses  |      | 473                         | 522                         | 521                         | 552                         | 567                         | 19,9         | 2.033                       | 2.162                       | 6,3           |
| Other financial (income) expense   |      | 155                         | 78                          | 146                         | 174                         | 171                         | 10,3         | 225                         | 569                         | n.a.          |
| Share of (profit) loss of associates and joint ventures accounted for using the equity method  |      | 6                           | 80                          | (6)                         | 29                          | (32)                        | n.a.         | 154                         | 71                          | (53,9)        |
| (Profit) loss on the disposal of fully consolidated subsidiaries   |      | (1.444)                     | (55)                        | 47                          | (122)                       | (1)                         | 99,9         | (1.450)                     | (131)                       | 91,0          |
| Other non-cash transactions  |      | (5)                         | 3                           | 18                          | 28                          | 52                          | n.a.         | 15                          | 101                         | n.a.          |
| (Gain) loss from the disposal of intangible assets and property, plant and equipment   |      | (3)                         | 20                          | 24                          | 3                           | 91                          | n.a.         | (83)                        | 138                         | n.a.          |
| Change in assets carried as working capital  |      | 282                         | (348)                       | (508)                       | (37)                        | (373)                       | n.a.         | (24)                        | (1.266)                     | n.a.          |
| Change in provisions   |      | 387                         | (108)                       | (595)                       | 67                          | 441                         | 14,0         | (203)                       | (195)                       | 3,9           |
| Change in other liabilities carried as working capital   |      | (72)                        | 199                         | 657                         | (424)                       | 264                         | n.a.         | (406)                       | 696                         | n.a.          |
| Income taxes received (paid)   |      | (176)                       | (184)                       | (173)                       | (157)                       | (134)                       | 23,9         | (694)                       | (648)                       | 6,6           |
| Dividends received   |      | 7                           | 110                         | 2                           | 92                          | 69                          | n.a.         | 490                         | 273                         | (44,3)        |
| Net payments from entering into or canceling interest rate swaps   |      | 39                          | 0                           | 67                          | 133                         | 90                          | n.a.         | 122                         | 290                         | n.a.          |
| Break-up fee T-Mobile USA  |      | 0                           | 0                           | 0                           | 0                           | 0                           | n.a.         | 157                         | 0                           | n.a.          |
| Tax effect break-up fee T-Mobile USA   |      | 0                           | 95                          | 42                          | 0                           | 0                           | n.a.         | 185                         | 137                         | (25,9)        |
| Retention bonus T-Mobile USA/compensation payments for MetroPCS employees  |      | 4                           | 0                           | 51                          | 1                           | 8                           | n.a.         | 128                         | 60                          | (53,1)        |
| <b>CASH GENERATED FROM OPERATIONS</b>  |      | <b>3.751</b>                | <b>3.811</b>                | <b>3.664</b>                | <b>4.052</b>                | <b>3.762</b>                | <b>0,3</b>   | <b>16.232</b>               | <b>15.289</b>               | <b>(5,8)</b>  |
| Interest received (paid)   |      | (336)                       | (764)                       | (540)                       | (411)                       | (360)                       | (7,1)        | (2.185)                     | (2.075)                     | 5,0           |
| <b>NET CASH FROM OPERATING ACTIVITIES</b>  |      | <b>3.415</b>                | <b>3.047</b>                | <b>3.124</b>                | <b>3.641</b>                | <b>3.402</b>                | <b>(0,4)</b> | <b>14.047</b>               | <b>13.214</b>               | <b>(5,9)</b>  |
| Cash outflows for investments in (proceeds from disposal of)   |      | (2.310)                     | (2.009)                     | (2.015)                     | (2.214)                     | (2.370)                     | (2,6)        | (7.808)                     | (8.608)                     | (10,2)        |
| Intangible assets  | 1    | (1.295)                     | (1.240)                     | (426)                       | (517)                       | (2.307)                     | (78,1)       | (2.785)                     | (4.490)                     | (61,2)        |
| Property, plant and equipment  | 1    | (1.097)                     | (1.706)                     | (1.719)                     | (1.815)                     | (1.085)                     | 1,1          | (5.434)                     | (6.325)                     | (16,4)        |
| Spectrum investment  |      | 82                          | 937                         | 130                         | 118                         | 1.022                       | n.a.         | 411                         | 2.207                       | n.a.          |
| <b>FREE CASH FLOW (BEFORE DIVIDEND PAYMENTS, SPECTRUM INVESTMENT, AT&amp;T TRANSACTION AND COMPENSATION PAYMENTS FOR METROPCS EMPLOYEES)</b> |      | <b>1.105</b>                | <b>1.038</b>                | <b>1.109</b>                | <b>1.427</b>                | <b>1.032</b>                | <b>(6,6)</b> | <b>6.239</b>                | <b>4.606</b>                | <b>(26,2)</b> |

1 Cash outflows for investments in intangible assets and property, plant and equipment were adjusted retrospectively (For 2012, cash outflows for investments in intangible assets were increased by EUR 0,7 billion and cash outflows for property, plant and equipment reduced by EUR 0,7 billion).

# DT GROUP PERSONNEL<sup>1</sup>

| AT REPORTING DATE                   | Note | Dec. 31,       | Mar. 31,       | Jun. 30,       | Sep. 30,       | Dec. 31,       | Change compared to |              | Change compared to |              |
|-------------------------------------|------|----------------|----------------|----------------|----------------|----------------|--------------------|--------------|--------------------|--------------|
|                                     |      | 2012           | 2013           | 2013           | 2013           | 2013           | prior quarter      |              | prior year         |              |
|                                     |      |                |                |                |                |                | abs.               | %            | abs.               | %            |
| Germany                             |      | 67.497         | 68.636         | 67.936         | 67.434         | 66.725         | (709)              | (1,1)        | (772)              | (1,1)        |
| United States                       |      | 30.288         | 29.826         | 33.489         | 34.132         | 37.071         | 2.939              | 8,6          | 6.783              | 22,4         |
| Europe                              |      | 57.196         | 57.440         | 57.143         | 55.000         | 52.519         | (2.481)            | (4,5)        | (4.677)            | (8,2)        |
| Systems Solutions                   |      | 52.847         | 51.565         | 50.297         | 50.212         | 50.286         | 74                 | 0,1          | (2.561)            | (4,8)        |
| Group Headquarters & Group Services |      | 21.858         | 21.989         | 22.330         | 22.316         | 21.995         | (321)              | (1,4)        | 137                | 0,6          |
| of which Vivento                    |      | 8.200          | 8.200          | 8.300          | 8.100          | 8.000          | (100)              | (1,2)        | (200)              | (2,4)        |
| <b>GROUP</b>                        |      | <b>229.686</b> | <b>229.456</b> | <b>231.195</b> | <b>229.094</b> | <b>228.596</b> | <b>(498)</b>       | <b>(0,2)</b> | <b>(1.090)</b>     | <b>(0,5)</b> |
| of which: Domestic                  |      | 118.840        | 118.926        | 118.191        | 117.658        | 116.643        | (1.015)            | (0,9)        | (2.197)            | (1,8)        |
| of which: International             |      | 110.846        | 110.530        | 113.004        | 111.436        | 111.953        | 517                | 0,5          | 1.107              | 1,0          |
| of which: Civil servants (domestic) |      | 21.958         | 21.963         | 21.239         | 20.988         | 20.523         | (465)              | (2,2)        | (1.435)            | (6,5)        |

| AVERAGE                             | Note | Q4             | Q1             | Q2             | Q3             | Q4             | Change compared to |              |
|-------------------------------------|------|----------------|----------------|----------------|----------------|----------------|--------------------|--------------|
|                                     |      | 2012           | 2013           | 2013           | 2013           | 2013           | prior year         |              |
|                                     |      |                |                |                |                |                | abs.               | %            |
| Germany                             |      | 67.620         | 68.672         | 67.880         | 67.516         | 66.992         | (628)              | (0,9)        |
| United States                       |      | 29.634         | 30.033         | 31.971         | 33.881         | 35.962         | 6.328              | 21,4         |
| Europe                              |      | 58.314         | 57.495         | 57.263         | 55.590         | 53.945         | (4.369)            | (7,5)        |
| Systems Solutions                   |      | 52.991         | 51.598         | 50.823         | 50.187         | 50.279         | (2.712)            | (5,1)        |
| Group Headquarters & Group Services |      | 22.029         | 21.948         | 22.309         | 22.328         | 22.143         | 114                | 0,5          |
| of which Vivento                    |      | 8.400          | 8.200          | 8.300          | 8.100          | 8.100          | (300)              | (3,6)        |
| <b>GROUP</b>                        |      | <b>230.588</b> | <b>229.746</b> | <b>230.246</b> | <b>229.502</b> | <b>229.321</b> | <b>(1.267)</b>     | <b>(0,5)</b> |
| of which: Domestic                  |      | 119.306        | 118.970        | 118.157        | 117.739        | 117.114        | (2.192)            | (1,8)        |
| of which: International             |      | 111.282        | 110.776        | 112.089        | 111.763        | 112.207        | 925                | 0,8          |
| of which: Civil servants (domestic) |      | 22.215         | 21.974         | 21.336         | 21.087         | 20.732         | (1.483)            | (6,7)        |

1 As of July 1, 2012, Deutsche Telekom reorganized the Group's IT structure and pooled all internal IT units from the Germany and Systems Solutions operating segments as well as Group Headquarters & Shared Services into the new Telekom IT unit within the Systems Solutions operating segment.

Since January 1, 2013, the tasks and functions of Group Technology including the Global Network Factory, which was previously part of Group Headquarters & Group Services, have been reported under the Europe operating segment.

The prior-year figures have been adjusted for better comparability.

As of May 1, 2013, including MetroPCS.

# EXCHANGE RATES

## AVERAGE

|                               | Q4<br>2012<br>€ | Q1<br>2013<br>€ | Q2<br>2013<br>€ | Q3<br>2013<br>€ | Q4<br>2013<br>€ | FY<br>2012<br>€ | FY<br>2013<br>€ |
|-------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| 1 US Dollar (USD)             | 0,77149         | 0,75699         | 0,76530         | 0,75504         | 0,73457         | 0,77820         | 0,75289         |
| 1 British pound (GBP)         | 1,23880         | 1,17465         | 1,17538         | 1,17022         | 1,18926         | 1,23292         | 1,17714         |
| 100 Czech korunas (CZK)       | 3,97398         | 3,91222         | 3,87237         | 3,86870         | 3,74759         | 3,97740         | 3,85018         |
| 100 Croatian kunas (HRK)      | 13,28230        | 13,18660        | 13,23430        | 13,25530        | 13,10810        | 13,29600        | 13,19720        |
| 1,000 Hungarian forints (HUF) | 3,53309         | 3,37393         | 3,38131         | 3,35604         | 3,36065         | 3,45820         | 3,36771         |
| 100 Macedonian Denar (MKD)    | 1,62297         | 1,60447         | 1,61950         | 1,62362         | 1,62584         | 1,62376         | 1,61831         |
| 100 Polish Zloty (PLN)        | 24,30630        | 24,06960        | 23,81640        | 23,54300        | 23,88820        | 23,89580        | 23,82270        |
| 10 Romanian leu (RON)         | 2,20682         | 2,28004         | 2,27277         | 2,25165         | 2,24648         | 2,24267         | 2,26252         |

## END OF PERIOD

|                               | Dec. 31<br>2012<br>€ | Mar. 31<br>2013<br>€ | Jun. 30<br>2013<br>€ | Sep. 30<br>2013<br>€ | Dec. 31<br>2013<br>€ |
|-------------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| 1 US Dollar (USD)             | 0,75845              | 0,78089              | 0,76482              | 0,74085              | 0,72597              |
| 1 British pound (GBP)         | 1,22643              | 1,18171              | 1,16541              | 1,19542              | 1,20086              |
| 100 Czech korunas (CZK)       | 3,98309              | 3,88554              | 3,85410              | 3,88750              | 3,64929              |
| 100 Croatian kunas (HRK)      | 13,23580             | 13,16710             | 13,42880             | 13,13020             | 13,12490             |
| 1,000 Hungarian forints (HUF) | 3,41775              | 3,28837              | 3,38437              | 3,35295              | 3,36594              |
| 100 Macedonian Denar (MKD)    | 1,60626              | 1,62991              | 1,62286              | 1,62273              | 1,62712              |
| 100 Polish Zloty (PLN)        | 24,48640             | 23,94350             | 23,06330             | 23,67970             | 24,08060             |
| 10 Romanian leu (RON)         | 2,25069              | 2,26277              | 2,24026              | 2,24175              | 2,23723              |

# GERMANY

## FINANCIALS (ADJUSTED FOR SPECIAL FACTORS)<sup>1</sup>

|  | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>% | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>% |
|--|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-------------|-----------------------------|-----------------------------|-------------|
| <b>TOTAL REVENUE</b>                             | 2    | 5.748                       | 5.566                       | 5.612                       | 5.670                       | 5.648                       | (1,7)       | 22.750                      | 22.496                      | (1,1)       |
| <b>NET REVENUE</b>                               |      | 5.403                       | 5.216                       | 5.274                       | 5.331                       | 5.296                       | (2,0)       | 21.398                      | 21.117                      | (1,3)       |
| <b>EBITDA</b>                                    |      | 2.074                       | 2.255                       | 2.279                       | 2.375                       | 2.027                       | (2,3)       | 9.166                       | 8.936                       | (2,5)       |
| EBITDA margin (EBITDA / total revenue)           | %    | 36,1                        | 40,5                        | 40,6                        | 41,9                        | 35,9                        | (0,2p)      | 40,3                        | 39,7                        | (0,6p)      |
| Depreciation, amortization and impairment losses |      | (1.107)                     | (966)                       | (978)                       | (989)                       | (1.028)                     | 7,1         | (4.393)                     | (3.961)                     | 9,8         |
| Profit (loss) from operations = EBIT             |      | 967                         | 1.289                       | 1.301                       | 1.386                       | 999                         | 3,3         | 4.773                       | 4.975                       | 4,2         |
| <b>CASH CAPEX</b>                                |      | 1.019                       | 594                         | 644                         | 892                         | 1.281                       | 25,7        | 3.418                       | 3.411                       | (0,2)       |
| <b>CASH CONTRIBUTION</b>                         |      | 1.055                       | 1.661                       | 1.635                       | 1.483                       | 746                         | (29,3)      | 5.748                       | 5.525                       | (3,9)       |

## FINANCIALS (AS REPORTED)<sup>1</sup>

|  | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>% | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>% |
|--|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-------------|-----------------------------|-----------------------------|-------------|
| <b>TOTAL REVENUE</b>                             |      | 5.731                       | 5.566                       | 5.565                       | 5.670                       | 5.634                       | (1,7)       | 22.736                      | 22.435                      | (1,3)       |
| <b>NET REVENUE</b>                               |      | 5.386                       | 5.216                       | 5.227                       | 5.331                       | 5.282                       | (1,9)       | 21.384                      | 21.056                      | (1,5)       |
| <b>EBITDA</b>                                    |      | 1.898                       | 2.118                       | 2.161                       | 2.268                       | 1.854                       | (2,3)       | 8.606                       | 8.401                       | (2,4)       |
| EBITDA margin (EBITDA / total revenue)           | %    | 33,1                        | 38,1                        | 38,8                        | 40,0                        | 32,9                        | (0,2p)      | 37,9                        | 37,4                        | (0,5p)      |
| Depreciation, amortization and impairment losses |      | (1.107)                     | (966)                       | (978)                       | (989)                       | (1.033)                     | 6,7         | (4.393)                     | (3.966)                     | 9,7         |
| Profit (loss) from operations = EBIT             |      | 791                         | 1.152                       | 1.183                       | 1.279                       | 821                         | 3,8         | 4.213                       | 4.435                       | 5,3         |
| <b>CASH CAPEX</b>                                |      | 1.019                       | 594                         | 644                         | 892                         | 1.281                       | 25,7        | 3.418                       | 3.411                       | (0,2)       |
| <b>CASH CONTRIBUTION</b>                         |      | 879                         | 1.524                       | 1.517                       | 1.376                       | 573                         | (34,8)      | 5.188                       | 4.990                       | (3,8)       |

<sup>1</sup> As of July 1, 2012, Deutsche Telekom reorganized the Group's IT structure and pooled all internal IT units from the Germany and Systems Solutions operating segments as well as Group Headquarters & Group Services into the new Telekom IT unit within the Systems Solutions operating segment.

The prior-year figures have been adjusted for better comparability.

The operations of Regional Services and Solutions (RSS) have been managed by the Germany operating segment since January 1, 2013 and no longer by the Systems Solutions operating segment to allow a more focused market approach.

As of April 1, 2013, deconsolidation of SAF Forderungsmanagement GmbH.

<sup>2</sup> Special factors affecting Total revenue: EUR +3 mn in Q2/12; EUR -17 mn in Q4/12; EUR -47 mn in Q2/13 and EUR -14 mn in Q4/13 within Wholesale Services (ULL).

# GERMANY

## EBITDA RECONCILIATION<sup>1</sup>

|   | Note     | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%  | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%  |
|---|----------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|--------------|-----------------------------|-----------------------------|--------------|
| <b>TOTAL REVENUE</b>                                |          | <b>5.731</b>                | <b>5.566</b>                | <b>5.565</b>                | <b>5.670</b>                | <b>5.634</b>                | <b>(1,7)</b> | <b>22.736</b>               | <b>22.435</b>               | <b>(1,3)</b> |
| <b>TOTAL REVENUE (ADJUSTED FOR SPECIAL FACTORS)</b> | <b>2</b> | <b>5.748</b>                | <b>5.566</b>                | <b>5.612</b>                | <b>5.670</b>                | <b>5.648</b>                | <b>(1,7)</b> | <b>22.750</b>               | <b>22.496</b>               | <b>(1,1)</b> |
| Profit (loss) from operations = EBIT                |          | 791                         | 1.152                       | 1.183                       | 1.279                       | 821                         | 3,8          | 4.213                       | 4.435                       | 5,3          |
| - Depreciation, amortization and impairment losses  |          | (1.107)                     | (966)                       | (978)                       | (989)                       | (1.033)                     | 6,7          | (4.393)                     | (3.966)                     | 9,7          |
| <b>= EBITDA</b>                                     |          | <b>1.898</b>                | <b>2.118</b>                | <b>2.161</b>                | <b>2.268</b>                | <b>1.854</b>                | <b>(2,3)</b> | <b>8.606</b>                | <b>8.401</b>                | <b>(2,4)</b> |
| EBITDA margin                                       | %        | 33,1                        | 38,1                        | 38,8                        | 40,0                        | 32,9                        | (0,2p)       | 37,9                        | 37,4                        | (0,5p)       |
| - Special factors affecting EBITDA                  |          | (176)                       | (137)                       | (118)                       | (107)                       | (173)                       | 1,7          | (560)                       | (535)                       | 4,5          |
| <b>= EBITDA (ADJUSTED FOR SPECIAL FACTORS)</b>      |          | <b>2.074</b>                | <b>2.255</b>                | <b>2.279</b>                | <b>2.375</b>                | <b>2.027</b>                | <b>(2,3)</b> | <b>9.166</b>                | <b>8.936</b>                | <b>(2,5)</b> |
| EBITDA margin (adjusted for special factors)        | %        | 36,1                        | 40,5                        | 40,6                        | 41,9                        | 35,9                        | (0,2p)       | 40,3                        | 39,7                        | (0,6p)       |

## SPECIAL FACTORS

|  | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%  | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>% |
|--|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|--------------|-----------------------------|-----------------------------|-------------|
| <b>EFFECTS ON EBITDA</b>                               |      | <b>(176)</b>                | <b>(137)</b>                | <b>(118)</b>                | <b>(107)</b>                | <b>(173)</b>                | <b>1,7</b>   | <b>(560)</b>                | <b>(535)</b>                | <b>4,5</b>  |
| - of which personnel                                   |      | (123)                       | (123)                       | (150)                       | (103)                       | (130)                       | (5,7)        | (492)                       | (506)                       | (2,8)       |
| - of which other                                       |      | (53)                        | (14)                        | 32                          | (4)                         | (43)                        | 18,9         | (68)                        | (29)                        | 57,4        |
| <b>EFFECTS ON PROFIT (LOSS) FROM OPERATIONS = EBIT</b> |      | <b>(176)</b>                | <b>(137)</b>                | <b>(118)</b>                | <b>(107)</b>                | <b>(178)</b>                | <b>(1,1)</b> | <b>(560)</b>                | <b>(540)</b>                | <b>3,6</b>  |
| - of which personnel                                   |      | (123)                       | (123)                       | (150)                       | (103)                       | (130)                       | (5,7)        | (492)                       | (506)                       | (2,8)       |
| - of which other                                       |      | (53)                        | (14)                        | 32                          | (4)                         | (48)                        | 9,4          | (68)                        | (34)                        | 50,0        |

<sup>1</sup> As of July 1, 2012, Deutsche Telekom reorganized the Group's IT structure and pooled all internal IT units from the Germany and Systems Solutions operating segments as well as Group Headquarters & Group Services into the new Telekom IT unit within the Systems Solutions operating segment.

The prior-year figures have been adjusted for better comparability.

The operations of Regional Services and Solutions (RSS) have been managed by the Germany operating segment since January 1, 2013 and no longer by the Systems Solutions operating segment to allow a more focused market approach.

As of April 1, 2013, deconsolidation of SAF Forderungsmanagement GmbH.

<sup>2</sup> Special factors affecting Total revenue: EUR +3 mn in Q2/12; EUR -17 mn in Q4/12; EUR -47 mn in Q2/13 and EUR -14 mn in Q4/13 within Wholesale Services (ULL).



## GERMANY OPERATIONALS

|                         | Note   | Q4<br>2012 | Q1<br>2013 | Q2<br>2013 | Q3<br>2013 | Q4<br>2013 | Change<br>% |        |
|-------------------------|--------|------------|------------|------------|------------|------------|-------------|--------|
| <b>GERMANY</b>          |        |            |            |            |            |            |             |        |
| <b>ACCESS LINES</b>     |        |            |            |            |            |            |             |        |
| Fixed network           | ('000) | 1          | 22.384     | 22.113     | 21.880     | 21.625     | 21.417      | (4,3)  |
| IP                      | ('000) | 1          | 937        | 1.215      | 1.474      | 1.774      | 2.141       | n.a.   |
| Broadband               | ('000) | 1          | 12.427     | 12.443     | 12.430     | 12.383     | 12.360      | (0,5)  |
| TV (incl. IPTV, SAT)    | ('000) | 1          | 1.966      | 2.036      | 2.078      | 2.121      | 2.177       | 10,7   |
| ULLs                    | ('000) | 1          | 9.436      | 9.422      | 9.359      | 9.299      | 9.257       | (1,9)  |
| Wholesale bundled       | ('000) | 1          | 518        | 483        | 455        | 419        | 390         | (24,7) |
| Wholesale unbundled     | ('000) | 1          | 1.303      | 1.362      | 1.418      | 1.495      | 1.564       | 20,0   |
| <b>MOBILE COSTUMERS</b> |        |            |            |            |            |            |             |        |
| Total                   | ('000) |            | 36.568     | 37.005     | 37.492     | 37.936     | 38.625      | 5,6    |
| - contract              | ('000) |            | 19.570     | 20.011     | 20.445     | 20.915     | 21.553      | 10,1   |
| - prepaid               | ('000) |            | 16.997     | 16.994     | 17.047     | 17.021     | 17.072      | 0,4    |

## CONSUMER OPERATIONALS

|                           | Note   | Q4<br>2012 | Q1<br>2013 | Q2<br>2013 | Q3<br>2013 | Q4<br>2013 | Change<br>% |       |
|---------------------------|--------|------------|------------|------------|------------|------------|-------------|-------|
| <b>GERMANY - CONSUMER</b> |        |            |            |            |            |            |             |       |
| <b>ACCESS LINES</b>       |        |            |            |            |            |            |             |       |
| Fixed network             | ('000) | 1          | 17.789     | 17.536     | 17.331     | 17.109     | 16.923      | (4,9) |
| IP                        | ('000) | 1          | 856        | 1.119      | 1.355      | 1.629      | 1.960       | n.a.  |
| Broadband                 | ('000) | 1          | 10.039     | 10.035     | 10.024     | 9.983      | 9.963       | (0,8) |
| TV (incl. IPTV, SAT)      | ('000) | 1          | 1.804      | 1.866      | 1.906      | 1.948      | 2.001       | 10,9  |
| <b>MOBILE COSTUMERS</b>   |        |            |            |            |            |            |             |       |
| Total                     | ('000) |            | 28.811     | 29.064     | 29.343     | 29.623     | 29.943      | 3,9   |
| - contract                | ('000) |            | 13.990     | 14.396     | 14.762     | 15.159     | 15.669      | 12,0  |
| - prepaid                 | ('000) | 2          | 14.821     | 14.668     | 14.581     | 14.463     | 14.275      | (3,7) |

## BUSINESS CUSTOMERS OPERATIONALS

|                           | Note   | Q4<br>2012 | Q1<br>2013 | Q2<br>2013 | Q3<br>2013 | Q4<br>2013 | Change<br>% |       |
|---------------------------|--------|------------|------------|------------|------------|------------|-------------|-------|
| <b>GERMANY - BUSINESS</b> |        |            |            |            |            |            |             |       |
| <b>ACCESS LINES</b>       |        |            |            |            |            |            |             |       |
| Fixed network             | ('000) | 1          | 3.510      | 3.515      | 3.490      | 3.465      | 3.445       | (1,9) |
| IP                        | ('000) | 1          | 55         | 81         | 103        | 128        | 164         | n.a.  |
| Broadband                 | ('000) | 1          | 2.062      | 2.083      | 2.080      | 2.074      | 2.072       | 0,5   |
| TV (incl. IPTV, SAT)      | ('000) | 1          | 161        | 168        | 170        | 172        | 174         | 8,1   |
| <b>MOBILE COSTUMERS</b>   |        |            |            |            |            |            |             |       |
| Mobile communications     | ('000) |            | 7.757      | 7.941      | 8.149      | 8.314      | 8.682       | 11,9  |
| - contract                | ('000) |            | 5.581      | 5.615      | 5.683      | 5.755      | 5.885       | 5,4   |
| - prepaid (M2M)           | ('000) | 2          | 2.176      | 2.326      | 2.467      | 2.558      | 2.797       | 28,5  |

1 Figures do not add up.

2 Since January 1, 2013 Machine-to-machine (M2M) cards are totally allocated under mobile prepaid business customers. Figures for the prior-year have been adjusted.

# GERMANY

## REVENUE SPLIT - PRODUCTS<sup>1</sup>

|  | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%   | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%   |
|--|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------|-----------------------------|-----------------------------|---------------|
| <b>GERMANY</b>                                     |      | <b>5.731</b>                | <b>5.566</b>                | <b>5.565</b>                | <b>5.670</b>                | <b>5.634</b>                | <b>(1,7)</b>  | <b>22.736</b>               | <b>22.435</b>               | <b>(1,3)</b>  |
| <b>FIXED NETWORK</b>                               |      | <b>2.602</b>                | <b>2.560</b>                | <b>2.546</b>                | <b>2.542</b>                | <b>2.535</b>                | <b>(2,6)</b>  | <b>10.478</b>               | <b>10.183</b>               | <b>(2,8)</b>  |
| of which Fixed Revenues (Fixed line)               | 2    | 1.876                       | 1.864                       | 1.856                       | 1.835                       | 1.821                       | (2,9)         | 7.587                       | 7.376                       | (2,8)         |
| Voice only revenues                                |      | 565                         | 553                         | 542                         | 529                         | 520                         | (8,0)         | 2.350                       | 2.144                       | (8,8)         |
| Broadband revenues                                 |      | 1.087                       | 1.078                       | 1.075                       | 1.065                       | 1.057                       | (2,8)         | 4.400                       | 4.275                       | (2,8)         |
| TV revenues  |      | 224                         | 233                         | 239                         | 241                         | 244                         | 8,9           | 837                         | 957                         | 14,3          |
| of which Variable Revenues (Fixed line)            | 2    | 345                         | 315                         | 311                         | 318                         | 302                         | (12,5)        | 1.413                       | 1.246                       | (11,8)        |
| of which Revenues from add-on options (Fixed line) | 2    | 41                          | 43                          | 39                          | 41                          | 43                          | 4,9           | 159                         | 166                         | 4,4           |
| thereof revenues from voice centric options        |      | 20                          | 21                          | 20                          | 21                          | 21                          | 5,0           | 82                          | 83                          | 1,2           |
| thereof revenues from broadband centric options    |      | 8                           | 7                           | 7                           | 7                           | 7                           | (12,5)        | 30                          | 28                          | (6,7)         |
| thereof revenues from TV centric options           |      | 13                          | 15                          | 12                          | 13                          | 14                          | 7,7           | 46                          | 54                          | 17,4          |
| <b>MOBILE COMMUNICATIONS</b>                       |      | <b>1.987</b>                | <b>1.842</b>                | <b>1.925</b>                | <b>2.006</b>                | <b>1.957</b>                | <b>(1,5)</b>  | <b>7.632</b>                | <b>7.730</b>                | <b>1,3</b>    |
| of which Service Revenues                          |      | 1.680                       | 1.628                       | 1.673                       | 1.700                       | 1.650                       | (1,8)         | 6.779                       | 6.651                       | (1,9)         |
| thereof Data Revenues                              |      | 522                         | 541                         | 569                         | 651                         | 679                         | 30,1          | 1.966                       | 2.440                       | 24,1          |
| <b>WHOLESALE SERVICES FIXED NETWORK</b>            |      | <b>869</b>                  | <b>865</b>                  | <b>825</b>                  | <b>863</b>                  | <b>873</b>                  | <b>0,5</b>    | <b>3.595</b>                | <b>3.426</b>                | <b>(4,7)</b>  |
| of which access full ULL                           |      | 304                         | 323                         | 273                         | 320                         | 304                         | n.a.          | 1.316                       | 1.220                       | (7,3)         |
| of which bundled and unbundled access line         |      | 101                         | 103                         | 104                         | 107                         | 108                         | 6,9           | 402                         | 422                         | 5,0           |
| <b>ONLINE CONSUMER SERVICES</b>                    | 3    | <b>21</b>                   | <b>18</b>                   | <b>21</b>                   | <b>20</b>                   | <b>20</b>                   | <b>(4,8)</b>  | <b>83</b>                   | <b>79</b>                   | <b>(4,8)</b>  |
| <b>VALUE-ADDED SERVICES</b>                        |      | <b>91</b>                   | <b>83</b>                   | <b>74</b>                   | <b>71</b>                   | <b>65</b>                   | <b>(28,6)</b> | <b>370</b>                  | <b>293</b>                  | <b>(20,8)</b> |
| <b>OTHERS</b>                                      |      | <b>161</b>                  | <b>198</b>                  | <b>174</b>                  | <b>169</b>                  | <b>184</b>                  | <b>14,3</b>   | <b>578</b>                  | <b>725</b>                  | <b>25,4</b>   |

## REVENUE SPLIT - SEGMENTS<sup>1</sup>

|                      | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%  | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%  |
|----------------------|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|--------------|-----------------------------|-----------------------------|--------------|
| <b>GERMANY</b>       |      | <b>5.731</b>                | <b>5.566</b>                | <b>5.565</b>                | <b>5.670</b>                | <b>5.634</b>                | <b>(1,7)</b> | <b>22.736</b>               | <b>22.435</b>               | <b>(1,3)</b> |
| Consumer             |      | 3.117                       | 2.982                       | 3.031                       | 3.086                       | 3.023                       | (3,0)        | 12.197                      | 12.122                      | (0,6)        |
| Business customers   |      | 1.429                       | 1.391                       | 1.414                       | 1.431                       | 1.440                       | 0,8          | 5.680                       | 5.676                       | (0,1)        |
| Wholesale services   |      | 975                         | 959                         | 922                         | 959                         | 971                         | (0,4)        | 4.035                       | 3.811                       | (5,6)        |
| Value-added services |      | 90                          | 80                          | 73                          | 71                          | 64                          | (28,9)       | 367                         | 288                         | (21,5)       |
| Others               |      | 120                         | 154                         | 125                         | 123                         | 136                         | 13,3         | 457                         | 538                         | 17,7         |

1 As of July 1, 2012, Deutsche Telekom reorganized the Group's IT structure and pooled all internal IT units from the Germany and Systems Solutions operating segments as well as Group Headquarters & Group Services into the new Telekom IT unit within the Systems Solutions operating segment.

The prior-year figures have been adjusted for better comparability.

The operations of Regional Services and Solutions (RSS) have been managed by the Germany operating segment since January 1, 2013 and no longer by the Systems Solutions operating segment to allow a more focused market approach.

As of April 1, 2013, deconsolidation of SAF Forderungsmanagement GmbH.

2 Reporting changed since Q1/12 due to steering logic and increased transparency.

3 Contains mainly security packages and hosting storages.

## GERMANY

### MOBILE COMMUNICATIONS KPIS

|                                  | Note  | Q4<br>2012 | Q1<br>2013 | Q2<br>2013 | Q3<br>2013 | Q4<br>2013 | Change<br>%   |
|----------------------------------|-------|------------|------------|------------|------------|------------|---------------|
| <b>AVERAGE MONTHLY CHURN</b>     | (%)   | <b>1,4</b> | <b>1,4</b> | <b>1,5</b> | <b>1,4</b> | <b>1,5</b> | <b>0,1p</b>   |
| - contract                       | (%)   | 1,1        | 1,1        | 1,2        | 1,1        | 1,0        | (0,1p)        |
| <b>SAC PER GROSS ADD</b>         | (€)   | <b>89</b>  | <b>79</b>  | <b>78</b>  | <b>81</b>  | <b>80</b>  | <b>(10,1)</b> |
| - contract                       | (€)   | 158        | 136        | 123        | 133        | 131        | (17,1)        |
| - prepaid                        | (€)   | 18         | 12         | 25         | 20         | 17         | (5,6)         |
| <b>SRC PER RETAINED CUSTOMER</b> | (€)   | <b>270</b> | <b>197</b> | <b>210</b> | <b>213</b> | <b>207</b> | <b>(23,3)</b> |
| <b>ARPU</b>                      | (€)   | <b>15</b>  | <b>15</b>  | <b>15</b>  | <b>15</b>  | <b>14</b>  | <b>(6,7)</b>  |
| - contract                       | (€)   | 26         | 24         | 25         | 24         | 23         | (11,5)        |
| - prepaid                        | (€)   | 4          | 3          | 3          | 4          | 3          | (25,0)        |
| <b>NON-VOICE % OF ARPU</b>       | (%)   | <b>43</b>  | <b>44</b>  | <b>45</b>  | <b>48</b>  | <b>51</b>  | <b>8p</b>     |
| <b>MOU PER CUSTOMER</b>          | (min) | <b>84</b>  | <b>81</b>  | <b>85</b>  | <b>84</b>  | <b>83</b>  | <b>(1,2)</b>  |
| - contract                       | (min) | 139        | 132        | 138        | 135        | 132        | (5,0)         |

### CONSUMER - KPIS

|                                  | Note  | Q4<br>2012 | Q1<br>2013 | Q2<br>2013 | Q3<br>2013 | Q4<br>2013 | Change<br>%   |
|----------------------------------|-------|------------|------------|------------|------------|------------|---------------|
| <b>AVERAGE MONTHLY CHURN</b>     | (%)   | <b>2</b>   | <b>1,6</b> | <b>1,6</b> | <b>1,6</b> | <b>1,6</b> | <b>0,0p</b>   |
| - contract                       | (%)   | 1,2        | 1,1        | 1,3        | 1,2        | 1,1        | (0,1p)        |
| <b>SAC PER GROSS ADD</b>         | (€)   | <b>86</b>  | <b>74</b>  | <b>75</b>  | <b>80</b>  | <b>83</b>  | <b>(3,5)</b>  |
| - contract                       | (€)   | 151        | 125        | 114        | 124        | 127        | (15,9)        |
| - prepaid                        | (€)   | 22         | 15         | 29         | 25         | 23         | 4,5           |
| <b>SRC PER RETAINED CUSTOMER</b> | (€)   | <b>297</b> | <b>234</b> | <b>229</b> | <b>227</b> | <b>253</b> | <b>(14,8)</b> |
| <b>ARPU</b>                      | (€)   | <b>13</b>  | <b>13</b>  | <b>13</b>  | <b>13</b>  | <b>12</b>  | <b>(7,7)</b>  |
| - contract                       | (€)   | 23         | 22         | 22         | 22         | 21         | (8,7)         |
| - prepaid                        | (€)   | 4          | 4          | 4          | 4          | 4          | 0,0           |
| <b>NON-VOICE % OF ARPU</b>       | (%)   | <b>42</b>  | <b>44</b>  | <b>45</b>  | <b>49</b>  | <b>51</b>  | <b>9p</b>     |
| <b>MOU PER CUSTOMER</b>          | (min) | <b>78</b>  | <b>76</b>  | <b>80</b>  | <b>80</b>  | <b>80</b>  | <b>2,6</b>    |
| - contract                       | (min) | 125        | 119        | 125        | 122        | 121        | (3,2)         |

### BUSINESS CUSTOMERS - KPIS

|                                  | Note  | Q4<br>2012 | Q1<br>2013 | Q2<br>2013 | Q3<br>2013 | Q4<br>2013 | Change<br>%   |
|----------------------------------|-------|------------|------------|------------|------------|------------|---------------|
| <b>AVERAGE MONTHLY CHURN</b>     | (%)   | <b>2</b>   | <b>0,9</b> | <b>0,8</b> | <b>0,8</b> | <b>1,0</b> | <b>0,3p</b>   |
| - contract                       | (%)   | 0,8        | 1,0        | 0,8        | 0,8        | 0,8        | 0,0p          |
| <b>SAC PER GROSS ADD</b>         | (€)   | <b>99</b>  | <b>98</b>  | <b>89</b>  | <b>85</b>  | <b>70</b>  | <b>(29,3)</b> |
| - contract                       | (€)   | 186        | 190        | 166        | 175        | 146        | (21,5)        |
| - prepaid                        | (€)   | 3          | 3          | 4          | 0          | 2          | (33,3)        |
| <b>SRC PER RETAINED CUSTOMER</b> | (€)   | <b>222</b> | <b>142</b> | <b>175</b> | <b>187</b> | <b>150</b> | <b>(32,4)</b> |
| <b>ARPU</b>                      | (€)   | <b>24</b>  | <b>23</b>  | <b>23</b>  | <b>22</b>  | <b>22</b>  | <b>(8,3)</b>  |
| - contract                       | (€)   | 32         | 31         | 32         | 31         | 30         | (6,3)         |
| - prepaid                        | (€)   | 2          | 2          | 2          | 2          | 2          | 0,0           |
| <b>NON-VOICE % OF ARPU</b>       | (%)   | <b>46</b>  | <b>46</b>  | <b>44</b>  | <b>47</b>  | <b>51</b>  | <b>5p</b>     |
| <b>MOU PER CUSTOMER</b>          | (min) | <b>136</b> | <b>128</b> | <b>133</b> | <b>129</b> | <b>126</b> | <b>(7,4)</b>  |
| - contract                       | (min) | 186        | 179        | 188        | 185        | 183        | (1,6)         |

1 Definition adjustment of SAC/SRC between fixed network and mobile communications on private and business customer side since January 1, 2013. Figures for the prior-year have been adjusted.

2 M2M revenues have been reported under mobile prepaid business revenues since January 1, 2013. Figures for the prior-year have been adjusted.

# GERMANY

## SINGLE PLAY

| <b>SINGLE PLAY<sup>1,2,3</sup> IN €</b> | <b>CALL START<sup>4</sup></b>            | <b>CALL BASIC<sup>4,5</sup></b>   | <b>CALL COMFORT<sup>4</sup></b>                     |
|---|--|---|---|
|   | Standard-PSTN,<br>voice usage per minute | Standard-PSTN,<br>voice usage per minute,<br>up to 120 minutes included<br>within Germany | Standard-PSTN,<br>voice flat rate within<br>Germany |
|   | 17.95                                    | 19.95   | 29.95   |
| <b>CITY, CDL</b>                        | <b>CENT/MINUTE</b>                       |   |   |
| Off peak                                | 2.9                                      |   | 0   |
| Peak                                    | 2.9                                      |   | 0   |
| international                           |  | from 2.9  |   |
| fixed to mobile                         |  | 19.0  |   |
| <b>CALLING PLANS</b>                    |  |   |   |
| CountryFlat 1                           |  | € 3.94 per month  |   |
| CountryFlat 2                           |  | €14.95 per month  |   |
| fixed to mobile                         |  | 12.9 cents/minute, minimum charge €4 per month  |   |
| fixed to T-Mobile flatrate              |  | €14.95 per month  |   |
| Set-up                                  |  | One off charge PSTN €69.95  |   |

1 For general conditions and further details, please see [www.telekom.de](http://www.telekom.de).

2 All prices in € including VAT.

3 Usage prices in cents/minute including VAT

4 Standard-PSTN; Universal-PSTN + €8

5 Universal-PSTN up to 240 Min included

# GERMANY

## DOUBLE PLAY

| DOUBLE PLAY <sup>1,2,3</sup> IN € | CALL & SURF BASIC <sup>4</sup><br>(4.1)                              | CALL & SURF COMFORT <sup>4</sup>  | CALL & SURF COMFORT SPEED <sup>9</sup>  | CALL & SURF COMFORT PLUS <sup>4</sup>  |
|-----------------------------------|--|---|---|--|
|                                   | Bandwidth DSL<br>2 Mbit/s, flat rate<br>Internet usage. <sup>7</sup> | Bandwidth DSL<br>16 Mbit/s, flat rate<br>Internet usage and flat<br>rate voice usage. | Bandwidth VDSL<br>50 Mbit/s <sup>6</sup> , flat rate<br>Internet usage and flat<br>rate voice usage | Bandwidth DSL<br>16 Mbit/s, flat rate Internet<br>usage and flat rate voice usage,<br>Security pack, Hotspot flat, e-<br>Mail-Paket. |
|                                   | 29.95  | 34.94   | 39.95 <sup>5</sup>  | 44.95 <sup>8</sup>   |
| CITY, DLD                         | CENT/MINUTE  |   |   |  |
| Off peak                          | 2.9  |   | 0   |  |
| Peak                              | 2.9  |   | 0   |  |
| international                     |  |   | from 2.9  |  |
| fixed to mobile                   |  | 19.0  |   | 12.9   |
| CALLING PLANS                     |  |   |   |  |
| CountryFlat 1                     |  |   | €3.94 per month   |  |
| CountryFlat 2                     |  |   | €14.95 per month  |  |
| fixed to mobile                   | 12.9 cents/minute, minimum charge €4 per                             |   |   | included   |
| fixed to T-Mobile flatrate        |  |   | €14.95 per month  |  |
| Set-up                            |  |   | One off charge PSTN / IP €69.95   |  |
| Installation Service Comfort      |  |   | One off charge €99.95   |  |

1 For general conditions and further details, please see [www.telekom.de](http://www.telekom.de)

2 All prices in € including VAT

3 Usage prices are stated in cents/minute including VAT

4 Standard-PSTN; Universal-PSTN + €4; IP-Access incl. 2 voice channels and 3 telephone no.

5 Promotional price until 31st December 2014. Regular price €44.95

6 Also available as Fiber 100 / 200 (IP-Product only) for €49.95 / €54.95 (promotional price until 30th June 2014)

7 IP-Product "Call & Surf Basic IP" includes 16 Mbit/s bandwidth

8 Promotional Price €39.95 until 31 December 2014 for customer retention (IP-Product only)

9 Available as IP-Product only

# GERMANY

## TRIPLE PLAY

| TRIPLE PLAY <sup>1,2,3</sup> IN € | ENTERTAIN COMFORT <sup>4</sup>  | ENTERTAIN PREMIUM <sup>5</sup>  | ENTERTAIN SAT <sup>4,9</sup>   | ENTERTAIN COMFORT SAT <sup>5,9</sup>  |
|-----------------------------------|---|---|--|---|
|                                   | Bandwidth DSL<br>16 Mbit/s plus <sup>6,7</sup> flat rate internet usage and flat rate voice usage, video on demand, IPTV basic package. | Bandwidth DSL<br>16 Mbit/s plus <sup>6,7</sup> flat rate Internet usage and flat rate voice usage, video on demand, IPTV premium package. | Bandwidth DSL<br>min. 3 Mbit/s, flat rate Internet usage and flat rate voice usage, video on demand, IPTV basic package. No Pay TV possible. | Bandwidth DSL<br>16 Mbit/s plus <sup>4</sup> flat rate internet usage and flat rate voice usage, video on demand, IPTV basic package. |
|                                   | 34.95 <sup>8,10</sup>   | 44.95 <sup>8</sup>  | 39.95  | 34.95 <sup>8,10</sup>   |
| CITY, DLD                         | CENT/MINUTE   |   |  |   |
| Off peak                          | 0   |   |  |   |
| Peak                              | 0   |   |  |   |
| international                     | from 2.9  |   |  |   |
| fixed to mobile                   | 19.0  |   |  |   |
| CALLING PLANS                     |   |   |  |   |
| CountryFlat 1                     | €3.94 per month   |   |  |   |
| CountryFlat 2                     | €14.95 per month  |   |  |   |
| fixed to mobile                   | 12.9 cents/minute, minimum charge € 4 per month   |   |  |   |
| fixed to T-Mobile flatrate        | €14.95 per month  |   |  |   |
| Set-up                            | One off charge PSTN / IP €69.95   |   |  |   |
| Installation Service Comfort      | One off charge €99.95   |   |  |   |

1 For general conditions and further details, please see [www.telekom.de](http://www.telekom.de)

2 All prices in € including VAT

3 Usage prices are stated in cents/minute including VAT

4 Standard-PSTN; Universal-PSTN + €4; IP-Access incl. 2 voice channels and 3 telephone no.

5 Available as IP-Product only

6 Also available as VDSL 50 with a promotional price + €5 until 31st December 2014, Regular Price + €10

7 Also available as Fiber 100 / 200 with a promotional price + €15 / + €20 (IP-Product only) until 30th June 2014

8 Promotional price for 24 months for new Entertain customers until 31.12.2014; Regular price €44.95/ €49.95

9 Digital SAT-Environment is necessary

10 Additional promotional price the first 6 months, until 30th April 2014

# GERMANY

## SPECIAL ALLNET

| <b>SPECIAL PLANS IN €</b>   | <b>Special Allnet</b> |
|---|-----------------------|
| Monthly charge (without handset)  | 29.95                 |
| Monthly charge (with handset)   | 39.95                 |
| includes national voice minutes<br>(on-net, fixed net, other mobile networks) |                       |
| - mobile to national fixed net  | free                  |
| - on-net  | free                  |
| - other mobile networks   | free                  |
| - Voicebox  | free                  |
| SMS (onnet, other networks)   | free                  |
| Data Network  | 3G                    |
| Data Speed  | 8 Mbit/s              |
| Data Volume until speed step down   | 200 MB                |
| MultiSim  | 4.95                  |
| VoIP  | 9.95                  |
| Tethering   | free                  |
| Activation fee  | 29.95                 |
| Duration of contract  | 24 months             |

# GERMANY

## COMPLETE COMFORT & COMPLETE PREMIUM

| COMPLETE PLANS IN €   | XS       | S         | M         | L                             | XL                            | XXL                           | PREMIUM                        |
|---|----------|-----------|-----------|-------------------------------|-------------------------------|-------------------------------|--------------------------------|
| Monthly charge (without handset)  | 15.96    | 27.96     | 39.96     | 55.96                         | 63.96                         | 79.96                         | -                              |
| Monthly charge (with handset)   | 19.95    | 34.95     | 49.95     | 69.95                         | 79.95                         | 99.95                         | 149.95                         |
| includes national voice minutes<br>(on-net, fixed net, other mobile networks) | 50       | 100       |           |                               |                               |                               |                                |
| - mobile to national fixed net  | 0.29     | 0.29      | free      | free                          | free                          | free                          | free                           |
| - on-net  | free     | free      | free      | free                          | free                          | free                          | free                           |
| - other mobile networks   | 0.29     | 0.29      | free      | free                          | free                          | free                          | free                           |
| - Voicebox  | free     | free      | free      | free                          | free                          | free                          | free                           |
| International Calls (minutes)   |          |           |           |                               |                               |                               | 1.000                          |
| includes SMS per month  | 50       |           |           |                               |                               |                               |                                |
| SMS (onnet, other networks)   | 0.19     | free      | free      | free                          | free                          | free                          | free                           |
| HotSpot Flatrate  | -        | -         | free      | free                          | free                          | free                          | free                           |
| Data Network  | 3G       | 3G        | 3G/LTE    | 3G/LTE                        | 3G/LTE                        | 3G/LTE                        | 3G/LTE                         |
| Data Speed  | 8 Mbit/s | 16 Mbit/s | 16 Mbit/s | 50 Mbit/s                     | 100 Mbit/s                    | 150 Mbit/s                    | 150 Mbit/s                     |
| Data Volume until speed step down   | 100 MB   | 500 MB    | 750 MB    | 1 GB                          | 2 GB                          | 5 GB                          | 20 GB                          |
| MultiSim  | 4.95     | 4.95      | 4.95      | 4.95                          | free                          | free                          | free                           |
| VoIP  | 9.95     | 9.95      | free      | free                          | free                          | free                          | free                           |
| Tethering   | free     | free      | free      | free                          | free                          | free                          | free                           |
| Roaming Voice (Minutes)   |          |           |           |                               | 50                            | 100                           | 250                            |
| Roaming SMS   |          |           |           |                               |                               |                               | 1.000                          |
| Roaming Data <sup>1</sup>   |          |           |           | 4 x Travel & Surf<br>WeekPass | 4 x Travel & Surf<br>WeekPass | 8 x Travel & Surf<br>WeekPass | 16 x Travel & Surf<br>WeekPass |
| Activation fee  |          |           |           | 29.95                         |                               |                               |                                |
| Duration of contract  |          |           |           | 24 months                     |                               |                               |                                |

1 Travel & Surf WeekPass 50 MB within Europe (24 Monate)



# GERMANY

## MOBILE OPTIONS

| <b>VOICE OPTIONS IN €</b>   | <b>NETWORK FLAT<br/>(FixNet, VF, O2 or<br/>Eplus)</b> | <b>FIXED<br/>NUMBER</b> | <b>FAMILY</b>                                    |
|---|---|-------------------------|--|
| Monthly charge  | 9.95  | 9.95                    | 4.95   |
| Additional national voice minutes<br>(on-net, fixed net, other mobile networks) | Flat to other<br>network                              | Flat from<br>home zone  | free calls between 4<br>mobil numbers<br>(onnet) |
| <b>SMS OPTION IN €</b>  | <b>SMS FLAT<br/>ALLNET</b>                            |                         |  |
| Monthly charge  | 9.95  |                         |  |
| Additional SMS per month<br>(on-net, other networks)                            | free  |                         |  |
| <b>DATA OPTIONS IN €</b>  | <b>LTE SPEED</b>                                      | <b>MULTISIM</b>         |  |
| Monthly charge  | 9.95  | 4.95                    |  |
| Data Speed  | 150 Mbit/s  |                         |  |
| Additional Data Volume (per month)  | 250/500   |                         |  |

# GERMANY

## CALL

|   |           |
|---|-----------|
| <b>CALL PLANS IN €</b>  | <b>50</b> |
| Monthly charge (without handset)  | 9.95      |
| Monthly charge (with handset)   | -         |
| includes national voice minutes<br>(on-net, fixed net, other mobile networks) | 50        |
| - mobile to national fixed net  | 0.29      |
| - on-net  | 0.29      |
| - other mobile networks   | 0.29      |
| - Voicebox  | 0.29      |
| includes SMS per month  | 50        |
| SMS (on-net, other networks)  | 0.19      |
| Activation fee  | 29.95     |
| Duration of contract  | 24 months |

# GERMANY

## DOUBLE PLAY VIA WIRELESS (CALL & SURF VIA FUNK)

| <b>DOUBLE PLAY VIA WIRELESS</b> <sup>1,2,3,4</sup> <b>IN €</b> | <b>S</b>                                       | <b>M</b>           | <b>L</b>           |
|--|--|--------------------|--------------------|
| Monthly Charge <sup>5</sup>                                    | 34.95 <sup>6</sup>                             | 39.95 <sup>7</sup> | 49.95 <sup>8</sup> |
| Data Speed (Mbit/s)  | 16 Mbit/s                                      | 50 Mbit/s          | 100 Mbit/s         |
| Data Volume until Speed Step Down (SSD)                        | 10 GB  | 15 GB              | 30 GB              |
| <b>Voice minutes</b>   | <b>Cent/Minute</b>                             |                    |                    |
| fixed net city   | 0  |                    |                    |
| fixed net national   | 0  |                    |                    |
| international  | from 2.9                                       |                    |                    |
| fixed to mobile  | 19.0   |                    |                    |
| <b>Options</b>   |  |                    |                    |
| Speed On   | €14.95 für 10 GB                               |                    |                    |
| fixed to mobile  | 12.9 cents/minute, minimum charge €4 per month |                    |                    |
| mobile flat  | to Telekom Mobile €14.95 per month             |                    |                    |
| CountryFlat 1  | €3.95 per month                                |                    |                    |
| CountryFlat 2  | €14.95 per month                               |                    |                    |
| Mail & Cloud M   | €4.95 per month                                |                    |                    |
| Security Package   | €3.95 per month                                |                    |                    |

1 For general conditions and further details, please see [www.telekom.de](http://www.telekom.de)

2 All prices in € including VAT

3 Usage prices are stated in cents/minute including VAT

4 Standard-PSTN; Universal-PSTN + €4

5 without terminal equipment. Monthly rent for Router €4.95

6 Promotional price until 30th September 2014. Regular price €39.95

7 Promotional price until 30th September 2014. Regular price €49.95

8 Promotional price until 30th September 2014. Regular price €69.95

# FIXED NETWORK

## OVERVIEW DOM. INTERCONNECTION TARIFFS (EXCL. VAT)

| TERMINATION FEES IN CENT/MIN.        | PEAK<br>(9:00-18:00), OLD | PEAK<br>(9:00-18:00), NEW              | OFF-PEAK<br>(18:00-9:00), OLD | OFF-PEAK<br>(18:00-9:00), NEW              |
|--------------------------------------|---------------------------|--|-------------------------------|--|
| Local                                | 0.45                      | 0.36 <sup>1</sup>                      | 0.32                          | 0.25 <sup>1</sup>                          |
| Single transit                       | 0.89 <sup>1a</sup>        | 0.40 <sup>1b</sup>                     | 0.60 <sup>1a</sup>            | 0.28 <sup>1b</sup>                         |
| Double transit national              | 1.34 <sup>1a</sup>        | 0.40 <sup>1b</sup>                     | 0.89 <sup>1a</sup>            | 0.28 <sup>1b</sup>                         |
| ORIGINATION FEES IN CENT/MIN.        | PEAK<br>(9:00-18:00), OLD | PEAK<br>(9:00-18:00), NEW <sup>1</sup> | OFF-PEAK<br>(18:00-9:00), OLD | OFF-PEAK<br>(18:00-9:00), NEW <sup>1</sup> |
| Local                                | 0.45                      | 0.36                                   | 0.32                          | 0.25                                       |
| Single transit                       | 0.69                      | 0.52                                   | 0.46                          | 0.36                                       |
| Double transit national              | 1.03                      | 0.61                                   | 0.68                          | 0.43                                       |
| FULLY UNBUNDLED ("ULL")              | OLD                       | NEW                                    |                               |  |
| One time fee                         | 30.83 <sup>2</sup>        | 31.01 <sup>3</sup>                     |                               |  |
| Monthly fee                          | 10.08 <sup>4</sup>        | 10.19 <sup>5</sup>                     |                               |  |
| PARTIALLY UNBUNDLED ("LINE SHARING") | OLD                       | NEW                                    |                               |  |
| One time fee                         | 38.20 <sup>2</sup>        | 34.13 <sup>3</sup>                     |                               |  |
| Monthly fee                          | 1.84 <sup>6</sup>         | 1.68 <sup>7</sup>                      |                               |  |
| IP-BSA ADSL SHARED (CLASSIC)         | OLD                       | NEW                                    |                               |  |
| One time fee                         | —                         | 44.87 <sup>8,9</sup>                   |                               |  |
| Monthly fee                          | —                         | 8.12 <sup>8,9</sup>                    |                               |  |
| IP-BSA ADSL STAND ALONE (CLASSIC)    | OLD                       | NEW                                    |                               |  |
| One time fee                         | —                         | 47.68 <sup>8,9</sup>                   |                               |  |
| Monthly fee                          | —                         | 18.20 <sup>8,9</sup>                   |                               |  |

1 Prices are valid from 01/12/2012 to 30/11/2014.

1a Prices are valid to 31/01/2013.

1b Prices are valid from 01/02/2013 to 28/02/2014.

2 Depending on complexity – valid to 30/06/2012.

3 Depending on complexity - valid to 30/06/2014.

4 Twisted pair copper access line valid to 30/06/2013.

5 Twisted pair copper access line valid to 30/06/2016.

6 valid to 30/06/2012.

7 valid to 30/06/2014.

8 Since 01/12/2010 these prices are ex post.

9 No price changes since 01/07/2011.

## UNITED STATES

### FINANCIALS (ADJUSTED FOR SPECIAL FACTORS)

|  | Note     | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%  | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%   |
|--|----------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|--------------|-----------------------------|-----------------------------|---------------|
| <b>TOTAL REVENUE</b>                             |          | <b>3.793</b>                | <b>3.541</b>                | <b>4.825</b>                | <b>5.108</b>                | <b>5.082</b>                | <b>34,0</b>  | <b>15.371</b>               | <b>18.556</b>               | <b>20,7</b>   |
| <b>NET REVENUE</b>                               |          | <b>3.792</b>                | <b>3.540</b>                | <b>4.824</b>                | <b>5.106</b>                | <b>5.082</b>                | <b>34,0</b>  | <b>15.365</b>               | <b>18.552</b>               | <b>20,7</b>   |
| <b>EBITDA</b>                                    | <b>1</b> | <b>805</b>                  | <b>888</b>                  | <b>930</b>                  | <b>1.082</b>                | <b>974</b>                  | <b>21,0</b>  | <b>3.840</b>                | <b>3.874</b>                | <b>0,9</b>    |
| EBITDA margin (EBITDA / total revenues)          | %        | 21,2                        | 25,1                        | 19,3                        | 21,2                        | 19,2                        | (2,0)p       | 25,0                        | 20,9                        | (4,1)p        |
| Depreciation, amortization and impairment losses | 2        | (424)                       | (396)                       | (529)                       | (607)                       | (609)                       | (43,6)       | (2.277)                     | (2.141)                     | 6,0           |
| Profit (loss) from operations = EBIT             | 2        | 381                         | 492                         | 401                         | 475                         | 365                         | (4,2)        | 1.563                       | 1.733                       | 10,9          |
| <b>CASH CAPEX</b>                                | <b>3</b> | <b>690</b>                  | <b>826</b>                  | <b>804</b>                  | <b>767</b>                  | <b>624</b>                  | <b>(9,6)</b> | <b>2.251</b>                | <b>3.021</b>                | <b>34,2</b>   |
| <b>CASH CONTRIBUTION</b>                         | <b>3</b> | <b>115</b>                  | <b>62</b>                   | <b>126</b>                  | <b>315</b>                  | <b>350</b>                  | <b>n.a.</b>  | <b>1.589</b>                | <b>853</b>                  | <b>(46,3)</b> |

### FINANCIALS (AS REPORTED)

|  | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%   | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%   |
|--|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------|-----------------------------|-----------------------------|---------------|
| <b>TOTAL REVENUE</b>                             |      | <b>3.793</b>                | <b>3.541</b>                | <b>4.825</b>                | <b>5.108</b>                | <b>5.082</b>                | <b>34,0</b>   | <b>15.371</b>               | <b>18.556</b>               | <b>20,7</b>   |
| <b>NET REVENUE</b>                               |      | <b>3.792</b>                | <b>3.540</b>                | <b>4.824</b>                | <b>5.106</b>                | <b>5.082</b>                | <b>34,0</b>   | <b>15.365</b>               | <b>18.552</b>               | <b>20,7</b>   |
| <b>EBITDA</b>                                    |      | <b>2.245</b>                | <b>854</b>                  | <b>884</b>                  | <b>1.019</b>                | <b>885</b>                  | <b>(60,6)</b> | <b>5.319</b>                | <b>3.642</b>                | <b>(31,5)</b> |
| EBITDA margin (EBITDA / total revenue)           | %    | 59,2                        | 24,1                        | 18,3                        | 19,9                        | 17,4                        | (41,8)p       | 34,6                        | 19,6                        | (15,0)p       |
| Depreciation, amortization and impairment losses |      | (424)                       | (396)                       | (529)                       | (607)                       | (706)                       | (66,5)        | (12.866)                    | (2.238)                     | 82,6          |
| Profit (loss) from operations = EBIT             |      | 1.821                       | 458                         | 355                         | 412                         | 179                         | (90,2)        | (7.547)                     | 1.404                       | n.a.          |
| <b>CASH CAPEX</b>                                |      | <b>699</b>                  | <b>852</b>                  | <b>804</b>                  | <b>767</b>                  | <b>856</b>                  | <b>22,5</b>   | <b>2.560</b>                | <b>3.279</b>                | <b>28,1</b>   |
| <b>CASH CONTRIBUTION</b>                         |      | <b>1.546</b>                | <b>2</b>                    | <b>80</b>                   | <b>252</b>                  | <b>29</b>                   | <b>(98,1)</b> | <b>2.759</b>                | <b>363</b>                  | <b>(86,8)</b> |

Including first-time consolidation of MetroPCS from May 1, 2013.

1 Excluding special factors affecting EBITDA of EUR 78mn in Q1/12, EUR 22mn in Q2/12, EUR (139)mn in Q3/12, EUR (1,440)mn in Q4/12, EUR 34mn in Q1/13, EUR 46mn in Q2/13, EUR 63mn in Q3/13 and EUR 89mn in Q4/13. Included in special factors for Q4/12 was a gain of EUR (1,444)mn recognized on the sale of wireless communication tower sites.

2 T-Mobile USA recognized an impairment loss on goodwill, intangible assets and property, plant and equipment of 10,589mn in Q3/12.

3 Adjusted by excluding spectrum purchases of EUR 288mn in Q3/12, EUR 3mn in Q4/12, EUR 26mn in Q1/13 and EUR 232mn in Q4/13. In 2012, also adjusted by excluding microwave clearing costs EUR 3mn in Q1/12, EUR 5mn in Q2/12, EUR 4mn in Q3/12 and EUR 6mn in Q4/12.

## UNITED STATES

### EBITDA RECONCILIATION

|  | Note     | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%   | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%   |
|--|----------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------|-----------------------------|-----------------------------|---------------|
| <b>TOTAL REVENUE</b>                               |          | <b>3.793</b>                | <b>3.541</b>                | <b>4.825</b>                | <b>5.108</b>                | <b>5.082</b>                | <b>34,0</b>   | <b>15.371</b>               | <b>18.556</b>               | <b>20,7</b>   |
| Profit (loss) from operations = EBIT               | 1        | 1.821                       | 458                         | 355                         | 412                         | 179                         | (90,2)        | (7.547)                     | 1.404                       | n.a.          |
| - Depreciation, amortization and impairment losses | 1        | (424)                       | (396)                       | (529)                       | (607)                       | (706)                       | (66,5)        | (12.866)                    | (2.238)                     | 82,6          |
| <b>= EBITDA</b>                                    |          | <b>2.245</b>                | <b>854</b>                  | <b>884</b>                  | <b>1.019</b>                | <b>885</b>                  | <b>(60,6)</b> | <b>5.319</b>                | <b>3.642</b>                | <b>(31,5)</b> |
| EBITDA margin                                      | %        | 59,2                        | 24,1                        | 18,3                        | 19,9                        | 17,4                        | (41,8p)       | 34,6                        | 19,6                        | (15,0p)       |
| - Special factors affecting EBITDA                 |          | 1.440                       | (34)                        | (46)                        | (63)                        | (89)                        | n.a.          | 1.479                       | (232)                       | n.a.          |
| <b>= EBITDA ADJUSTED FOR SPECIAL FACTORS</b>       | <b>2</b> | <b>805</b>                  | <b>888</b>                  | <b>930</b>                  | <b>1.082</b>                | <b>974</b>                  | <b>21,0</b>   | <b>3.840</b>                | <b>3.874</b>                | <b>0,9</b>    |
| EBITDA margin (adjusted for special factors)       | %        | 21,2                        | 25,1                        | 19,3                        | 21,2                        | 19,2                        | (2,0p)        | 25,0                        | 20,9                        | (4,1p)        |

## SPECIAL FACTORS

|  | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € |
|--|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| <b>EFFECTS ON EBITDA</b>                               |      | <b>1.440</b>                | <b>(34)</b>                 | <b>(46)</b>                 | <b>(63)</b>                 | <b>(89)</b>                 | <b>1.479</b>                | <b>(232)</b>                |
| - of which personnel                                   |      | 6                           | (23)                        | (39)                        | (62)                        | (55)                        | (69)                        | (179)                       |
| - of which other                                       |      | 1.434                       | (11)                        | (7)                         | (1)                         | (34)                        | 1.548                       | (53)                        |
| <b>EFFECTS ON PROFIT (LOSS) FROM OPERATIONS = EBIT</b> |      | <b>1.440</b>                | <b>(34)</b>                 | <b>(46)</b>                 | <b>(63)</b>                 | <b>(186)</b>                | <b>(9.110)</b>              | <b>(329)</b>                |
| - of which personnel                                   |      | 6                           | (23)                        | (39)                        | (62)                        | (55)                        | (69)                        | (179)                       |
| - of which other                                       |      | 1.434                       | (11)                        | (7)                         | (1)                         | (131)                       | (9.041)                     | (150)                       |

Including first-time consolidation of MetroPCS from May 1, 2013.

1 T-Mobile USA recognized an impairment loss on goodwill, intangible assets and property, plant and equipment of 10,589mn in Q3/12.

2 Excluding special factors affecting EBITDA of EUR 78mn in Q1/12, EUR 22mn in Q2/12, EUR (139)mn in Q3/12, EUR (1,440)mn in Q4/12, EUR 34mn in Q1/13, EUR 46mn in Q2/13, EUR 63mn in Q3/13 and EUR 89mn in Q4/13. Included in special factors for factors Q4/12 was a gain of EUR (1,444)mn recognized on the sale of wireless communication tower sites.

# UNITED STATES OPERATIONALS

|   | Note        | Q4<br>2012 | Q1<br>2013    | Q2<br>2013    | Q3<br>2013    | Q4<br>2013    | Change<br>%   | FY<br>2012    | FY<br>2013     | Change<br>%   |               |
|---|-------------|------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|---------------|---------------|
| <b>CUSTOMERS (END OF PERIOD)</b>                        | ('000)      | <b>1</b>   | <b>33.389</b> | <b>33.968</b> | <b>44.016</b> | <b>45.039</b> | <b>46.684</b> | <b>39,8</b>   | <b>33.389</b>  | <b>46.684</b> | <b>39,8</b>   |
| - Branded postpaid                                      | ('000)      |            | 20.293        | 20.094        | 20.783        | 21.430        | 22.299        | 9,9           | 20.293         | 22.299        | 9,9           |
| - Branded prepay  | ('000)      |            | 5.826         | 6.028         | 14.935        | 14.960        | 15.072        | n.a.          | 5.826          | 15.072        | n.a.          |
| <b>- BRANDED</b>  | ('000)      |            | <b>26.119</b> | <b>26.122</b> | <b>35.718</b> | <b>36.390</b> | <b>37.371</b> | <b>43,1</b>   | <b>26.119</b>  | <b>37.371</b> | <b>43,1</b>   |
| - Machine-to-machine                                    | ('000)      |            | 3.090         | 3.290         | 3.423         | 3.430         | 3.602         | 16,6          | 3.090          | 3.602         | 16,6          |
| - MVNO  | ('000)      |            | 4.180         | 4.556         | 4.875         | 5.219         | 5.711         | 36,6          | 4.180          | 5.711         | 36,6          |
| <b>- WHOLESALE</b>                                      | ('000)      |            | <b>7.270</b>  | <b>7.846</b>  | <b>8.298</b>  | <b>8.649</b>  | <b>9.313</b>  | <b>28,1</b>   | <b>7.270</b>   | <b>9.313</b>  | <b>28,1</b>   |
| <b>NET ADDS</b>   | ('000)      |            | <b>61</b>     | <b>579</b>    | <b>1.130</b>  | <b>1.023</b>  | <b>1.645</b>  | <b>n.a.</b>   | <b>203</b>     | <b>4.377</b>  | <b>n.a.</b>   |
| - Branded postpaid                                      | ('000)      |            | (515)         | (199)         | 688           | 648           | 869           | n.a.          | (2.074)        | 2.006         | n.a.          |
| - Branded prepay  | ('000)      |            | 166           | 202           | (10)          | 24            | 112           | (32,5)        | 1.007          | 328           | (67,4)        |
| <b>- BRANDED</b>  | ('000)      |            | <b>(349)</b>  | <b>3</b>      | <b>678</b>    | <b>672</b>    | <b>981</b>    | <b>n.a.</b>   | <b>(1.067)</b> | <b>2.334</b>  | <b>n.a.</b>   |
| - Machine-to-machine                                    | ('000)      |            | 135           | 200           | 133           | 7             | 172           | 27,4          | 660            | 512           | (22,4)        |
| - MVNO  | ('000)      |            | 275           | 376           | 319           | 344           | 492           | 78,9          | 610            | 1.531         | n.a.          |
| <b>- WHOLESALE</b>                                      | ('000)      |            | <b>410</b>    | <b>576</b>    | <b>452</b>    | <b>351</b>    | <b>664</b>    | <b>62,0</b>   | <b>1.270</b>   | <b>2.043</b>  | <b>60,9</b>   |
| <b>AVERAGE MONTHLY CHURN</b>                            | (%)         |            | <b>3,7</b>    | <b>3,3</b>    | <b>3,3</b>    | <b>3,6</b>    | <b>3,4</b>    | <b>(0,3p)</b> | <b>3,4</b>     | <b>3,4</b>    | <b>0,0p</b>   |
| - Branded postpaid                                      | (%)         |            | 2,5           | 1,9           | 1,6           | 1,7           | 1,7           | (0,8p)        | 2,4            | 1,7           | (0,7p)        |
| - Branded prepay  | (%)         |            | 7,0           | 7,0           | 5,4           | 5,0           | 5,1           | (1,9p)        | 6,4            | 5,4           | (1,0p)        |
| <b>TOTAL REVENUES</b>                                   | (€ million) |            | <b>3.793</b>  | <b>3.541</b>  | <b>4.825</b>  | <b>5.108</b>  | <b>5.082</b>  | <b>34,0</b>   | <b>15.371</b>  | <b>18.556</b> | <b>20,7</b>   |
| Service revenue   | (€ million) | 2          | 3.090         | 2.958         | 3.539         | 3.785         | 3.685         | 19,3          | 13.017         | 13.968        | 7,3           |
| <b>EBITDA (ADJUSTED FOR SPECIAL FACTORS)</b>            | (€ million) | <b>3</b>   | <b>805</b>    | <b>888</b>    | <b>930</b>    | <b>1.082</b>  | <b>974</b>    | <b>21,0</b>   | <b>3.840</b>   | <b>3.874</b>  | <b>0,9</b>    |
| EBITDA margin (adjusted for special factors)            | (%)         |            | 21,2          | 25,1          | 19,3          | 21,2          | 19,2          | (2,0p)        | 25,0           | 20,9          | (4,1p)        |
| EBITDA margin (adjusted for special factors)            | (%)         |            | 26,1          | 30,0          | 26,3          | 28,6          | 26,4          | 0,3p          | 29,5           | 27,7          | (1,8p)        |
| <b>SAC PER BRANDED GROSS ADD</b>                        | (€)         |            | <b>96</b>     | <b>83</b>     | <b>91</b>     | <b>73</b>     | <b>77</b>     | <b>(19,8)</b> | <b>90</b>      | <b>80</b>     | <b>(11,1)</b> |
| - Branded postpaid                                      | (€)         | 4          | 181           | 159           | 171           | 130           | 103           | (43,1)        | 164            | 136           | (17,1)        |
| - Branded prepay  | (€)         | 5          | 32            | 33            | 36            | 34            | 58            | 81,3          | 32             | 42            | 31,3          |
| <b>SRC PER RETAINED CUSTOMER</b>                        | (€)         |            | <b>80</b>     | <b>60</b>     | <b>66</b>     | <b>63</b>     | <b>62</b>     | <b>(22,5)</b> | <b>64</b>      | <b>63</b>     | <b>(1,6)</b>  |
| <b>BLENDED ARPU</b>                                     | (€)         |            | <b>31</b>     | <b>29</b>     | <b>29</b>     | <b>28</b>     | <b>27</b>     | <b>(12,9)</b> | <b>33</b>      | <b>28</b>     | <b>(15,2)</b> |
| - Branded postpaid                                      | (€)         |            | 41            | 40            | 40            | 38            | 36            | (12,2)        | 43             | 38            | (11,6)        |
| - Branded prepay  | (€)         |            | 21            | 21            | 26            | 27            | 26            | 23,8          | 21             | 26            | 23,8          |
| <b>NON-VOICE % OF ARPU</b>                              | (%)         |            | <b>36</b>     | <b>38</b>     | <b>41</b>     | <b>42</b>     | <b>46</b>     | <b>10,0p</b>  | <b>34</b>      | <b>42</b>     | <b>8,0p</b>   |
| <b>MOU PER BRANDED CUSTOMER</b>                         | (min)       |            | <b>952</b>    | <b>926</b>    | <b>1.086</b>  | <b>1.141</b>  | <b>1.112</b>  | <b>16,8</b>   | <b>983</b>     | <b>1.077</b>  | <b>9,6</b>    |
| - Branded postpaid                                      | (min)       |            | 987           | 959           | 977           | 981           | 981           | (0,6)         | 1.027          | 975           | (5,1)         |
| <b>CASH CAPEX</b>                                       | (€ million) |            | <b>699</b>    | <b>852</b>    | <b>804</b>    | <b>767</b>    | <b>856</b>    | <b>22,5</b>   | <b>2.560</b>   | <b>3.279</b>  | <b>28,1</b>   |
| <b>CASH CAPEX (ADJUSTED FOR SPECIAL FACTORS)</b>        | (€ million) | <b>6</b>   | <b>690</b>    | <b>826</b>    | <b>804</b>    | <b>767</b>    | <b>624</b>    | <b>(9,6)</b>  | <b>2.251</b>   | <b>3.021</b>  | <b>34,2</b>   |
| <b>CASH CONTRIBUTION (ADJUSTED FOR SPECIAL FACTORS)</b> | (€ million) | <b>6</b>   | <b>115</b>    | <b>62</b>     | <b>126</b>    | <b>315</b>    | <b>350</b>    | <b>n.a.</b>   | <b>1.589</b>   | <b>853</b>    | <b>(46,3)</b> |

Note: T-Mobile's historical metrics have changed to conform with the current branded customer presentation. Branded customer metrics revenues exclude machine-to-machine, MVNO, third party roaming and third party one-time fees. Certain historical customer numbers may not tie to historical reports due to rounding.

1 On May 1, 2013, prepay customers increased by 8,918 tsd in connection with the acquisition of MetroPCS.

2 Includes revenues from providing recurring wireless, customer roaming and handset insurance services.

3 Excluding special factors affecting EBITDA of EUR 78mn in Q1/12, EUR 22mn in Q2/12, EUR (139)mn in Q3/12, EUR (1,440)mn in Q4/12, EUR 34mn in Q1/13, EUR 46mn in Q2/13, EUR 63mn in Q3/13 and EUR 89mn in Q4/13.

Included in special factors for Q4/12 was a gain of EUR (1,444)mn recognized on the sale of wireless communication tower sites.

4 Represents the average service revenues from branded postpaid customers on a per user basis.

5 Represents the average service revenues from branded prepay customers on a per user basis.

6 Adjusted by excluding spectrum purchases of EUR 288mn in Q3/12, EUR 3mn in Q4/12, EUR 26mn in Q1/13 and EUR 232mn in Q4/13. In 2012, also adjusted by excluding microwave clearing costs of EUR 3mn in Q1/12, EUR 5mn in Q2/12, EUR 4mn in Q3/12 and EUR 6mn in Q4/12.

# UNITED STATES

## OPERATIONALS IN US-\$

|   | Note               | Q4<br>2012    | Q1<br>2013    | Q2<br>2013    | Q3<br>2013    | Q4<br>2013    | Change<br>%   | FY<br>2012     | FY<br>2013    | Change<br>%   |
|---|--------------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|---------------|---------------|
| <b>CUSTOMERS (END OF PERIOD)</b>                        | ( <sup>000</sup> ) | <b>33.389</b> | <b>33.968</b> | <b>44.016</b> | <b>45.039</b> | <b>46.684</b> | <b>39,8</b>   | <b>33.389</b>  | <b>46.684</b> | <b>39,8</b>   |
| Branded postpaid  | ( <sup>000</sup> ) | 20.293        | 20.094        | 20.783        | 21.430        | 22.299        | 9,9           | 20.293         | 22.299        | 9,9           |
| Branded prepay  | ( <sup>000</sup> ) | 5.826         | 6.028         | 14.935        | 14.960        | 15.072        | n.a.          | 5.826          | 15.072        | n.a.          |
| <b>- BRANDED</b>  | ( <sup>000</sup> ) | <b>26.119</b> | <b>26.122</b> | <b>35.718</b> | <b>36.390</b> | <b>37.371</b> | <b>43,1</b>   | <b>26.119</b>  | <b>37.371</b> | <b>43,1</b>   |
| Machine-to-machine                                      | ( <sup>000</sup> ) | 3.090         | 3.290         | 3.423         | 3.430         | 3.602         | 16,6          | 3.090          | 3.602         | 16,6          |
| MVNO  | ( <sup>000</sup> ) | 4.180         | 4.556         | 4.875         | 5.219         | 5.711         | 36,6          | 4.180          | 5.711         | 36,6          |
| <b>- WHOLESALE</b>                                      | ( <sup>000</sup> ) | <b>7.270</b>  | <b>7.846</b>  | <b>8.298</b>  | <b>8.649</b>  | <b>9.313</b>  | <b>28,1</b>   | <b>7.270</b>   | <b>9.313</b>  | <b>28,1</b>   |
| <b>NET ADDS</b>   | ( <sup>000</sup> ) | <b>61</b>     | <b>579</b>    | <b>1.130</b>  | <b>1.023</b>  | <b>1.645</b>  | <b>n.a.</b>   | <b>203</b>     | <b>4.377</b>  | <b>n.a.</b>   |
| Branded postpaid  | ( <sup>000</sup> ) | (515)         | (199)         | 688           | 648           | 869           | n.a.          | (2.074)        | 2.006         | n.a.          |
| Branded prepay  | ( <sup>000</sup> ) | 166           | 202           | (10)          | 24            | 112           | (32,5)        | 1.007          | 328           | (67,4)        |
| <b>- BRANDED</b>  | ( <sup>000</sup> ) | <b>(349)</b>  | <b>3</b>      | <b>678</b>    | <b>672</b>    | <b>981</b>    | <b>n.a.</b>   | <b>(1.067)</b> | <b>2.334</b>  | <b>n.a.</b>   |
| Machine-to-machine                                      | ( <sup>000</sup> ) | 135           | 200           | 133           | 7             | 172           | 27,4          | 660            | 512           | (22,4)        |
| MVNO  | ( <sup>000</sup> ) | 275           | 376           | 319           | 344           | 492           | 78,9          | 610            | 1.531         | n.a.          |
| <b>- WHOLESALE</b>                                      | ( <sup>000</sup> ) | <b>410</b>    | <b>576</b>    | <b>452</b>    | <b>351</b>    | <b>664</b>    | <b>62,0</b>   | <b>1.270</b>   | <b>2.043</b>  | <b>60,9</b>   |
| <b>AVERAGE MONTHLY CHURN</b>                            | (%)                | <b>3,7</b>    | <b>3,3</b>    | <b>3,3</b>    | <b>3,6</b>    | <b>3,4</b>    | <b>(0,3p)</b> | <b>3,4</b>     | <b>3,4</b>    | <b>0,0p</b>   |
| - Branded postpaid                                      | (%)                | 2,5           | 1,9           | 1,6           | 1,7           | 1,7           | (0,8p)        | 2,4            | 1,7           | (0,7p)        |
| - Branded prepay  | (%)                | 7,0           | 7,0           | 5,4           | 5,0           | 5,1           | (1,9p)        | 6,4            | 5,4           | (1,0p)        |
| <b>TOTAL REVENUES</b>                                   | (USD million)      | <b>4.916</b>  | <b>4.678</b>  | <b>6.305</b>  | <b>6.764</b>  | <b>6.919</b>  | <b>40,7</b>   | <b>19.751</b>  | <b>24.666</b> | <b>24,9</b>   |
| Service revenue   | (USD million)      | 4.005         | 3.908         | 4.624         | 5.013         | 5.018         | 25,3          | 16.726         | 18.563        | 11,0          |
| <b>EBITDA (ADJUSTED FOR SPECIAL FACTORS)</b>            | (USD million)      | <b>1.044</b>  | <b>1.173</b>  | <b>1.216</b>  | <b>1.432</b>  | <b>1.325</b>  | <b>26,9</b>   | <b>4.933</b>   | <b>5.146</b>  | <b>4,3</b>    |
| EBITDA margin (adjusted for special factors)            |                    |               |               |               |               |               |               |                |               |               |
| (EBITDA / total revenue)                                | (USD million)      | 21,2          | 25,1          | 19,3          | 21,2          | 19,2          | (2,0p)        | 25,0           | 20,9          | (4,1p)        |
| EBITDA margin (adjusted for special factors)            |                    |               |               |               |               |               |               |                |               |               |
| (EBITDA / service revenue)                              | (USD million)      | 26,1          | 30,0          | 26,3          | 28,6          | 26,4          | 0,3p          | 29,5           | 27,7          | (1,8p)        |
| <b>SAC PER BRANDED GROSS ADD</b>                        | (USD)              | <b>124</b>    | <b>110</b>    | <b>119</b>    | <b>96</b>     | <b>105</b>    | <b>(15,3)</b> | <b>115</b>     | <b>107</b>    | <b>(7,0)</b>  |
| - Branded postpaid                                      | (USD)              | 234           | 210           | 223           | 172           | 141           | (39,7)        | 211            | 181           | (14,2)        |
| - Branded prepay  | (USD)              | 42            | 44            | 46            | 45            | 80            | 90,5          | 41             | 55            | 34,1          |
| <b>SRC PER RETAINED CUSTOMER</b>                        | (USD)              | <b>103</b>    | <b>79</b>     | <b>86</b>     | <b>83</b>     | <b>85</b>     | <b>(17,5)</b> | <b>82</b>      | <b>84</b>     | <b>2,4</b>    |
| <b>BLENDED ARPU</b>                                     | (USD)              | <b>40</b>     | <b>39</b>     | <b>38</b>     | <b>38</b>     | <b>37</b>     | <b>(7,5)</b>  | <b>42</b>      | <b>38</b>     | <b>(9,5)</b>  |
| - Branded postpaid                                      | (USD)              | 53            | 52            | 52            | 51            | 49            | (7,5)         | 55             | 51            | (7,3)         |
| - Branded prepay  | (USD)              | 28            | 28            | 35            | 35            | 36            | 28,6          | 27             | 34            | 25,9          |
| <b>NON-VOICE % OF ARPU</b>                              | (%)                | <b>36</b>     | <b>38</b>     | <b>41</b>     | <b>42</b>     | <b>46</b>     | <b>10,0p</b>  | <b>34</b>      | <b>42</b>     | <b>8,0p</b>   |
| <b>MOU PER BRANDED CUSTOMER</b>                         | (min)              | <b>952</b>    | <b>926</b>    | <b>1.086</b>  | <b>1.141</b>  | <b>1.112</b>  | <b>16,8</b>   | <b>983</b>     | <b>1.077</b>  | <b>9,6</b>    |
| - Branded postpaid                                      | (min)              | 987           | 959           | 977           | 981           | 981           | (0,6)         | 1.027          | 975           | (5,1)         |
| <b>CASH CAPEX</b>                                       | (USD million)      | <b>906</b>    | <b>1.124</b>  | <b>1.051</b>  | <b>1.018</b>  | <b>1.164</b>  | <b>28,5</b>   | <b>3.282</b>   | <b>4.357</b>  | <b>32,8</b>   |
| <b>CASH CAPEX (ADJUSTED FOR SPECIAL FACTORS)</b>        | (USD million)      | <b>6</b>      | <b>895</b>    | <b>1.089</b>  | <b>1.018</b>  | <b>847</b>    | <b>(5,4)</b>  | <b>2.894</b>   | <b>4.005</b>  | <b>38,4</b>   |
| <b>CASH CONTRIBUTION (ADJUSTED FOR SPECIAL FACTORS)</b> | (USD million)      | <b>6</b>      | <b>149</b>    | <b>84</b>     | <b>164</b>    | <b>415</b>    | <b>478</b>    | <b>2.039</b>   | <b>1.141</b>  | <b>(44,0)</b> |

Note: T-Mobile's historical metrics have changed to conform with the current branded customer presentation. Branded customer metrics revenues exclude machine-to-machine, MVNO, third party roaming and third party one-time fees. Certain historical customer numbers may not tie to historical reports due to rounding.

1 On May 1, 2013, prepaid customers increased by 8,918 tsd in connection with the acquisition of MetroPCS.

2 Includes revenues from providing recurring wireless, customer roaming and handset insurance services.

3 Excluding special factors affecting EBITDA of USD 103mn in Q1/12, USD 26mn in Q2/12, USD (173)mn in Q3/12, USD (1,866)mn in Q4/12, USD 44mn in Q1/13, USD 60mn in Q2/13, USD 83mn in Q3/13 and USD 121mn in Q4/13.

Included in special factors for Q4/12 was a gain of USD (1,871)mn recognized on the sale of wireless communication tower sites.

4 Represents the average service revenues from branded postpaid customers on a per user basis.

5 Represents the average service revenues from branded prepay customers on a per user basis.

6 Adjusted by excluding spectrum purchases of USD 360mn in Q3/12, USD 4mn in Q4/12, USD 35mn in Q1/13 and USD 317mn in Q4/13. In 2012, also adjusted by excluding microwave clearing costs of USD 4mn in Q1/12, USD 6mn in Q2/12, USD 7mn in Q3/12, and USD 7mn in Q4/12.

For US-GAAP numbers please visit [www.t-mobile.com/company/investors](http://www.t-mobile.com/company/investors) to download the corresponding T-Mobile USA earnings release.



# UNITED STATES

## T-MOBILE USA

### SIMPLE CHOICE VALUE PLAN<sup>1,2,3,5,6,7,8,9</sup>

|   | PRICING <sup>8</sup> |
|---|----------------------|
| Unlimited Talk, Text and Web with up to 500MB of full speed data <sup>4</sup>     | \$50,00              |
| Unlimited Talk, Text and Web with up to 2.5GB of full speed data <sup>4,5</sup>   | \$60,00              |
| Unlimited Talk, Text and Unlimited Nationwide 4G data (unlimited full speed data) | \$70,00              |

1 Text plans include unlimited nationwide text, picture and video messaging.

2 Web plans include overage-free data with nationwide Web and e-mail access. Full speeds available up to monthly allotment, then slowed to up to 2G speeds for rest of billing cycle. All unlimited data plans are unlimited while on T-Mobile's network.

3 On-network and domestic roaming data allotments differ: 500 MB full-speed plan includes 10 MB roaming; 2.5 GB, 4.5 GB and Unlimited 4G full-speed plans, and limited 2.5 GB, 4.5 GB and 6.5 GB Smartphone Mobile HotSpot features, include 50 MB roaming; 6.5 GB and 8.5 GB full-speed plans include 100 MB roaming; and 10.5 GB through 20.5 GB full-speed plans include 200 MB roaming.

4 Customers may choose to add more full speed data in increments of 2 GB/each \$10 more per month per line, up to 20.5 GB of data.

8 All prices reflect monthly recurring charges; taxes and fees additional. Credit approval, \$10 SIM starter kit and deposit may be required. Web plans provide access to data; capable device required to achieve 4G speeds.

9 All postpaid Simple Choice plans include unlimited (2G) data and text in over 100 countries at no extra charge.

5 Includes up to 500MB of full speed data at no additional charge.

6 All plans include Smartphone Mobile HotSpot capability that share the same full speed data allotment of their data plan except for the Unlimited Nationwide 4G plan which includes up to 2.5GB of Smartphone Mobile HotSpot data usage that is capped. Customers may purchase additional capped Smartphone Mobile HotSpot data usage for the Unlimited Nationwide 4G Data plan of 4.5 GB for \$10/mo. or 6.5 GB for \$20/mo. Use of connected devices subject to T-Mobile's Terms and Conditions.

7 No caps, limits or overages while on T-Mobile's network. No annual service contract required.

### CLASSIC PLANS<sup>1,2,3,4,6,7,8,9</sup>

|   | PRICING <sup>9</sup> |
|---|----------------------|
| Unlimited Talk, Text and Web with up to 500MB of full speed data <sup>5</sup>     | \$60,00              |
| Unlimited Talk, Text and Web with up to 2.5 GB of full speed data <sup>5,6</sup>  | \$80,00              |
| Unlimited Talk, Text and Unlimited Nationwide 4G data (unlimited full speed data) | \$90,00              |

1 24-month contract required.

2 Text plans include unlimited nationwide text, picture and video messaging.

3 Web plans include overage-free data with nationwide Web and e-mail access. Full speeds available up to monthly allotment, then slowed to up to 2G speeds for rest of billing cycle. All unlimited data plans are unlimited while on T-Mobile's network.

4 On-network and domestic roaming data allotments differ: 500 MB full-speed plan includes 10 MB roaming; 2.5 GB, 4.5 GB and Unlimited 4G full-speed plans, and limited 2.5 GB, 4.5 GB and 6.5 GB Smartphone Mobile HotSpot features, include 50 MB roaming; 6.5 GB and 8.5 GB full-speed plans include 100 MB roaming; and 10.5 GB and 12.5 GB full-speed plans include 200 MB roaming.

9 All prices reflect monthly recurring charges; taxes and fees additional. Credit approval, \$35/line activation fee, and deposit may be required. Web plans provide access to data; capable device required to achieve 4G speeds.

5 Customers may choose to add more full speed data in increments of 2 GB/each \$10 more per month per line, up to 12.5 GB of data.

6 Includes up to 500MB of full speed data at no additional charge.

7 All plans include Smartphone Mobile HotSpot capability that share the same full speed data allotment of their data plan except for the Unlimited Nationwide 4G plan which includes up to 2.5GB of Smartphone Mobile HotSpot data usage that is capped. Customers may purchase additional capped Smartphone Mobile HotSpot data usage for the Unlimited Nationwide 4G Data plan of 4.5 GB for \$10/mo. or 6.5 GB for \$20/mo. Use of connected devices subject to T-Mobile's Terms and Conditions.

8 No caps, limits or overages while on T-Mobile's network.

# UNITED STATES

## T-MOBILE USA

### **SIMPLE CHOICE VALUE PLAN**<sup>1,2,3,4,5,6,7,8</sup>

#### **INCLUDED FEATURES PER LINE**

Unlimited Talk, Text and Web with up to 500MB of full speed data (first 2 lines)

#### **PRICING**<sup>7</sup>

\$80.00 for first 2 lines

Unlimited Talk, Text and Web with up to 500MB of full speed data (third, fourth, fifth lines)

\$10.00 per line

### **DATA PLAN ADD-ON TO SIMPLE CHOICE MULTI-LINE**<sup>2,3,5,6,7</sup>

Add more full speed data in increments of 2GB, up to 20.5 GB of data (each line)

#### **PRICING**<sup>7</sup>

\$10.00 (more per line per 2 GB)

Unlimited Nationwide 4G data (unlimited full speed data)

\$20.00 (more per line)

1 Text plans include unlimited nationwide text, picture and video messaging.

2 Web plans include overage-free data with nationwide Web and e-mail access. Full speeds available up to monthly allotment, then slowed to up to 2G speeds for rest of billing cycle. All unlimited data plans are unlimited while on T-Mobile's network.

3 On-network and domestic roaming data allotments differ: 500 MB full-speed plan includes 10 MB roaming; 2.5 GB, 4.5 GB and Unlimited 4G full-speed plans, and limited 2.5 GB, 4.5 GB and 6.5 GB Smartphone Mobile HotSpot features, include 50 MB roaming; 6.5 GB and 8.5 GB full-speed plans include 100 MB roaming; and 10.5 GB through 20.5 GB full-speed plans include 200 MB roaming.

4 Includes up to 500MB of full speed data at no additional charge.

7 All prices reflect monthly recurring charges; taxes and fees additional. Credit approval, \$10 SIM starter kit and deposit may be required. Web plans provide access to data; capable device required to achieve 4G speeds.

8 All postpaid Simple Choice plans include unlimited (2G) data and text in over 100 countries at no extra charge per line.

5 All plans include Smartphone Mobile HotSpot capability that share the same full speed data allotment of their data plan except for the Unlimited Nationwide 4G plan which includes up to 2.5 GB of Smartphone Mobile HotSpot data usage that is capped. Customers may purchase additional capped Smartphone Mobile HotSpot data usage for the Unlimited Nationwide 4G Data plan at 4.5 GB for \$10/mo. or 6.5 GB for \$20/mo. Use of connected devices subject to T-Mobile's Terms and Conditions.

6 No caps, limits or overages while on T-Mobile's network. No annual service contract required.

### **CLASSIC PLAN**<sup>1,2,3,4,5,6,7,8</sup>

#### **INCLUDED FEATURES PER LINE**

Unlimited Talk, Text and Web with up to 500MB of full speed data (first 2 lines)

#### **PRICING**<sup>8</sup>

\$100.00 for first 2 lines

Unlimited Talk, Text and Web with up to 500MB of full speed data (third, fourth, fifth lines)

\$20.00 per line

### **DATA PLAN ADD-ON TO CLASSIC MULTI-LINE**<sup>1,2,3,5,6,7,8</sup>

Add up to 2GB full speed data for a total of 2.5GB of full speed data<sup>4</sup>

#### **PRICING**<sup>8</sup>

\$20.00 (more per line for 2.5GB)

Add more full speed data in increments of 2 GB, up to 12.5 GB of data (each line)<sup>4</sup>

\$10.00 (more per line per 2 GB)

Unlimited Nationwide 4G data (unlimited full speed data)

\$30.00 (more per line)

1 24-month contract required.

2 Text plans include unlimited nationwide text, picture and video messaging.

3 Web plans include overage-free data with nationwide Web and e-mail access. Full speeds available up to monthly allotment, then slowed to up to 2G speeds for rest of billing cycle. All unlimited data plans are unlimited while on T-Mobile's network.

4 Includes up to 500MB of full speed data at no additional charge.

5 On-network and domestic roaming data allotments differ: 500 MB full-speed plan includes 10 MB roaming; 2.5 GB, 4.5 GB and Unlimited 4G full-speed plans, and limited 2.5 GB, 4.5 GB and 6.5 GB Smartphone Mobile HotSpot features, include 50 MB roaming; 6.5 GB and 8.5 GB full-speed plans include 100 MB roaming; and 10.5 GB and 12.5 GB full-speed plans include 200 MB roaming.

8 All prices reflect monthly recurring charges; taxes and fees additional. Credit approval, \$35/line activation fee, and deposit may be required. Web plans provide access to data; capable device required to achieve 4G speeds.

6 All plans include Smartphone Mobile HotSpot capability that share the same full speed data allotment of their data plan except for the Unlimited Nationwide 4G plan which includes up to 2.5 GB of Smartphone Mobile HotSpot data usage that is capped. Customers may purchase additional capped Smartphone Mobile HotSpot data usage for the Unlimited Nationwide 4G Data plan at 4.5 GB for \$10/mo. or 6.5 GB for \$20/mo. Use of connected devices subject to T-Mobile's Terms and Conditions.

7 No caps, speed limits or overages while on T-Mobile's network.

# UNITED STATES

## T-MOBILE USA

| <b>SIMPLE CHOICE PLAN (PAY IN ADVANCE)</b> <sup>1,2,3,4,5,8,9,10,12</sup>                      | <b>PRICING</b> <sup>12</sup> |
|--|------------------------------|
| Unlimited Talk, Text and Web with up to 500MB of full speed data <sup>5</sup>                  | \$50,00                      |
| Unlimited Talk, Text and Web with up to 2.5GB of full speed data <sup>6</sup>                  | \$60,00                      |
| Unlimited Talk, Text and Unlimited Nationwide 4G data (unlimited full speed data) <sup>7</sup> | \$70,00                      |

1 No annual contract required.

2 Text plans include unlimited nationwide text, picture and video messaging.

3 Web plans include overage-free data with nationwide Web and e-mail access. Full speeds available up to monthly allotment, then slowed to up to 2G speeds for rest of billing cycle. All unlimited data plans are unlimited while on T-Mobile's network.

4 Features available for until 30th day.

5 Includes up to 500MB of Smartphone Mobile HotSpot. Use of connected devices subject to T-Mobile's Terms and Conditions.

6 Includes up to 500MB of data at no additional charge. Data included can be used for up to 2.5GB of Smartphone Mobile HotSpot. Use of connected devices subject to T-Mobile's Terms and Conditions.

7 Unlimited Nationwide 4G plan for pay-in-advance includes Smartphone Mobile HotSpot capped at 2.5 GB. Use of connected devices subject to T-Mobile's Terms and Conditions.

8 No limits or overages while on T-Mobile's network.

9 BlackBerry Internet Service (includes access to BlackBerry email, BlackBerry Messenger and BlackBerry App World for your BlackBerry device) is included with the \$50, \$60 and \$70/mo plans. Does not include BES access.

10 Roaming and on-network data allotments differ; 500 MB full-speed plan includes 10 MB roaming; 2.5 GB, and unlimited 4G full-speed plans, and limited 2.5 GB Smartphone Mobile HotSpot feature, include 50 MB roaming.

| <b>ADDITIONAL ADD-ON PAY IN ADVANCE PLANS \$50/MONTH OR HIGHER</b> | <b>TALK/TEXT</b> |
|--|------------------|
| Unlimited International Talk & Text <sup>11</sup>                  | \$10,00          |

11 Unlimited calls while on T-Mobile's network to landlines in over 50 countries, unlimited texting to any mobile phone in over 200 countries, and discounted calling to landlines and mobile phones in over 150 countries.

12 All prices reflect monthly charges. \$10 SIM starter kit may be required. Capable device required to achieve 4G speeds.

# UNITED STATES

## T-MOBILE USA

| <b>SIMPLE CHOICE VALUE<sup>1,2,3,6,7</sup> MOBILE INTERNET PLANS</b> | <b>PRICING<sup>1</sup></b> | <b>HOTSPOT ACCESS<sup>3</sup></b> |
|--|----------------------------|-----------------------------------|
| Unlimited, Overage-Free Mobile Internet 500 MB <sup>4,5</sup>        | \$20,00                    | Included                          |
| Unlimited, Overage-Free Mobile Internet 2.5 GB <sup>4,5</sup>        | \$30,00                    | Included                          |
| Unlimited, Overage-Free Mobile Internet 4.5 GB <sup>4,5</sup>        | \$40,00                    | Included                          |
| Unlimited, Overage-Free Mobile Internet 6.5 GB <sup>4,5</sup>        | \$50,00                    | Included                          |
| Unlimited, Overage-Free Mobile Internet 8.5 GB <sup>4,5</sup>        | \$60,00                    | Included                          |
| Unlimited, Overage-Free Mobile Internet 10.5 GB <sup>4,5</sup>       | \$70,00                    | Included                          |
| Unlimited, Overage-Free Mobile Internet 12.5 GB <sup>4,5</sup>       | \$80,00                    | Included                          |
| Unlimited, Overage-Free Mobile Internet 14.5 GB <sup>4,5</sup>       | \$90,00                    | Included                          |
| Unlimited, Overage-Free Mobile Internet 16.5 GB <sup>4,5</sup>       | \$100,00                   | Included                          |
| Unlimited, Overage-Free Mobile Internet 18.5 GB <sup>4,5</sup>       | \$110,00                   | Included                          |
| Unlimited, Overage-Free Mobile Internet 20.5 GB <sup>4,5</sup>       | \$120,00                   | Included                          |

1 Prices reflect monthly recurring charges; taxes and fees additional. Credit approval, \$10 SIM starter kit and deposit may be required.

2 \$10 discount available when added to a postpaid voice line of service with T-Mobile on the same account.

3 Plan data allotment applies. Use of connected devices subject to T-Mobile's Terms and Conditions.

4 No overage charges. After data allotment used, speeds slowed to up to 2G speeds for rest of billing cycle.

5 Customers may choose to add more full speed data in increments of 2 GB/each \$10 more per month per line, up to 20.5 GB of data. Or purchase an On Demand Mobile Internet (full speed data) Pass by day or week increments. (See On Demand Mobile Internet Passes (Postpaid) below).

6 On-network and domestic roaming data allotments differ: 500 MB full-speed plan includes 10 MB roaming; 2.5 GB and 4.5 GB full-speed plans include 50 MB roaming; 6.5 GB and 8.5 GB full-speed plans include 100 MB roaming; and 10.5 GB to 20.5 GB full-speed plans include 200 MB roaming.

7 All monthly postpaid Simple Choice plans include unlimited (2G).

| <b>ON DEMAND MOBILE INTERNET PASSES (Postpaid)<sup>1,2</sup></b>     | <b>PRICING<sup>1</sup></b> | <b>HOTSPOT ACCESS<sup>3</sup></b> |
|--|----------------------------|-----------------------------------|
| Unlimited, Overage-Free Mobile Internet 500 MB data (use for 1 days) | \$5,00                     | Included                          |
| Unlimited, Overage-Free Mobile Internet 1 GB data (use for 7 days)   | \$10,00                    | Included                          |

1 Credit approval, \$10 SIM starter kit and deposit may be required.

2 No overage charges. After data allotment used, speeds slowed to up to 2G speeds for rest of billing cycle.

3 Plan data allotment applies. Use of connected devices subject to T-Mobile's Terms and Conditions.

| <b>PAY IN ADVANCE - (SINGLE USE) DATA PASSES<sup>1,3</sup></b>     | <b>PRICING<sup>1</sup></b> | <b>HOTSPOT ACCESS</b> |
|--|----------------------------|-----------------------|
| Unlimited, Overage-Free 500 MB data (use for 1 day) <sup>2</sup>   | \$10,00                    | Not Included          |
| Unlimited, Overage-Free 1 GB data (use for 7 days) <sup>2</sup>    | \$15,00                    | Not Included          |
| Unlimited, Overage-Free 2.5 GB data (use for 30 days) <sup>2</sup> | \$30,00                    | Not Included          |

1 \$10 SIM starter kit may be required. Service available for time period and/or usage amount provided by Pass. For time period, a day is 12:00 a.m. to 11:59 p.m., based on time zone associated with account phone number. Usage rounded up to the nearest MB.

2 No overage charges. After data allotment used, speeds slowed to up to 2G speeds for rest of billing cycle.

3 Domestic only. No roaming.

# UNITED STATES

## T-MOBILE USA

| <b>PAY IN ADVANCE - MONTHLY RECURRING (AUTO-RENEW) PASSES<sup>1,2</sup></b> | <b>PRICING<sup>1</sup></b> | <b>HOTSPOT ACCESS</b> |
|---|----------------------------|-----------------------|
| Unlimited, Overage-Free Mobile Internet 500 MB <sup>4,5</sup>               | \$20,00                    | Not Included          |
| Unlimited, Overage-Free Mobile Internet 2.5 GB <sup>4,5</sup>               | \$30,00                    | Not Included          |
| Unlimited, Overage-Free Mobile Internet 4.5 GB <sup>4,5</sup>               | \$40,00                    | Not Included          |
| Unlimited, Overage-Free Mobile Internet 6.5 GB <sup>4,5</sup>               | \$50,00                    | Not Included          |
| Unlimited, Overage-Free Mobile Internet 8.5 GB <sup>4,5</sup>               | \$60,00                    | Not Included          |
| Unlimited, Overage-Free Mobile Internet 10.5 GB <sup>4,5</sup>              | \$70,00                    | Not Included          |
| Unlimited, Overage-Free Mobile Internet 12.5 GB <sup>4,5</sup>              | \$80,00                    | Not Included          |

1 Prices reflect monthly recurring charges; taxes and fees additional. \$10 SIM starter kit and deposit may be required.

2 Plan data allotment applies. Use of connected devices subject to T-Mobile's Terms and Conditions.

3 No overage charges. After data allotment used, speeds slowed to up to 2G speeds for rest of billing cycle.

4 Customers may choose to add more full speed data in increments of 2 GB/each \$10 more per month per line, up to 20.5 GB of data. Or purchase an On Demand Mobile Internet (full speed data) Pass by day or week increments. (See On Demand Mobile Internet Passes (Postpaid) below).

5 On-network, Domestic data only. No roaming.

| <b>CLASSIC<sup>1,2,3,4</sup> MOBILE BROADBAND PLANS (Not available for purchase after 11/1/13 in all channels)</b> | <b>PRICING<sup>2</sup></b> | <b>HOTSPOT ACCESS<sup>5</sup></b> |
|--|----------------------------|-----------------------------------|
| Overage-Free Mobile Broadband 500 MB   | \$30,00                    | Included                          |
| Overage-Free Mobile Broadband 2.5 GB <sup>6</sup>  | \$50,00                    | Included                          |
| Overage-Free Mobile Broadband 4.5 GB <sup>6</sup>  | \$60,00                    | Included                          |
| Overage-Free Mobile Broadband 6.5 GB <sup>6</sup>  | \$70,00                    | Included                          |
| Overage-Free Mobile Broadband 8.5 GB <sup>6</sup>  | \$80,00                    | Included                          |
| Overage-Free Mobile Broadband 10.5 GB <sup>6</sup>   | \$90,00                    | Included                          |
| Overage-Free Mobile Broadband 12.5 GB <sup>6</sup>   | \$100,00                   | Included                          |

1 24-month contract required.

2 Prices reflect monthly recurring charges; taxes and fees additional. Credit approval and deposit may be required.

3 No overage charges. After data allotment used, speeds slowed to up to 2G speeds for rest of billing cycle.

4 \$10 discount available when added to a postpaid voice line of service with T-Mobile on the same account.

5 Plan data allotment applies. No roaming. Use of connected devices subject to T-Mobile's Terms and Conditions.

6 Includes up to 500MB of full speed data at no additional charge.

Capable device required to achieve 4G speeds.

## EUROPE

### FINANCIALS (ADJUSTED FOR SPECIAL FACTORS)

|  | Note     | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%   | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%   |
|--|----------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------|-----------------------------|-----------------------------|---------------|
| <b>TOTAL REVENUE</b>                             |          | <b>3.594</b>                | <b>3.327</b>                | <b>3.420</b>                | <b>3.436</b>                | <b>3.476</b>                | <b>(3,3)</b>  | <b>14.406</b>               | <b>13.659</b>               | <b>(5,2)</b>  |
| <b>NET REVENUE</b>                               |          | <b>3.438</b>                | <b>3.172</b>                | <b>3.255</b>                | <b>3.272</b>                | <b>3.293</b>                | <b>(4,2)</b>  | <b>13.733</b>               | <b>12.992</b>               | <b>(5,4)</b>  |
| <b>EBITDA</b>                                    | <b>1</b> | <b>1.204</b>                | <b>1.089</b>                | <b>1.107</b>                | <b>1.162</b>                | <b>1.160</b>                | <b>(3,7)</b>  | <b>4.936</b>                | <b>4.518</b>                | <b>(8,5)</b>  |
| EBITDA margin (EBITDA / total revenue)           | %        | 33,5                        | 32,7                        | 32,4                        | 33,8                        | 33,4                        | (0,1p)        | 34,3                        | 33,1                        | (1,2p)        |
| Depreciation, amortization and impairment losses |          | (761)                       | (696)                       | (682)                       | (647)                       | (743)                       | 2,4           | (2.928)                     | (2.768)                     | 5,5           |
| Profit (loss) from operations = EBIT             | 2        | 443                         | 393                         | 425                         | 515                         | 417                         | (5,9)         | 2.008                       | 1.750                       | (12,8)        |
| <b>CASH CAPEX</b>                                | <b>3</b> | <b>515</b>                  | <b>471</b>                  | <b>388</b>                  | <b>378</b>                  | <b>463</b>                  | <b>(10,1)</b> | <b>1.604</b>                | <b>1.700</b>                | <b>6,0</b>    |
| <b>CASH CONTRIBUTION</b>                         |          | <b>689</b>                  | <b>618</b>                  | <b>719</b>                  | <b>784</b>                  | <b>697</b>                  | <b>1,2</b>    | <b>3.332</b>                | <b>2.818</b>                | <b>(15,4)</b> |

### FINANCIALS (AS REPORTED)

|  | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%   | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%   |
|--|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------|-----------------------------|-----------------------------|---------------|
| <b>TOTAL REVENUE</b>                             |      | <b>3.594</b>                | <b>3.327</b>                | <b>3.420</b>                | <b>3.436</b>                | <b>3.476</b>                | <b>(3,3)</b>  | <b>14.406</b>               | <b>13.659</b>               | <b>(5,2)</b>  |
| <b>NET REVENUE</b>                               |      | <b>3.438</b>                | <b>3.172</b>                | <b>3.255</b>                | <b>3.272</b>                | <b>3.293</b>                | <b>(4,2)</b>  | <b>13.733</b>               | <b>12.992</b>               | <b>(5,4)</b>  |
| <b>EBITDA</b>                                    |      | <b>1.041</b>                | <b>1.131</b>                | <b>1.106</b>                | <b>1.265</b>                | <b>838</b>                  | <b>(19,5)</b> | <b>4.728</b>                | <b>4.340</b>                | <b>(8,2)</b>  |
| EBITDA margin (EBITDA / total revenue)           | %    | 29,0                        | 34,0                        | 32,3                        | 36,8                        | 24,1                        | (4,9p)        | 32,8                        | 31,8                        | (1,0p)        |
| Depreciation, amortization and impairment losses |      | (1.121)                     | (696)                       | (682)                       | (647)                       | (1.357)                     | (21,1)        | (3.291)                     | (3.382)                     | (2,8)         |
| Profit (loss) from operations = EBIT             |      | (80)                        | 435                         | 424                         | 618                         | (519)                       | n.a.          | 1.437                       | 958                         | (33,3)        |
| <b>CASH CAPEX</b>                                |      | <b>594</b>                  | <b>1.382</b>                | <b>518</b>                  | <b>496</b>                  | <b>1.252</b>                | <b>n.a.</b>   | <b>1.724</b>                | <b>3.648</b>                | <b>n.a.</b>   |
| <b>CASH CONTRIBUTION</b>                         |      | <b>447</b>                  | <b>(251)</b>                | <b>588</b>                  | <b>769</b>                  | <b>(414)</b>                | <b>n.a.</b>   | <b>3.004</b>                | <b>692</b>                  | <b>(77,0)</b> |

1 Special factors affecting EBITDA: EUR 163mn in Q4/12, EUR -42mn in Q1/13, EUR 1mn in Q2/13, EUR -103mn in Q3/13 and EUR 322mn in Q4/13.

2 Special factors affecting EBIT: EUR 523mn in Q4/12 (thereof EUR 163mn resulting from EBITDA), EUR -42mn in Q1/13 (thereof EUR -42mn resulting from EBITDA), EUR 1mn in Q2/13 (thereof EUR 1mn resulting from EBITDA), EUR -103mn in Q3/13 (thereof EUR -103mn resulting from EBITDA) and EUR 936mn in Q4/13 (thereof EUR 322mn resulting from EBITDA).

3 Excluding payments for spectrum licences: EUR 7mn in Q4/12 in Greece, EUR 20mn in Q4/12 in Croatia, EUR 52mn in Q4/12 in Romania, EUR 911mn in Q1/13 in the Netherlands, EUR 130mn in Q2/13 in Romania, EUR 107mn in Q3/13 in Poland, EUR 10mn in Q3/13 in Macedonia, EUR 1mn in Q3/13 in Hungary, EUR 656mn in Q4/13 in Austria, EUR 114mn in Q4/13 in Hungary, EUR 15mn in Q4/13 in Croatia, EUR 3mn in Q4/13 in Romania, EUR 1mn in Q4/13 in Slovakia.

Since January 1, 2013, the tasks and functions of Group Technology including the Global Network Factory, which was previously part of Group Headquarters & Group Services, have been reported under the Europe operating segment. The prior-year figures have been adjusted for better comparability.

# EUROPE

## EBITDA RECONCILIATION

|   | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%   | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%  |
|---|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------|-----------------------------|-----------------------------|--------------|
| <b>TOTAL REVENUE</b>                                |      | <b>3.594</b>                | <b>3.327</b>                | <b>3.420</b>                | <b>3.436</b>                | <b>3.476</b>                | <b>(3,3)</b>  | <b>14.406</b>               | <b>13.659</b>               | <b>(5,2)</b> |
| <b>TOTAL REVENUE (ADJUSTED FOR SPECIAL FACTORS)</b> |      | <b>3.594</b>                | <b>3.327</b>                | <b>3.420</b>                | <b>3.436</b>                | <b>3.476</b>                | <b>(3,3)</b>  | <b>14.406</b>               | <b>13.659</b>               | <b>(5,2)</b> |
| Profit (loss) from operations = EBIT                |      | (80)                        | 435                         | 424                         | 618                         | (519)                       | n.a.          | 1.437                       | 958                         | (33,3)       |
| - Depreciation, amortization and impairment losses  |      | (1.121)                     | (696)                       | (682)                       | (647)                       | (1.357)                     | (21,1)        | (3.291)                     | (3.382)                     | (2,8)        |
| <b>= EBITDA</b>                                     |      | <b>1.041</b>                | <b>1.131</b>                | <b>1.106</b>                | <b>1.265</b>                | <b>838</b>                  | <b>(19,5)</b> | <b>4.728</b>                | <b>4.340</b>                | <b>(8,2)</b> |
| EBITDA margin                                       | %    | 29,0                        | 34,0                        | 32,3                        | 36,8                        | 24,1                        | (4,9p)        | 32,8                        | 31,8                        | (1,0p)       |
| - Special factors affecting EBITDA                  |      | (163)                       | 42                          | (1)                         | 103                         | (322)                       | (97,5)        | (208)                       | (178)                       | 14,4         |
| <b>= EBITDA (ADJUSTED FOR SPECIAL FACTORS)</b>      |      | <b>1.204</b>                | <b>1.089</b>                | <b>1.107</b>                | <b>1.162</b>                | <b>1.160</b>                | <b>(3,7)</b>  | <b>4.936</b>                | <b>4.518</b>                | <b>(8,5)</b> |
| EBITDA margin (adjusted for special factors)        | %    | 33,5                        | 32,7                        | 32,4                        | 33,8                        | 33,4                        | (0,1p)        | 34,3                        | 33,1                        | (1,2p)       |

## SPECIAL FACTORS

|  | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%   | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%   |
|--|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------|-----------------------------|-----------------------------|---------------|
| <b>EFFECTS ON EBITDA</b>                               |      | <b>(163)</b>                | <b>42</b>                   | <b>(1)</b>                  | <b>103</b>                  | <b>(322)</b>                | <b>(97,5)</b> | <b>(208)</b>                | <b>(178)</b>                | <b>14,4</b>   |
| - of which personnel                                   |      | (171)                       | (17)                        | (11)                        | (23)                        | (277)                       | (62,0)        | (182)                       | (328)                       | (80,2)        |
| - of which other                                       |      | 8                           | 59                          | 10                          | 126                         | (45)                        | n.a.          | (26)                        | 150                         | n.a.          |
| <b>EFFECTS ON PROFIT (LOSS) FROM OPERATIONS = EBIT</b> |      | <b>(523)</b>                | <b>42</b>                   | <b>(1)</b>                  | <b>103</b>                  | <b>(936)</b>                | <b>(79,0)</b> | <b>(571)</b>                | <b>(792)</b>                | <b>(38,7)</b> |
| - of which personnel                                   |      | (171)                       | (17)                        | (11)                        | (23)                        | (277)                       | (62,0)        | (182)                       | (328)                       | (80,2)        |
| - of which other                                       | 1    | (352)                       | 59                          | 10                          | 126                         | (659)                       | (87,2)        | (389)                       | (464)                       | (19,3)        |

1 Impairment: Bulgaria EUR 63mn in Q4/12, Austria EUR 297mn in Q4/12, Austria EUR 541mn in Q4/13 and Netherlands EUR 14mn in Q4/13

Since January 1, 2013, the tasks and functions of Group Technology including the Global Network Factory, which was previously part of Group Headquarters & Group Services, have been reported under the Europe operating segment. The prior-year figures have been adjusted for better comparability.

# EUROPE

## CUSTOMER SUMMARY

|                                    | Note | Q4<br>2012<br>'000 | Q1<br>2013<br>'000 | Q2<br>2013<br>'000 | Q3<br>2013<br>'000 | Q4<br>2013<br>'000 | Change<br>% |
|------------------------------------|------|--------------------|--------------------|--------------------|--------------------|--------------------|-------------|
| <b>GREECE</b>                      |      |                    |                    |                    |                    |                    |             |
| - Fixed network Access Lines       | 1    | 2.952              | 2.900              | 2.849              | 2.794              | 2.746              | (7,0)       |
| - Broadband Access Lines           |      | 1.203              | 1.234              | 1.257              | 1.270              | 1.286              | 6,9         |
| - Mobile Customers                 |      | 7.697              | 7.632              | 7.602              | 7.550              | 7.477              | (2,9)       |
| <b>ROMANIA</b>                     |      |                    |                    |                    |                    |                    |             |
| - Fixed network Access Lines       | 1    | 2.422              | 2.409              | 2.401              | 2.385              | 2.369              | (2,2)       |
| - Broadband Access Lines           |      | 1.134              | 1.142              | 1.156              | 1.175              | 1.193              | 5,2         |
| - Mobile Customers                 |      | 6.368              | 6.155              | 6.106              | 6.125              | 6.153              | (3,4)       |
| <b>HUNGARY</b>                     |      |                    |                    |                    |                    |                    |             |
| - Fixed network Access Lines       | 1    | 1.611              | 1.626              | 1.597              | 1.597              | 1.596              | (0,9)       |
| - Broadband Access Lines           |      | 875                | 884                | 891                | 906                | 922                | 5,4         |
| - Mobile Customers                 |      | 4.837              | 4.845              | 4.838              | 4.853              | 4.887              | 1,0         |
| <b>POLAND</b>                      |      |                    |                    |                    |                    |                    |             |
| - Mobile Customers                 |      | 16.040             | 15.919             | 15.969             | 15.667             | 15.563             | (3,0)       |
| <b>CZECH REPUBLIC</b>              |      |                    |                    |                    |                    |                    |             |
| - Fixed network Access Lines       | 1    | 111                | 114                | 117                | 119                | 120                | 8,1         |
| - Broadband Access Lines           |      | 111                | 114                | 117                | 119                | 120                | 8,1         |
| - Mobile Customers                 |      | 5.498              | 5.570              | 5.667              | 5.733              | 5.831              | 6,1         |
| <b>CROATIA</b>                     |      |                    |                    |                    |                    |                    |             |
| - Fixed network Access Lines       | 1    | 1.208              | 1.192              | 1.174              | 1.156              | 1.133              | (6,2)       |
| - Broadband Access Lines           |      | 658                | 664                | 665                | 667                | 670                | 1,8         |
| - Mobile Customers                 |      | 2.326              | 2.309              | 2.350              | 2.392              | 2.303              | (1,0)       |
| <b>NETHERLANDS</b>                 |      |                    |                    |                    |                    |                    |             |
| - Fixed network Access Lines       | 1    | 283                | 283                | 272                | 270                | 264                | (6,7)       |
| - Broadband Access Lines           |      | 275                | 266                | 264                | 261                | 256                | (6,9)       |
| - Mobile Customers                 |      | 4.720              | 4.622              | 4.561              | 4.534              | 4.441              | (5,9)       |
| <b>SLOVAKIA</b>                    |      |                    |                    |                    |                    |                    |             |
| - Fixed network Access Lines       | 1    | 960                | 945                | 932                | 919                | 922                | (4,0)       |
| - Broadband Access Lines           |      | 480                | 488                | 496                | 511                | 521                | 8,5         |
| - Mobile Customers                 |      | 2.311              | 2.289              | 2.273              | 2.263              | 2.262              | (2,1)       |
| <b>AUSTRIA</b>                     |      |                    |                    |                    |                    |                    |             |
| - Mobile Customers                 |      | 4.104              | 4.090              | 4.073              | 4.044              | 4.091              | (0,3)       |
| <b>OTHER</b>                       |      |                    |                    |                    |                    |                    |             |
| - Fixed network Access Lines       | 1    | 427                | 400                | 392                | 385                | 390                | (8,7)       |
| - Broadband Access Lines           |      | 258                | 259                | 265                | 269                | 274                | 6,2         |
| - Mobile Customers                 |      | 3.457              | 3.518              | 3.548              | 3.663              | 3.671              | 6,2         |
| <b>TOTAL</b>                       |      |                    |                    |                    |                    |                    |             |
| - Fixed network Access Lines       | 1    | 9.974              | 9.869              | 9.733              | 9.623              | 9.539              | (4,4)       |
| - IP                               | 1    | 1.852              | 2.068              | 2.223              | 2.511              | 2.718              | 46,8        |
| - Broadband Access Lines Retail    |      | 4.766              | 4.817              | 4.871              | 4.935              | 4.991              | 4,7         |
| - Wholesale Bundled Access Lines   |      | 153                | 154                | 153                | 152                | 150                | (2,0)       |
| - Wholesale Unbundled Access Lines |      | 74                 | 80                 | 86                 | 91                 | 101                | 36,5        |
| - TV (IPTV, Sat, cable)            | 2    | 2.935              | 3.007              | 3.086              | 3.447              | 3.554              | 21,1        |
| - Mobile Customers                 | 3    | 57.357             | 56.949             | 56.985             | 56.825             | 56.679             | (1,2)       |

1 Since January 1, 2013, fixed-network lines have been broken down by technology. This change also includes the addition of broadband cable lines and the recognition of wholesale PSTN lines together with the unbundled local loop lines (ULLs). Prior-period comparatives have been adjusted accordingly.

2 Incl. der DIGI Slovakia since 1. September 2013.

3 The customers of our companies in Bulgaria have no longer been included in the Europe operating segment since August 1, 2013 following the sale of the shares held in the companies. They have been eliminated from all historical customer figures to improve comparability.



# GREECE

## FINANCIALS (ADJUSTED FOR SPECIAL FACTORS)

|   | Note     | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%   | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%  |
|---|----------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------|-----------------------------|-----------------------------|--------------|
| <b>TOTAL REVENUE</b>                          |          | <b>781</b>                  | <b>713</b>                  | <b>744</b>                  | <b>771</b>                  | <b>760</b>                  | <b>(2,7)</b>  | <b>3.253</b>                | <b>2.988</b>                | <b>(8,1)</b> |
| - of which Fixed network                      |          | 464                         | 434                         | 442                         | 456                         | 469                         | 1,1           | 1.905                       | 1.801                       | (5,5)        |
| - of which Mobile communications              |          | 358                         | 313                         | 338                         | 355                         | 331                         | (7,5)         | 1.525                       | 1.337                       | (12,3)       |
| <b>EBITDA</b>                                 | <b>1</b> | <b>272</b>                  | <b>282</b>                  | <b>282</b>                  | <b>301</b>                  | <b>300</b>                  | <b>10,3</b>   | <b>1.205</b>                | <b>1.165</b>                | <b>(3,3)</b> |
| - of which Fixed network                      |          | 121                         | 152                         | 140                         | 144                         | 166                         | 37,2          | 543                         | 602                         | 10,9         |
| - of which Mobile communications              |          | 136                         | 122                         | 133                         | 142                         | 115                         | (15,4)        | 613                         | 512                         | (16,5)       |
| <b>EBITDA MARGIN (EBITDA / TOTAL REVENUE)</b> | <b>%</b> | <b>34,8</b>                 | <b>39,6</b>                 | <b>37,9</b>                 | <b>39,0</b>                 | <b>39,5</b>                 | <b>4,7p</b>   | <b>37,0</b>                 | <b>39,0</b>                 | <b>2,0p</b>  |
| - of which Fixed network                      | <b>%</b> | 26,1                        | 35,0                        | 31,7                        | 31,6                        | 35,4                        | 9,3p          | 28,5                        | 33,4                        | 4,9p         |
| - of which Mobile communications              | <b>%</b> | 38,0                        | 39,0                        | 39,3                        | 40,0                        | 34,7                        | (3,3p)        | 40,2                        | 38,3                        | (1,9p)       |
| <b>CASH CAPEX (AS REPORTED)</b>               |          | <b>131</b>                  | <b>52</b>                   | <b>85</b>                   | <b>88</b>                   | <b>107</b>                  | <b>(18,3)</b> | <b>318</b>                  | <b>332</b>                  | <b>4,4</b>   |
| - of which Fixed network                      |          | 79                          | 23                          | 32                          | 45                          | 83                          | 5,1           | 169                         | 183                         | 8,3          |
| - of which Mobile communications              |          | 51                          | 29                          | 51                          | 43                          | 16                          | (68,6)        | 146                         | 139                         | (4,8)        |
| <b>CASH CONTRIBUTION</b>                      |          | <b>141</b>                  | <b>230</b>                  | <b>197</b>                  | <b>213</b>                  | <b>193</b>                  | <b>36,9</b>   | <b>887</b>                  | <b>833</b>                  | <b>(6,1)</b> |
| - of which Fixed network                      |          | 42                          | 129                         | 108                         | 99                          | 83                          | 97,6          | 374                         | 419                         | 12,0         |
| - of which Mobile communications              |          | 85                          | 93                          | 82                          | 99                          | 99                          | 16,5          | 467                         | 373                         | (20,1)       |

1 Special factors affecting EBITDA: EUR 123mn in Q4/12, EUR -59mn in Q1/13, EUR 4mn in Q2/13, EUR 5mn in Q3/13 and EUR 267mn in Q4/13.

# GREECE

## OPERATIONALS

|  | Note        | Q4<br>2012 | Q1<br>2013   | Q2<br>2013   | Q3<br>2013   | Q4<br>2013   | Change<br>%  | FY<br>2012    | FY<br>2013   | Change<br>%  |               |
|--|-------------|------------|--------------|--------------|--------------|--------------|--------------|---------------|--------------|--------------|---------------|
| <b>FIXED NETWORK (END OF PERIOD)</b>         |             |            |              |              |              |              |              |               |              |              |               |
| Fixed network Access Lines                   | ('000)      | 1          | 2.952        | 2.900        | 2.849        | 2.794        | 2.746        | (7,0)         | 2.952        | 2.746        | (7,0)         |
| - IP   | ('000)      | 1          | 0            | 4            | 5            | 7            | 9            | n.a.          | 0            | 9            | n.a.          |
| Broadband Access Lines Retail                | ('000)      |            | 1.178        | 1.208        | 1.232        | 1.244        | 1.260        | 7,0           | 1.178        | 1.260        | 7,0           |
| TV (IPTV, SAT, Cable)                        | ('000)      |            | 119          | 149          | 175          | 218          | 256          | n.a.          | 119          | 256          | n.a.          |
| Wholesale Bundled Access Lines               | ('000)      |            | 26           | 26           | 25           | 26           | 26           | 0,0           | 26           | 26           | 0,0           |
| ULLs/Wholesale PSTN                          | ('000)      | 1          | 1.844        | 1.873        | 1.892        | 1.902        | 1.944        | 5,4           | 1.844        | 1.944        | 5,4           |
| Wholesale Unbundled Access Lines             | ('000)      |            | 0            | 0            | 0            | 0            | 0            | n.a.          | 0            | 0            | n.a.          |
| <b>MOBILE COMMUNICATIONS (END OF PERIOD)</b> |             |            |              |              |              |              |              |               |              |              |               |
| Service revenue                              | (€ million) |            | 290          | 261          | 273          | 285          | 253          | (12,8)        | 1.280        | 1.072        | (16,3)        |
| <b>CUSTOMERS</b>                             | ('000)      |            | <b>7.697</b> | <b>7.632</b> | <b>7.602</b> | <b>7.550</b> | <b>7.477</b> | <b>(2,9)</b>  | <b>7.697</b> | <b>7.477</b> | <b>(2,9)</b>  |
| - contract                                   | ('000)      |            | 2.302        | 2.286        | 2.284        | 2.262        | 2.249        | (2,3)         | 2.302        | 2.249        | (2,3)         |
| - prepaid                                    | ('000)      |            | 5.395        | 5.345        | 5.318        | 5.288        | 5.228        | (3,1)         | 5.395        | 5.228        | (3,1)         |
| <b>NET ADDS</b>                              | ('000)      |            | <b>(80)</b>  | <b>(66)</b>  | <b>(30)</b>  | <b>(52)</b>  | <b>(73)</b>  | <b>8,8</b>    | <b>(187)</b> | <b>(220)</b> | <b>(17,6)</b> |
| - contract                                   | ('000)      |            | 9            | (16)         | (3)          | (21)         | (13)         | n.a.          | (18)         | (53)         | n.a.          |
| - prepaid                                    | ('000)      |            | (90)         | (49)         | (27)         | (30)         | (60)         | 33,3          | (169)        | (167)        | 1,2           |
| <b>AVERAGE MONTHLY CHURN</b>                 | (%)         |            | <b>2,2</b>   | <b>1,6</b>   | <b>1,6</b>   | <b>2,0</b>   | <b>1,7</b>   | <b>(0,5p)</b> | <b>2,1</b>   | <b>1,7</b>   | <b>(0,4p)</b> |
| - contract                                   | (%)         |            | 1,8          | 1,5          | 1,5          | 1,6          | 1,3          | (0,5p)        | 1,8          | 1,5          | (0,3p)        |
| <b>SAC PER GROSS ADD</b>                     | (€)         |            | <b>25</b>    | <b>16</b>    | <b>19</b>    | <b>16</b>    | <b>17</b>    | <b>(32,0)</b> | <b>22</b>    | <b>17</b>    | <b>(22,7)</b> |
| - contract                                   | (€)         |            | 72           | 62           | 72           | 69           | 66           | (8,3)         | 68           | 67           | (1,5)         |
| - prepaid                                    | (€)         |            | 3            | 2            | 1            | 1            | 1            | (66,7)        | 2            | 1            | (50,0)        |
| <b>SRC PER RETAINED CUSTOMER</b>             | (€)         |            | <b>54</b>    | <b>48</b>    | <b>51</b>    | <b>50</b>    | <b>45</b>    | <b>(16,7)</b> | <b>53</b>    | <b>48</b>    | <b>(9,4)</b>  |
| <b>ARPU</b>                                  | (€)         |            | <b>12</b>    | <b>11</b>    | <b>12</b>    | <b>12</b>    | <b>11</b>    | <b>(8,3)</b>  | <b>14</b>    | <b>12</b>    | <b>(14,3)</b> |
| - contract                                   | (€)         |            | 29           | 27           | 28           | 29           | 26           | (10,3)        | 31           | 27           | (12,9)        |
| - prepaid                                    | (€)         |            | 5            | 5            | 5            | 6            | 5            | 0,0           | 6            | 5            | (16,7)        |
| <b>NON-VOICE % OF ARPU</b>                   | (%)         |            | <b>20</b>    | <b>21</b>    | <b>23</b>    | <b>25</b>    | <b>27</b>    | <b>7p</b>     | <b>19</b>    | <b>24</b>    | <b>5p</b>     |
| <b>MOU PER CUSTOMER</b>                      | (min)       |            | <b>285</b>   | <b>277</b>   | <b>292</b>   | <b>297</b>   | <b>296</b>   | <b>3,9</b>    | <b>283</b>   | <b>291</b>   | <b>2,8</b>    |
| - contract                                   | (min)       |            | 407          | 390          | 427          | 438          | 433          | 6,4           | 396          | 422          | 6,6           |

1 Since January 1, 2013, fixed-network lines have been broken down by technology. This change also includes the addition of broadband cable lines and the recognition of wholesale PSTN lines together with the unbundled local loop lines (ULLs). Prior-period comparatives have been adjusted accordingly.

# ROMANIA

## FINANCIALS (ADJUSTED FOR SPECIAL FACTORS)

|   | Note     | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%   | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%   |
|---|----------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------|-----------------------------|-----------------------------|---------------|
| <b>TOTAL REVENUE</b>                          |          | <b>253</b>                  | <b>243</b>                  | <b>248</b>                  | <b>254</b>                  | <b>272</b>                  | <b>7,5</b>    | <b>1.037</b>                | <b>1.017</b>                | <b>(1,9)</b>  |
| - of which Fixed network                      |          | 149                         | 145                         | 149                         | 152                         | 162                         | 8,7           | 619                         | 608                         | (1,8)         |
| - of which Mobile communications              |          | 114                         | 108                         | 111                         | 116                         | 123                         | 7,9           | 463                         | 458                         | (1,1)         |
| <b>EBITDA</b>                                 | <b>1</b> | <b>73</b>                   | <b>63</b>                   | <b>65</b>                   | <b>69</b>                   | <b>86</b>                   | <b>17,8</b>   | <b>289</b>                  | <b>283</b>                  | <b>(2,1)</b>  |
| - of which Fixed network                      |          | 41                          | 39                          | 36                          | 35                          | 52                          | 26,8          | 167                         | 162                         | (3,0)         |
| - of which Mobile communications              |          | 30                          | 24                          | 30                          | 32                          | 35                          | 16,7          | 120                         | 121                         | 0,8           |
| <b>EBITDA MARGIN (EBITDA / TOTAL REVENUE)</b> | <b>%</b> | <b>28,9</b>                 | <b>25,9</b>                 | <b>26,2</b>                 | <b>27,2</b>                 | <b>31,6</b>                 | <b>2,7p</b>   | <b>27,9</b>                 | <b>27,8</b>                 | <b>(0,1p)</b> |
| - of which Fixed network                      | %        | 27,5                        | 26,9                        | 24,2                        | 23,0                        | 32,1                        | 4,6p          | 27,0                        | 26,6                        | (0,4p)        |
| - of which Mobile communications              | %        | 26,3                        | 22,2                        | 27,0                        | 27,6                        | 28,5                        | 2,2p          | 25,9                        | 26,4                        | 0,5p          |
| <b>CASH CAPEX (AS REPORTED)</b>               |          | <b>82</b>                   | <b>37</b>                   | <b>163</b>                  | <b>23</b>                   | <b>41</b>                   | <b>(50,0)</b> | <b>171</b>                  | <b>264</b>                  | <b>54,4</b>   |
| - of which Fixed network                      |          | 19                          | 13                          | 18                          | 13                          | 31                          | 63,2          | 57                          | 75                          | 31,6          |
| - of which Mobile communications              |          | 63                          | 24                          | 145                         | 10                          | 10                          | (84,1)        | 114                         | 189                         | 65,8          |
| <b>CASH CONTRIBUTION</b>                      |          | <b>(9)</b>                  | <b>26</b>                   | <b>(98)</b>                 | <b>46</b>                   | <b>45</b>                   | <b>n.a.</b>   | <b>118</b>                  | <b>19</b>                   | <b>(83,9)</b> |
| - of which Fixed network                      |          | 22                          | 26                          | 18                          | 22                          | 21                          | (4,5)         | 110                         | 87                          | (20,9)        |
| - of which Mobile communications              |          | (33)                        | 0                           | (115)                       | 22                          | 25                          | n.a.          | 6                           | (68)                        | n.a.          |

1 Special factors affecting EBITDA: EUR 1mn in Q4/12, EUR 1mn in Q1/13, EUR 2mn in Q2/13, EUR 8mn in Q3/13 and EUR 10mn in Q4/13.

# ROMANIA

## OPERATIONALS

|  | Note        | Q4<br>2012 | Q1<br>2013   | Q2<br>2013   | Q3<br>2013   | Q4<br>2013   | Change<br>%  | FY<br>2012    | FY<br>2013   | Change<br>%  |               |
|--|-------------|------------|--------------|--------------|--------------|--------------|--------------|---------------|--------------|--------------|---------------|
| <b>FIXED NETWORK (END OF PERIOD)</b>         |             |            |              |              |              |              |              |               |              |              |               |
| Fixed network Access Lines                   | ('000)      | 1          | 2.422        | 2.409        | 2.401        | 2.385        | 2.369        | (2,2)         | 2.422        | 2.369        | (2,2)         |
| - IP   | ('000)      | 1          | 165          | 211          | 231          | 248          | 250          | 51,5          | 165          | 250          | 51,5          |
| Broadband Access Lines Retail                | ('000)      |            | 1.134        | 1.142        | 1.156        | 1.175        | 1.193        | 5,2           | 1.134        | 1.193        | 5,2           |
| TV (IPTV, SAT, Cable)                        | ('000)      |            | 1.265        | 1.277        | 1.296        | 1.320        | 1.353        | 7,0           | 1.265        | 1.353        | 7,0           |
| Wholesale Bundled Access Lines               | ('000)      |            | 0            | 0            | 0            | 0            | 0            | n.a.          | 0            | 0            | n.a.          |
| ULLs/Wholesale PSTN                          | ('000)      | 1          | 0            | 0            | 0            | 0            | 0            | n.a.          | 0            | 0            | n.a.          |
| Wholesale Unbundled Access Lines             | ('000)      |            | 0            | 0            | 0            | 0            | 0            | n.a.          | 0            | 0            | n.a.          |
| <b>MOBILE COMMUNICATIONS (END OF PERIOD)</b> |             |            |              |              |              |              |              |               |              |              |               |
| Service revenue                              | (€ million) |            | 94           | 89           | 94           | 98           | 97           | 3,2           | 384          | 378          | (1,6)         |
| <b>CUSTOMERS</b>                             | ('000)      |            | <b>6.368</b> | <b>6.155</b> | <b>6.106</b> | <b>6.125</b> | <b>6.153</b> | <b>(3,4)</b>  | <b>6.368</b> | <b>6.153</b> | <b>(3,4)</b>  |
| - contract                                   | ('000)      |            | 1.638        | 1.591        | 1.600        | 1.606        | 1.639        | 0,1           | 1.638        | 1.639        | 0,1           |
| - prepaid                                    | ('000)      |            | 4.730        | 4.564        | 4.506        | 4.519        | 4.515        | (4,5)         | 4.730        | 4.515        | (4,5)         |
| <b>NET ADDS</b>                              | ('000)      |            | <b>(102)</b> | <b>(213)</b> | <b>(49)</b>  | <b>19</b>    | <b>28</b>    | <b>n.a.</b>   | <b>(131)</b> | <b>(215)</b> | <b>(64,1)</b> |
| - contract                                   | ('000)      |            | 13           | (47)         | 9            | 6            | 33           | n.a.          | 138          | 0            | (100,0)       |
| - prepaid                                    | ('000)      |            | (115)        | (166)        | (58)         | 14           | (5)          | 95,7          | (269)        | (215)        | 20,1          |
| <b>AVERAGE MONTHLY CHURN</b>                 | (%)         |            | <b>3,8</b>   | <b>3,8</b>   | <b>3,0</b>   | <b>3,3</b>   | <b>2,7</b>   | <b>(1,1p)</b> | <b>3,6</b>   | <b>3,2</b>   | <b>(0,4p)</b> |
| - contract                                   | (%)         |            | 1,7          | 2,2          | 1,1          | 1,1          | 1,2          | (0,5p)        | 1,6          | 1,4          | (0,2p)        |
| <b>SAC PER GROSS ADD</b>                     | (€)         |            | <b>11</b>    | <b>12</b>    | <b>12</b>    | <b>7</b>     | <b>9</b>     | <b>(18,2)</b> | <b>10</b>    | <b>10</b>    | <b>0,0</b>    |
| - contract                                   | (€)         |            | 66           | 69           | 82           | 59           | 57           | (13,6)        | 64           | 66           | 3,1           |
| - prepaid                                    | (€)         |            | 1            | 2            | 1            | 1            | 1            | 0,0           | 2            | 1            | (50,0)        |
| <b>SRC PER RETAINED CUSTOMER</b>             | (€)         |            | <b>46</b>    | <b>25</b>    | <b>24</b>    | <b>22</b>    | <b>15</b>    | <b>(67,4)</b> | <b>30</b>    | <b>21</b>    | <b>(30,0)</b> |
| <b>ARPU</b>                                  | (€)         |            | <b>5</b>     | <b>5</b>     | <b>5</b>     | <b>5</b>     | <b>5</b>     | <b>0,0</b>    | <b>5</b>     | <b>5</b>     | <b>0,0</b>    |
| - contract                                   | (€)         |            | 11           | 11           | 11           | 11           | 11           | 0,0           | 11           | 11           | 0,0           |
| - prepaid                                    | (€)         |            | 3            | 3            | 3            | 3            | 3            | 0,0           | 3            | 3            | 0,0           |
| <b>NON-VOICE % OF ARPU</b>                   | (%)         |            | <b>13</b>    | <b>15</b>    | <b>14</b>    | <b>16</b>    | <b>18</b>    | <b>5p</b>     | <b>12</b>    | <b>16</b>    | <b>4p</b>     |
| <b>MOU PER CUSTOMER</b>                      | (min)       |            | <b>267</b>   | <b>272</b>   | <b>280</b>   | <b>278</b>   | <b>287</b>   | <b>7,5</b>    | <b>261</b>   | <b>279</b>   | <b>6,9</b>    |
| - contract                                   | (min)       |            | 409          | 394          | 407          | 396          | 408          | (0,2)         | 411          | 402          | (2,2)         |

1 Since January 1, 2013, fixed-network lines have been broken down by technology. This change also includes the addition of broadband cable lines and the recognition of wholesale PSTN lines together with the unbundled local loop lines (ULLs). Prior-period comparatives have been adjusted accordingly.

# HUNGARY

## FINANCIALS (ADJUSTED FOR SPECIAL FACTORS)

|   | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%   | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%   |
|---|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------|-----------------------------|-----------------------------|---------------|
| <b>TOTAL REVENUE</b>                          |      | <b>398</b>                  | <b>393</b>                  | <b>386</b>                  | <b>377</b>                  | <b>407</b>                  | <b>2,3</b>    | <b>1.429</b>                | <b>1.563</b>                | <b>9,4</b>    |
| <b>PRODUCT VIEW</b>                           |      | <b>398</b>                  | <b>393</b>                  | <b>386</b>                  | <b>377</b>                  | <b>407</b>                  | <b>2,3</b>    | <b>1.429</b>                | <b>1.563</b>                | <b>9,4</b>    |
| - of which Fixed network                      | 1    | 190                         | 202                         | 177                         | 172                         | 198                         | 4,2           | 664                         | 749                         | 12,8          |
| - of which Mobile communications              |      | 208                         | 191                         | 208                         | 206                         | 208                         | 0,0           | 764                         | 813                         | 6,4           |
| <b>SEGMENT VIEW</b>                           |      | <b>398</b>                  | <b>393</b>                  | <b>386</b>                  | <b>377</b>                  | <b>407</b>                  | <b>2,3</b>    | <b>1.429</b>                | <b>1.563</b>                | <b>9,4</b>    |
| - of which Consumer                           |      | 244                         | 224                         | 233                         | 234                         | 239                         | (2,0)         | 901                         | 930                         | 3,2           |
| - of which Business                           |      | 76                          | 68                          | 69                          | 67                          | 69                          | (9,2)         | 290                         | 273                         | (5,9)         |
| <b>EBITDA</b>                                 | 2    | <b>106</b>                  | <b>93</b>                   | <b>119</b>                  | <b>124</b>                  | <b>102</b>                  | <b>(3,8)</b>  | <b>474</b>                  | <b>438</b>                  | <b>(7,6)</b>  |
| <b>EBITDA MARGIN (EBITDA / TOTAL REVENUE)</b> | %    | <b>26,6</b>                 | <b>23,7</b>                 | <b>30,8</b>                 | <b>32,9</b>                 | <b>25,1</b>                 | <b>(1,5p)</b> | <b>33,2</b>                 | <b>28,0</b>                 | <b>(5,2p)</b> |
| <b>CASH CAPEX (AS REPORTED)</b>               |      | <b>59</b>                   | <b>54</b>                   | <b>46</b>                   | <b>72</b>                   | <b>170</b>                  | <b>n.a.</b>   | <b>257</b>                  | <b>342</b>                  | <b>33,1</b>   |
| <b>CASH CONTRIBUTION</b>                      |      | <b>47</b>                   | <b>39</b>                   | <b>73</b>                   | <b>52</b>                   | <b>(68)</b>                 | <b>n.a.</b>   | <b>217</b>                  | <b>96</b>                   | <b>(55,8)</b> |

1 Fixed Network include Total revenue of HU GHS.

2 Special factors affecting EBITDA: EUR 19mn in Q4/12, EUR 1mn in Q1/13, EUR -4mn in Q2/13 and EUR 6mn in Q4/13.

# HUNGARY

## OPERATIONALS

|  | Note        | Q4<br>2012 | Q1<br>2013   | Q2<br>2013   | Q3<br>2013   | Q4<br>2013   | Change<br>%  | FY<br>2012    | FY<br>2013   | Change<br>%  |              |
|--|-------------|------------|--------------|--------------|--------------|--------------|--------------|---------------|--------------|--------------|--------------|
| <b>FIXED NETWORK (END OF PERIOD)</b>         |             |            |              |              |              |              |              |               |              |              |              |
| Fixed network Access Lines                   | ('000)      | 1          | 1.611        | 1.626        | 1.597        | 1.597        | 1.596        | (0,9)         | 1.611        | 1.596        | (0,9)        |
| - IP   | ('000)      | 1          | 528          | 617          | 621          | 636          | 665          | 25,9          | 528          | 665          | 25,9         |
| Broadband Access Lines Retail                | ('000)      |            | 785          | 801          | 812          | 832          | 851          | 8,4           | 785          | 851          | 8,4          |
| TV (IPTV, SAT, Cable)                        | ('000)      |            | 832          | 844          | 852          | 871          | 885          | 6,4           | 832          | 885          | 6,4          |
| Wholesale Bundled Access Lines               | ('000)      |            | 62           | 57           | 54           | 49           | 46           | (25,8)        | 62           | 46           | (25,8)       |
| ULLs/Wholesale PSTN                          | ('000)      | 1          | 17           | 16           | 17           | 17           | 16           | (5,9)         | 17           | 16           | (5,9)        |
| Wholesale Unbundled Access Lines             | ('000)      |            | 27           | 26           | 25           | 25           | 25           | (7,4)         | 27           | 25           | (7,4)        |
| <b>MOBILE COMMUNICATIONS (END OF PERIOD)</b> |             |            |              |              |              |              |              |               |              |              |              |
| Service revenue                              | (€ million) |            | 179          | 159          | 166          | 170          | 168          | (6,1)         | 691          | 663          | (4,1)        |
| <b>CUSTOMERS</b>                             | ('000)      |            | <b>4.837</b> | <b>4.845</b> | <b>4.838</b> | <b>4.853</b> | <b>4.887</b> | <b>1,0</b>    | <b>4.837</b> | <b>4.887</b> | <b>1,0</b>   |
| - contract                                   | ('000)      |            | 2.287        | 2.304        | 2.321        | 2.342        | 2.370        | 3,6           | 2.287        | 2.370        | 3,6          |
| - prepaid                                    | ('000)      |            | 2.550        | 2.541        | 2.518        | 2.511        | 2.517        | (1,3)         | 2.550        | 2.517        | (1,3)        |
| <b>NET ADDS</b>                              | ('000)      |            | <b>17</b>    | <b>9</b>     | <b>(7)</b>   | <b>14</b>    | <b>34</b>    | <b>100,0</b>  | <b>20</b>    | <b>50</b>    | <b>n.a.</b>  |
| - contract                                   | ('000)      |            | 20           | 17           | 17           | 21           | 28           | 40,0          | 62           | 83           | 33,9         |
| - prepaid                                    | ('000)      |            | (3)          | (8)          | (24)         | (7)          | 6            | n.a.          | (43)         | (33)         | 23,3         |
| <b>AVERAGE MONTHLY CHURN</b>                 | (%)         |            | <b>1,7</b>   | <b>1,5</b>   | <b>1,5</b>   | <b>1,5</b>   | <b>1,6</b>   | <b>(0,1p)</b> | <b>1,5</b>   | <b>1,5</b>   | <b>0,0p</b>  |
| - contract                                   | (%)         |            | 1,4          | 1,3          | 1,1          | 1,1          | 0,9          | (0,5p)        | 1,2          | 1,1          | (0,1p)       |
| <b>SAC PER GROSS ADD</b>                     | (€)         |            | <b>21</b>    | <b>19</b>    | <b>18</b>    | <b>22</b>    | <b>26</b>    | <b>23,8</b>   | <b>19</b>    | <b>22</b>    | <b>15,8</b>  |
| - contract                                   | (€)         |            | 43           | 41           | 38           | 51           | 62           | 44,2          | 42           | 48           | 14,3         |
| - prepaid                                    | (€)         |            | 8            | 4            | 5            | 6            | 10           | 25,0          | 5            | 6            | 20,0         |
| <b>SRC PER RETAINED CUSTOMER</b>             | (€)         |            | <b>49</b>    | <b>46</b>    | <b>41</b>    | <b>45</b>    | <b>65</b>    | <b>32,7</b>   | <b>47</b>    | <b>50</b>    | <b>6,4</b>   |
| <b>ARPU</b>                                  | (€)         |            | <b>12</b>    | <b>11</b>    | <b>11</b>    | <b>12</b>    | <b>12</b>    | <b>0,0</b>    | <b>12</b>    | <b>11</b>    | <b>(8,3)</b> |
| - contract                                   | (€)         |            | 20           | 18           | 19           | 19           | 19           | (5,0)         | 20           | 19           | (5,0)        |
| - prepaid                                    | (€)         |            | 5            | 4            | 5            | 5            | 5            | 0,0           | 5            | 5            | 0,0          |
| <b>NON-VOICE % OF ARPU</b>                   | (%)         |            | <b>24</b>    | <b>26</b>    | <b>24</b>    | <b>25</b>    | <b>26</b>    | <b>2p</b>     | <b>23</b>    | <b>25</b>    | <b>2p</b>    |
| <b>MOU PER CUSTOMER</b>                      | (min)       |            | <b>160</b>   | <b>150</b>   | <b>157</b>   | <b>156</b>   | <b>157</b>   | <b>(1,9)</b>  | <b>160</b>   | <b>155</b>   | <b>(3,1)</b> |
| - contract                                   | (min)       |            | 263          | 252          | 264          | 260          | 262          | (0,4)         | 263          | 259          | (1,5)        |

1 Since January 1, 2013, fixed-network lines have been broken down by technology. This change also includes the addition of broadband cable lines and the recognition of wholesale PSTN lines together with the unbundled local loop lines (ULLs). Prior-period comparatives have been adjusted accordingly.

# POLAND

## FINANCIALS (ADJUSTED FOR SPECIAL FACTORS)

|  | Note     | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%   | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%   |
|--|----------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------|-----------------------------|-----------------------------|---------------|
| <b>TOTAL REVENUE</b>                   |          | <b>425</b>                  | <b>385</b>                  | <b>407</b>                  | <b>392</b>                  | <b>400</b>                  | <b>(5,9)</b>  | <b>1.678</b>                | <b>1.584</b>                | <b>(5,6)</b>  |
| - of which Consumer                    |          | 257                         | 234                         | 257                         | 242                         | 235                         | (8,6)         | 1.021                       | 968                         | (5,2)         |
| - of which Business                    |          | 151                         | 137                         | 140                         | 130                         | 136                         | (9,9)         | 587                         | 543                         | (7,5)         |
| <b>EBITDA</b>                          | <b>1</b> | <b>160</b>                  | <b>140</b>                  | <b>147</b>                  | <b>145</b>                  | <b>167</b>                  | <b>4,4</b>    | <b>586</b>                  | <b>599</b>                  | <b>2,2</b>    |
| EBITDA margin (EBITDA / total revenue) | %        | 37,6                        | 36,4                        | 36,1                        | 37,0                        | 41,8                        | 4,2p          | 34,9                        | 37,8                        | 2,9p          |
| <b>CASH CAPEX (AS REPORTED)</b>        |          | <b>67</b>                   | <b>85</b>                   | <b>57</b>                   | <b>142</b>                  | <b>55</b>                   | <b>(17,9)</b> | <b>225</b>                  | <b>339</b>                  | <b>50,7</b>   |
| <b>CASH CONTRIBUTION</b>               |          | <b>93</b>                   | <b>55</b>                   | <b>90</b>                   | <b>3</b>                    | <b>112</b>                  | <b>20,4</b>   | <b>361</b>                  | <b>260</b>                  | <b>(28,0)</b> |

## OPERATIONALS

|  | Note | Q4<br>2012    | Q1<br>2013    | Q2<br>2013    | Q3<br>2013    | Q4<br>2013    | Change<br>%   | FY<br>2012    | FY<br>2013    | Change<br>%   |
|--|------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| <b>MOBILE COMMUNICATIONS (END OF PERIOD)</b> |      |               |               |               |               |               |               |               |               |               |
| Service revenue (€ million)                  |      | 351           | 315           | 314           | 292           | 299           | (14,8)        | 1.441         | 1.220         | (15,3)        |
| <b>CUSTOMERS</b> ('000)                      |      | <b>16.040</b> | <b>15.919</b> | <b>15.969</b> | <b>15.667</b> | <b>15.563</b> | <b>(3,0)</b>  | <b>16.040</b> | <b>15.563</b> | <b>(3,0)</b>  |
| - contract ('000)                            |      | 6.996         | 7.014         | 7.038         | 7.062         | 7.049         | 0,8           | 6.996         | 7.049         | 0,8           |
| - prepaid ('000)                             |      | 9.044         | 8.905         | 8.931         | 8.605         | 8.514         | (5,9)         | 9.044         | 8.514         | (5,9)         |
| <b>NET ADDS</b> ('000)                       |      | <b>465</b>    | <b>(121)</b>  | <b>50</b>     | <b>(302)</b>  | <b>(104)</b>  | <b>n.a.</b>   | <b>1.879</b>  | <b>(477)</b>  | <b>n.a.</b>   |
| - contract ('000)                            |      | 46            | 18            | 23            | 24            | (13)          | n.a.          | 231           | 53            | (77,1)        |
| - prepaid ('000)                             |      | 419           | (139)         | 27            | (326)         | (91)          | n.a.          | 1.648         | (530)         | n.a.          |
| <b>AVERAGE MONTHLY CHURN</b> (%)             |      | <b>1,5</b>    | <b>2,4</b>    | <b>2,1</b>    | <b>2,6</b>    | <b>2,3</b>    | <b>0,8p</b>   | <b>1,4</b>    | <b>2,4</b>    | <b>1,0p</b>   |
| - contract (%)                               |      | 1,0           | 1,0           | 1,1           | 1,1           | 1,1           | 0,1p          | 0,9           | 1,1           | 0,2p          |
| <b>SAC PER GROSS ADD</b> (€)                 |      | <b>20</b>     | <b>20</b>     | <b>19</b>     | <b>20</b>     | <b>12</b>     | <b>(40,0)</b> | <b>24</b>     | <b>18</b>     | <b>(25,0)</b> |
| - contract (€)                               |      | 89            | 82            | 68            | 67            | 49            | (44,9)        | 107           | 67            | (37,4)        |
| - prepaid (€)                                |      | 1             | 2             | 2             | 2             | 1             | 0,0           | 2             | 2             | 0,0           |
| <b>SRC PER RETAINED CUSTOMER</b> (€)         |      | <b>32</b>     | <b>31</b>     | <b>34</b>     | <b>21</b>     | <b>11</b>     | <b>(65,6)</b> | <b>47</b>     | <b>24</b>     | <b>(48,9)</b> |
| <b>ARPU</b> (€)                              |      | <b>7</b>      | <b>7</b>      | <b>7</b>      | <b>6</b>      | <b>6</b>      | <b>(14,3)</b> | <b>8</b>      | <b>6</b>      | <b>(25,0)</b> |
| - contract (€)                               |      | 14            | 13            | 12            | 11            | 13            | (7,1)         | 15            | 12            | (20,0)        |
| - prepaid (€)                                |      | 2             | 2             | 2             | 2             | 1             | (50,0)        | 2             | 2             | 0,0           |
| <b>NON-VOICE % OF ARPU</b> (%)               |      | <b>32</b>     | <b>33</b>     | <b>33</b>     | <b>35</b>     | <b>38</b>     | <b>6p</b>     | <b>31</b>     | <b>35</b>     | <b>4p</b>     |
| <b>MOU PER CUSTOMER</b> (min)                |      | <b>124</b>    | <b>122</b>    | <b>126</b>    | <b>128</b>    | <b>131</b>    | <b>5,6</b>    | <b>127</b>    | <b>127</b>    | <b>0,0</b>    |
| - contract (min)                             |      | 232           | 233           | 240           | 239           | 245           | 5,6           | 227           | 239           | 5,3           |

1 Special factors affecting EBITDA: EUR -12mn in Q4/12, EUR -6 in Q2/13, EUR -7mn in Q3/13 and EUR -3mn in Q4/13.

# CZECH REPUBLIC

## FINANCIALS (ADJUSTED FOR SPECIAL FACTORS)

|  | Note     | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%   | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%   |
|--|----------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------|-----------------------------|-----------------------------|---------------|
| <b>TOTAL REVENUE</b>                   |          | <b>257</b>                  | <b>226</b>                  | <b>235</b>                  | <b>229</b>                  | <b>225</b>                  | <b>(12,5)</b> | <b>1.044</b>                | <b>915</b>                  | <b>(12,4)</b> |
| - of which Consumer                    |          | 157                         | 138                         | 143                         | 142                         | 136                         | (13,4)        | 633                         | 559                         | (11,7)        |
| - of which Business                    |          | 88                          | 78                          | 81                          | 78                          | 75                          | (14,8)        | 372                         | 312                         | (16,1)        |
| <b>EBITDA</b>                          | <b>1</b> | <b>111</b>                  | <b>104</b>                  | <b>104</b>                  | <b>99</b>                   | <b>97</b>                   | <b>(12,6)</b> | <b>486</b>                  | <b>404</b>                  | <b>(16,9)</b> |
| EBITDA margin (EBITDA / total revenue) | %        | 43,2                        | 46,0                        | 44,3                        | 43,2                        | 43,1                        | (0,1p)        | 46,6                        | 44,2                        | (2,4p)        |
| <b>CASH CAPEX (AS REPORTED)</b>        |          | <b>32</b>                   | <b>45</b>                   | <b>18</b>                   | <b>19</b>                   | <b>28</b>                   | <b>(12,5)</b> | <b>129</b>                  | <b>110</b>                  | <b>(14,7)</b> |
| <b>CASH CONTRIBUTION</b>               |          | <b>79</b>                   | <b>59</b>                   | <b>86</b>                   | <b>80</b>                   | <b>69</b>                   | <b>(12,7)</b> | <b>357</b>                  | <b>294</b>                  | <b>(17,6)</b> |

## OPERATIONALS

|  | Note        | Q4<br>2012   | Q1<br>2013   | Q2<br>2013   | Q3<br>2013   | Q4<br>2013   | Change<br>%   | FY<br>2012   | FY<br>2013   | Change<br>%   |
|--|-------------|--------------|--------------|--------------|--------------|--------------|---------------|--------------|--------------|---------------|
| <b>FIXED NETWORK (END OF PERIOD)</b>         |             |              |              |              |              |              |               |              |              |               |
| Fixed network Access Lines                   | ('000) 2    | 111          | 114          | 117          | 119          | 120          | 8,1           | 111          | 120          | 8,1           |
| - IP   | ('000) 2    | 108          | 111          | 114          | 115          | 117          | 8,3           | 108          | 117          | 8,3           |
| Broadband Access Lines Retail                | ('000)      | 111          | 114          | 117          | 119          | 120          | 8,1           | 111          | 120          | 8,1           |
| TV (IPTV, SAT, Cable)                        | ('000)      | 17           | 18           | 19           | 21           | 24           | 41,2          | 17           | 24           | 41,2          |
| Wholesale Bundled Access Lines               | ('000)      | 0            | 0            | 0            | 0            | 0            | n.a.          | 0            | 0            | n.a.          |
| ULLs/Wholesale PSTN                          | ('000) 2    | 0            | 0            | 0            | 0            | 0            | n.a.          | 0            | 0            | n.a.          |
| Wholesale Unbundled Access Lines             | ('000)      | 0            | 0            | 0            | 0            | 0            | n.a.          | 0            | 0            | n.a.          |
| <b>MOBILE COMMUNICATIONS (END OF PERIOD)</b> |             |              |              |              |              |              |               |              |              |               |
| Service revenue                              | (€ million) | 223          | 198          | 196          | 189          | 178          | (20,2)        | 935          | 761          | (18,6)        |
| <b>CUSTOMERS</b>                             | ('000) 3    | <b>5.498</b> | <b>5.570</b> | <b>5.667</b> | <b>5.733</b> | <b>5.831</b> | <b>6,1</b>    | <b>5.498</b> | <b>5.831</b> | <b>6,1</b>    |
| - contract                                   | ('000)      | 3.072        | 3.137        | 3.210        | 3.248        | 3.289        | 7,1           | 3.072        | 3.289        | 7,1           |
| - prepaid                                    | ('000)      | 2.426        | 2.434        | 2.456        | 2.474        | 2.502        | 3,1           | 2.426        | 2.502        | 3,1           |
| <b>NET ADDS</b>                              | ('000) 3    | <b>83</b>    | <b>72</b>    | <b>97</b>    | <b>66</b>    | <b>98</b>    | <b>18,1</b>   | <b>117</b>   | <b>333</b>   | <b>n.a.</b>   |
| - contract                                   | ('000)      | 69           | 65           | 73           | 38           | 41           | (40,6)        | 199          | 217          | 9,0           |
| - prepaid                                    | ('000)      | 14           | 7            | 22           | 18           | 28           | 100,0         | (83)         | 76           | n.a.          |
| <b>AVERAGE MONTHLY CHURN</b>                 | (%)         | <b>1,1</b>   | <b>1,1</b>   | <b>1,1</b>   | <b>1,2</b>   | <b>1,3</b>   | <b>0,2p</b>   | <b>1,1</b>   | <b>1,1</b>   | <b>0,0p</b>   |
| - contract                                   | (%)         | 0,3          | 0,4          | 0,3          | 0,4          | 0,5          | 0,2p          | 0,4          | 0,4          | 0,0p          |
| <b>SAC PER GROSS ADD</b>                     | (€)         | <b>37</b>    | <b>31</b>    | <b>27</b>    | <b>24</b>    | <b>20</b>    | <b>(45,9)</b> | <b>32</b>    | <b>25</b>    | <b>(21,9)</b> |
| - contract                                   | (€)         | 75           | 60           | 57           | 59           | 52           | (30,7)        | 67           | 57           | (14,9)        |
| - prepaid                                    | (€)         | 3            | 2            | 2            | 3            | 3            | 0,0           | 2            | 2            | 0,0           |
| <b>SRC PER RETAINED CUSTOMER</b>             | (€)         | <b>36</b>    | <b>29</b>    | <b>8</b>     | <b>9</b>     | <b>10</b>    | <b>(72,2)</b> | <b>33</b>    | <b>13</b>    | <b>(60,6)</b> |
| <b>ARPU</b>                                  | (€)         | <b>13</b>    | <b>12</b>    | <b>12</b>    | <b>11</b>    | <b>10</b>    | <b>(23,1)</b> | <b>14</b>    | <b>11</b>    | <b>(21,4)</b> |
| - contract                                   | (€)         | 20           | 17           | 17           | 16           | 15           | (25,0)        | 21           | 16           | (23,8)        |
| - prepaid                                    | (€)         | 5            | 5            | 5            | 5            | 4            | (20,0)        | 6            | 5            | (16,7)        |
| <b>NON-VOICE % OF ARPU</b>                   | (%)         | <b>28</b>    | <b>31</b>    | <b>32</b>    | <b>36</b>    | <b>37</b>    | <b>9p</b>     | <b>27</b>    | <b>34</b>    | <b>7p</b>     |
| <b>MOU PER CUSTOMER</b>                      | (min)       | <b>138</b>   | <b>134</b>   | <b>146</b>   | <b>147</b>   | <b>152</b>   | <b>10,1</b>   | <b>133</b>   | <b>145</b>   | <b>9,0</b>    |
| - contract                                   | (min)       | 211          | 205          | 223          | 224          | 233          | 10,4          | 208          | 221          | 6,3           |

1 Special factors affecting EBITDA: EUR 1mn in Q3/13.

2 Since January 1, 2013, fixed-network lines have been broken down by technology. This change also includes the addition of broadband cable lines and the recognition of wholesale PSTN lines together with the unbundled local loop lines (ULLs). Prior-period comparatives have been adjusted accordingly.

3 Q4/13: due to technical reasons one of our service provider is currently available on total customer level only



# NETHERLANDS

## FINANCIALS (ADJUSTED FOR SPECIAL FACTORS)

|  | Note     | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>% | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%  |
|--|----------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-------------|-----------------------------|-----------------------------|--------------|
| <b>TOTAL REVENUE</b>                   |          | <b>411</b>                  | <b>393</b>                  | <b>406</b>                  | <b>412</b>                  | <b>455</b>                  | <b>10,7</b> | <b>1.664</b>                | <b>1.666</b>                | <b>0,1</b>   |
| - of which Consumer                    |          | 321                         | 299                         | 313                         | 317                         | 348                         | 8,4         | 1.293                       | 1.277                       | (1,2)        |
| - of which Business                    |          | 75                          | 71                          | 74                          | 71                          | 84                          | 12,0        | 311                         | 300                         | (3,5)        |
| <b>EBITDA</b>                          | <b>1</b> | <b>134</b>                  | <b>114</b>                  | <b>108</b>                  | <b>116</b>                  | <b>157</b>                  | <b>17,2</b> | <b>525</b>                  | <b>495</b>                  | <b>(5,7)</b> |
| EBITDA margin (EBITDA / total revenue) | %        | 32,6                        | 29,0                        | 26,6                        | 28,2                        | 34,5                        | 1,9p        | 31,6                        | 29,7                        | (1,9p)       |
| <b>CASH CAPEX (AS REPORTED)</b>        |          | <b>49</b>                   | <b>963</b>                  | <b>53</b>                   | <b>37</b>                   | <b>53</b>                   | <b>8,2</b>  | <b>137</b>                  | <b>1.106</b>                | <b>n.a.</b>  |
| <b>CASH CONTRIBUTION</b>               |          | <b>85</b>                   | <b>(849)</b>                | <b>55</b>                   | <b>79</b>                   | <b>104</b>                  | <b>22,4</b> | <b>388</b>                  | <b>(611)</b>                | <b>n.a.</b>  |

## OPERATIONALS

|  | Note | Q4<br>2012   | Q1<br>2013   | Q2<br>2013   | Q3<br>2013   | Q4<br>2013   | Change<br>%   | FY<br>2012   | FY<br>2013   | Change<br>%   |
|--|------|--------------|--------------|--------------|--------------|--------------|---------------|--------------|--------------|---------------|
| <b>FIXED NETWORK (END OF PERIOD)</b>         |      |              |              |              |              |              |               |              |              |               |
| Fixed network Access Lines ('000)            | 2    | 283          | 283          | 272          | 270          | 264          | (6,7)         | 283          | 264          | (6,7)         |
| - IP ('000)                                  | 2    | 275          | 274          | 264          | 261          | 256          | (6,9)         | 275          | 256          | (6,9)         |
| Broadband Access Lines Retail ('000)         |      | 275          | 266          | 264          | 261          | 256          | (6,9)         | 275          | 256          | (6,9)         |
| TV (IPTV, SAT, Cable) ('000)                 | 3    | 41           | 45           | 49           | 55           | 59           | 43,9          | 41           | 59           | 43,9          |
| Wholesale Bundled Access Lines ('000)        |      | 0            | 0            | 0            | 0            | 0            | n.a.          | 0            | 0            | n.a.          |
| ULLs/Wholesale PSTN ('000)                   | 2    | 0            | 0            | 0            | 0            | 0            | n.a.          | 0            | 0            | n.a.          |
| Wholesale Unbundled Access Lines ('000)      |      | 0            | 0            | 0            | 0            | 0            | n.a.          | 0            | 0            | n.a.          |
| <b>MOBILE COMMUNICATIONS (END OF PERIOD)</b> |      |              |              |              |              |              |               |              |              |               |
| Service revenue (€ million)                  |      | 330          | 311          | 321          | 324          | 315          | (4,5)         | 1.366        | 1.271        | (7,0)         |
| <b>CUSTOMERS</b> ('000)                      |      | <b>4.720</b> | <b>4.622</b> | <b>4.561</b> | <b>4.534</b> | <b>4.441</b> | <b>(5,9)</b>  | <b>4.720</b> | <b>4.441</b> | <b>(5,9)</b>  |
| - contract ('000)                            |      | 3.052        | 3.045        | 3.085        | 3.142        | 3.129        | 2,5           | 3.052        | 3.129        | 2,5           |
| - prepaid ('000)                             |      | 1.668        | 1.578        | 1.476        | 1.392        | 1.312        | (21,3)        | 1.668        | 1.312        | (21,3)        |
| <b>NET ADDS</b> ('000)                       |      | <b>(41)</b>  | <b>(98)</b>  | <b>(62)</b>  | <b>(27)</b>  | <b>(92)</b>  | <b>n.a.</b>   | <b>(189)</b> | <b>(279)</b> | <b>(47,6)</b> |
| - contract ('000)                            |      | (11)         | (7)          | 40           | 57           | (13)         | (18,2)        | 121          | 77           | (36,4)        |
| - prepaid ('000)                             |      | (29)         | (91)         | (102)        | (84)         | (79)         | n.a.          | (310)        | (356)        | (14,8)        |
| <b>AVERAGE MONTHLY CHURN</b> (%)             |      | <b>2,8</b>   | <b>3,0</b>   | <b>2,7</b>   | <b>2,6</b>   | <b>2,5</b>   | <b>(0,3p)</b> | <b>2,8</b>   | <b>2,7</b>   | <b>(0,1p)</b> |
| - contract (%)                               |      | 1,6          | 1,6          | 1,3          | 1,2          | 1,3          | (0,3p)        | 1,3          | 1,4          | 0,1p          |
| <b>SAC PER GROSS ADD</b> (€)                 |      | <b>93</b>    | <b>114</b>   | <b>137</b>   | <b>126</b>   | <b>109</b>   | <b>17,2</b>   | <b>103</b>   | <b>122</b>   | <b>18,4</b>   |
| - contract (€)                               |      | 199          | 224          | 241          | 216          | 198          | (0,5)         | 210          | 221          | 5,2           |
| - prepaid (€)                                |      | 22           | 24           | 18           | 21           | 23           | 4,5           | 26           | 22           | (15,4)        |
| <b>SRC PER RETAINED CUSTOMER</b> (€)         |      | <b>187</b>   | <b>179</b>   | <b>213</b>   | <b>209</b>   | <b>87</b>    | <b>(53,5)</b> | <b>184</b>   | <b>171</b>   | <b>(7,1)</b>  |
| <b>ARPU</b> (€)                              |      | <b>23</b>    | <b>22</b>    | <b>23</b>    | <b>24</b>    | <b>23</b>    | <b>0,0</b>    | <b>24</b>    | <b>23</b>    | <b>(4,2)</b>  |
| - contract (€)                               |      | 33           | 32           | 33           | 33           | 32           | (3,0)         | 35           | 32           | (8,6)         |
| - prepaid (€)                                |      | 5            | 4            | 4            | 4            | 4            | (20,0)        | 5            | 4            | (20,0)        |
| <b>NON-VOICE % OF ARPU</b> (%)               |      | <b>39</b>    | <b>40</b>    | <b>41</b>    | <b>43</b>    | <b>44</b>    | <b>5p</b>     | <b>39</b>    | <b>42</b>    | <b>3p</b>     |
| <b>MOU PER CUSTOMER</b> (min)                |      | <b>132</b>   | <b>129</b>   | <b>133</b>   | <b>129</b>   | <b>135</b>   | <b>2,3</b>    | <b>133</b>   | <b>132</b>   | <b>(0,8)</b>  |
| - contract (min)                             |      | 189          | 185          | 187          | 177          | 182          | (3,7)         | 195          | 183          | (6,2)         |

1 Special factors affecting EBITDA: EUR 3mn in Q4/12, EUR 1mn in Q1/13, EUR 4mn in Q2/13 and EUR 4mn in Q4/13.

2 Since January 1, 2013, fixed-network lines have been broken down by technology. This change also includes the addition of broadband cable lines and the recognition of wholesale PSTN lines together with the unbundled local loop lines (ULLs). Prior-period comparatives have been adjusted accordingly.

3 DVB-T only.

# CROATIA

## FINANCIALS (ADJUSTED FOR SPECIAL FACTORS)

|   | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%   | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%   |
|---|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------|-----------------------------|-----------------------------|---------------|
| <b>TOTAL REVENUE</b>                          |      | <b>239</b>                  | <b>224</b>                  | <b>234</b>                  | <b>237</b>                  | <b>234</b>                  | <b>(2,1)</b>  | <b>992</b>                  | <b>929</b>                  | <b>(6,4)</b>  |
| <b>PRODUCT VIEW</b>                           |      | <b>239</b>                  | <b>224</b>                  | <b>234</b>                  | <b>237</b>                  | <b>234</b>                  | <b>(2,1)</b>  | <b>992</b>                  | <b>929</b>                  | <b>(6,4)</b>  |
| - of which Fixed network                      |      | 144                         | 135                         | 138                         | 137                         | 145                         | 0,7           | 577                         | 555                         | (3,8)         |
| - of which Mobile communications              |      | 95                          | 89                          | 96                          | 100                         | 90                          | (5,3)         | 415                         | 375                         | (9,6)         |
| <b>SEGMENT VIEW</b>                           |      | <b>239</b>                  | <b>224</b>                  | <b>234</b>                  | <b>237</b>                  | <b>234</b>                  | <b>(2,1)</b>  | <b>992</b>                  | <b>929</b>                  | <b>(6,4)</b>  |
| - of which Consumer                           |      | 135                         | 128                         | 134                         | 135                         | 130                         | (3,7)         | 545                         | 527                         | (3,3)         |
| - of which Business                           |      | 78                          | 71                          | 74                          | 69                          | 80                          | 2,6           | 316                         | 294                         | (7,0)         |
| <b>EBITDA</b>                                 | 1    | <b>121</b>                  | <b>88</b>                   | <b>99</b>                   | <b>105</b>                  | <b>112</b>                  | <b>(7,4)</b>  | <b>468</b>                  | <b>404</b>                  | <b>(13,7)</b> |
| <b>EBITDA MARGIN (EBITDA / TOTAL REVENUE)</b> | %    | <b>50,6</b>                 | <b>39,3</b>                 | <b>42,3</b>                 | <b>44,3</b>                 | <b>47,9</b>                 | <b>(2,7p)</b> | <b>47,2</b>                 | <b>43,5</b>                 | <b>(3,7p)</b> |
| <b>CASH CAPEX (AS REPORTED)</b>               |      | <b>68</b>                   | <b>40</b>                   | <b>33</b>                   | <b>44</b>                   | <b>43</b>                   | <b>(36,8)</b> | <b>137</b>                  | <b>160</b>                  | <b>16,8</b>   |
| <b>CASH CONTRIBUTION</b>                      |      | <b>53</b>                   | <b>48</b>                   | <b>66</b>                   | <b>61</b>                   | <b>69</b>                   | <b>30,2</b>   | <b>331</b>                  | <b>244</b>                  | <b>(26,3)</b> |

1 Special factors affecting EBITDA: EUR 19mn in Q4/12, EUR 8mn in Q1/13 and EUR 1mn in Q3/13.

# CROATIA

## OPERATIONALS

|  | Note        | Q4<br>2012 | Q1<br>2013   | Q2<br>2013   | Q3<br>2013   | Q4<br>2013   | Change<br>%  | FY<br>2012    | FY<br>2013   | Change<br>%  |               |
|--|-------------|------------|--------------|--------------|--------------|--------------|--------------|---------------|--------------|--------------|---------------|
| <b>FIXED NETWORK (END OF PERIOD)</b>         |             |            |              |              |              |              |              |               |              |              |               |
| Fixed network Access Lines                   | ('000)      | 1          | 1.208        | 1.192        | 1.174        | 1.156        | 1.133        | (6,2)         | 1.208        | 1.133        | (6,2)         |
| - IP   | ('000)      | 1          | 288          | 303          | 337          | 460          | 492          | 70,8          | 288          | 492          | 70,8          |
| Broadband Access Lines Retail                | ('000)      |            | 633          | 634          | 631          | 631          | 628          | (0,8)         | 633          | 628          | (0,8)         |
| TV (IPTV, SAT, Cable)                        | ('000)      |            | 365          | 369          | 374          | 383          | 391          | 7,1           | 365          | 391          | 7,1           |
| Wholesale Bundled Access Lines               | ('000)      |            | 23           | 28           | 30           | 32           | 36           | 56,5          | 23           | 36           | 56,5          |
| ULLs/Wholesale PSTN                          | ('000)      | 1          | 266          | 272          | 277          | 282          | 262          | (1,5)         | 266          | 262          | (1,5)         |
| Wholesale Unbundled Access Lines             | ('000)      |            | 2            | 3            | 3            | 4            | 6            | n.a.          | 2            | 6            | n.a.          |
| <b>MOBILE COMMUNICATIONS (END OF PERIOD)</b> |             |            |              |              |              |              |              |               |              |              |               |
| Service revenue                              | (€ million) |            | 84           | 77           | 86           | 88           | 76           | (9,5)         | 374          | 327          | (12,6)        |
| <b>CUSTOMERS</b>                             | ('000)      |            | <b>2.326</b> | <b>2.309</b> | <b>2.350</b> | <b>2.392</b> | <b>2.303</b> | <b>(1,0)</b>  | <b>2.326</b> | <b>2.303</b> | <b>(1,0)</b>  |
| - contract                                   | ('000)      |            | 1.011        | 1.006        | 1.023        | 1.048        | 1.070        | 5,8           | 1.011        | 1.070        | 5,8           |
| - prepaid                                    | ('000)      |            | 1.315        | 1.303        | 1.326        | 1.344        | 1.232        | (6,3)         | 1.315        | 1.232        | (6,3)         |
| <b>NET ADDS</b>                              | ('000)      |            | <b>(117)</b> | <b>(17)</b>  | <b>41</b>    | <b>43</b>    | <b>(90)</b>  | <b>23,1</b>   | <b>(93)</b>  | <b>(23)</b>  | <b>75,3</b>   |
| - contract                                   | ('000)      |            | (9)          | (5)          | 17           | 25           | 22           | n.a.          | (24)         | 59           | n.a.          |
| - prepaid                                    | ('000)      |            | (108)        | (12)         | 24           | 18           | (112)        | (3,7)         | (68)         | (82)         | (20,6)        |
| <b>AVERAGE MONTHLY CHURN</b>                 | (%)         |            | <b>4,3</b>   | <b>3,0</b>   | <b>2,6</b>   | <b>2,9</b>   | <b>3,9</b>   | <b>(0,4p)</b> | <b>3,2</b>   | <b>3,1</b>   | <b>(0,1p)</b> |
| - contract                                   | (%)         |            | 1,3          | 1,3          | 0,9          | 1,0          | 1,0          | (0,3p)        | 1,2          | 1,1          | (0,1p)        |
| <b>SAC PER GROSS ADD</b>                     | (€)         |            | <b>12</b>    | <b>14</b>    | <b>15</b>    | <b>12</b>    | <b>15</b>    | <b>25,0</b>   | <b>11</b>    | <b>14</b>    | <b>27,3</b>   |
| - contract                                   | (€)         |            | 62           | 72           | 66           | 57           | 51           | (17,7)        | 62           | 60           | (3,2)         |
| - prepaid                                    | (€)         |            | 3            | 2            | 2            | 1            | 3            | 0,0           | 3            | 2            | (33,3)        |
| <b>SRC PER RETAINED CUSTOMER</b>             | (€)         |            | <b>72</b>    | <b>77</b>    | <b>64</b>    | <b>59</b>    | <b>49</b>    | <b>(31,9)</b> | <b>77</b>    | <b>63</b>    | <b>(18,2)</b> |
| <b>ARPU</b>                                  | (€)         |            | <b>12</b>    | <b>11</b>    | <b>12</b>    | <b>12</b>    | <b>11</b>    | <b>(8,3)</b>  | <b>13</b>    | <b>12</b>    | <b>(7,7)</b>  |
| - contract                                   | (€)         |            | 18           | 17           | 19           | 19           | 16           | (11,1)        | 21           | 18           | (14,3)        |
| - prepaid                                    | (€)         |            | 7            | 6            | 7            | 7            | 6            | (14,3)        | 7            | 7            | 0,0           |
| <b>NON-VOICE % OF ARPU</b>                   | (%)         |            | <b>36</b>    | <b>36</b>    | <b>36</b>    | <b>40</b>    | <b>40</b>    | <b>4p</b>     | <b>31</b>    | <b>38</b>    | <b>7p</b>     |
| <b>MOU PER CUSTOMER</b>                      | (min)       |            | <b>155</b>   | <b>162</b>   | <b>179</b>   | <b>178</b>   | <b>175</b>   | <b>12,9</b>   | <b>146</b>   | <b>174</b>   | <b>19,2</b>   |
| - contract                                   | (min)       |            | 228          | 231          | 257          | 253          | 247          | 8,3           | 211          | 247          | 17,1          |

1 Since January 1, 2013, fixed-network lines have been broken down by technology. This change also includes the addition of broadband cable lines and the recognition of wholesale PSTN lines together with the unbundled local loop lines (ULLs). Prior-period comparatives have been adjusted accordingly.

# SLOVAKIA

## FINANCIALS (ADJUSTED FOR SPECIAL FACTORS)

|   | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%   | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%   |
|---|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------|-----------------------------|-----------------------------|---------------|
| <b>TOTAL REVENUE</b>                          |      | <b>224</b>                  | <b>192</b>                  | <b>200</b>                  | <b>200</b>                  | <b>236</b>                  | <b>5,4</b>    | <b>837</b>                  | <b>828</b>                  | <b>(1,1)</b>  |
| <b>PRODUCT VIEW</b>                           |      | <b>224</b>                  | <b>192</b>                  | <b>200</b>                  | <b>200</b>                  | <b>236</b>                  | <b>5,4</b>    | <b>837</b>                  | <b>828</b>                  | <b>(1,1)</b>  |
| - of which Fixed network                      |      | 110                         | 91                          | 95                          | 98                          | 129                         | 17,3          | 400                         | 413                         | 3,3           |
| - of which Mobile communications              |      | 113                         | 100                         | 106                         | 101                         | 107                         | (5,3)         | 437                         | 414                         | (5,3)         |
| <b>SEGMENT VIEW</b>                           |      | <b>224</b>                  | <b>192</b>                  | <b>200</b>                  | <b>200</b>                  | <b>236</b>                  | <b>5,4</b>    | <b>837</b>                  | <b>828</b>                  | <b>(1,1)</b>  |
| - of which Consumer                           |      | 133                         | 117                         | 116                         | 115                         | 128                         | (3,8)         | 500                         | 476                         | (4,8)         |
| - of which Business                           |      | 69                          | 55                          | 60                          | 58                          | 85                          | 23,2          | 255                         | 258                         | 1,2           |
| <b>EBITDA</b>                                 | 1    | <b>94</b>                   | <b>84</b>                   | <b>78</b>                   | <b>87</b>                   | <b>88</b>                   | <b>(6,4)</b>  | <b>354</b>                  | <b>337</b>                  | <b>(4,8)</b>  |
| <b>EBITDA MARGIN (EBITDA / TOTAL REVENUE)</b> | %    | <b>42,0</b>                 | <b>43,8</b>                 | <b>39,0</b>                 | <b>43,5</b>                 | <b>37,3</b>                 | <b>(4,7p)</b> | <b>42,3</b>                 | <b>40,7</b>                 | <b>(1,6p)</b> |
| <b>CASH CAPEX (AS REPORTED)</b>               |      | <b>23</b>                   | <b>36</b>                   | <b>22</b>                   | <b>21</b>                   | <b>36</b>                   | <b>56,5</b>   | <b>104</b>                  | <b>115</b>                  | <b>10,6</b>   |
| <b>CASH CONTRIBUTION</b>                      |      | <b>71</b>                   | <b>48</b>                   | <b>56</b>                   | <b>66</b>                   | <b>52</b>                   | <b>(26,8)</b> | <b>250</b>                  | <b>222</b>                  | <b>(11,2)</b> |

1 Special factors affecting EBITDA: EUR 5mn in Q4/12, EUR 1mn in Q1/13, EUR 1mn in Q3/13 and EUR 29mn in Q4/13.

# SLOVAKIA

## OPERATIONALS

|  | Note        | Q4<br>2012   | Q1<br>2013   | Q2<br>2013   | Q3<br>2013   | Q4<br>2013   | Change<br>%   | FY<br>2012   | FY<br>2013   | Change<br>%  |
|--|-------------|--------------|--------------|--------------|--------------|--------------|---------------|--------------|--------------|--------------|
| <b>FIXED NETWORK (END OF PERIOD)</b>         |             |              |              |              |              |              |               |              |              |              |
| Fixed network Access Lines                   | ('000) 1    | 960          | 945          | 932          | 919          | 922          | (4,0)         | 960          | 922          | (4,0)        |
| - IP   | ('000) 1    | 324          | 352          | 433          | 541          | 647          | 99,7          | 324          | 647          | 99,7         |
| Broadband Access Lines Retail                | ('000)      | 420          | 421          | 422          | 431          | 434          | 3,3           | 420          | 434          | 3,3          |
| TV (IPTV, SAT, Cable)                        | ('000) 2    | 175          | 179          | 184          | 438          | 440          | n.a.          | 175          | 440          | n.a.         |
| Wholesale Bundled Access Lines               | ('000)      | 16           | 16           | 17           | 17           | 18           | 12,5          | 16           | 18           | 12,5         |
| ULLs/Wholesale PSTN                          | ('000) 1    | 0            | 0            | 0            | 0            | 0            | n.a.          | 0            | 0            | n.a.         |
| Wholesale Unbundled Access Lines             | ('000)      | 45           | 51           | 57           | 62           | 70           | 55,6          | 45           | 70           | 55,6         |
| <b>MOBILE COMMUNICATIONS (END OF PERIOD)</b> |             |              |              |              |              |              |               |              |              |              |
| Service revenue                              | (€ million) | 93           | 90           | 90           | 88           | 84           | (9,7)         | 386          | 352          | (8,8)        |
| <b>CUSTOMERS</b>                             | ('000)      | <b>2.311</b> | <b>2.289</b> | <b>2.273</b> | <b>2.263</b> | <b>2.262</b> | <b>(2,1)</b>  | <b>2.311</b> | <b>2.262</b> | <b>(2,1)</b> |
| - contract                                   | ('000)      | 1.463        | 1.455        | 1.455        | 1.454        | 1.455        | (0,5)         | 1.463        | 1.455        | (0,5)        |
| - prepaid                                    | ('000)      | 848          | 834          | 817          | 809          | 808          | (4,7)         | 848          | 808          | (4,7)        |
| <b>NET ADDS</b>                              | ('000)      | <b>(3)</b>   | <b>(22)</b>  | <b>(16)</b>  | <b>(9)</b>   | <b>(1)</b>   | <b>66,7</b>   | <b>(15)</b>  | <b>(48)</b>  | <b>n.a.</b>  |
| - contract                                   | ('000)      | 6            | (7)          | 0            | (2)          | 1            | (83,3)        | 16           | (8)          | n.a.         |
| - prepaid                                    | ('000)      | (9)          | (14)         | (16)         | (8)          | (2)          | 77,8          | (31)         | (40)         | (29,0)       |
| <b>AVERAGE MONTHLY CHURN</b>                 | (%)         | <b>1,3</b>   | <b>1,4</b>   | <b>1,3</b>   | <b>1,2</b>   | <b>1,3</b>   | <b>0,0p</b>   | <b>1,3</b>   | <b>1,3</b>   | <b>0,0p</b>  |
| - contract                                   | (%)         | 1,1          | 1,1          | 1,0          | 0,9          | 1,1          | 0,0p          | 1,1          | 1,0          | (0,1p)       |
| <b>SAC PER GROSS ADD</b>                     | (€)         | <b>70</b>    | <b>79</b>    | <b>84</b>    | <b>66</b>    | <b>52</b>    | <b>(25,7)</b> | <b>64</b>    | <b>69</b>    | <b>7,8</b>   |
| - contract                                   | (€)         | 117          | 138          | 141          | 120          | 92           | (21,4)        | 109          | 122          | 11,9         |
| - prepaid                                    | (€)         | 6            | 4            | 4            | 5            | 5            | (16,7)        | 3            | 4            | 33,3         |
| <b>SRC PER RETAINED CUSTOMER</b>             | (€)         | <b>72</b>    | <b>101</b>   | <b>115</b>   | <b>107</b>   | <b>43</b>    | <b>(40,3)</b> | <b>90</b>    | <b>89</b>    | <b>(1,1)</b> |
| <b>ARPU</b>                                  | (€)         | <b>14</b>    | <b>13</b>    | <b>13</b>    | <b>13</b>    | <b>12</b>    | <b>(14,3)</b> | <b>14</b>    | <b>13</b>    | <b>(7,1)</b> |
| - contract                                   | (€)         | 19           | 18           | 19           | 18           | 17           | (10,5)        | 20           | 18           | (10,0)       |
| - prepaid                                    | (€)         | 4            | 4            | 4            | 4            | 3            | (25,0)        | 4            | 4            | 0,0          |
| <b>NON-VOICE % OF ARPU</b>                   | (%)         | <b>27</b>    | <b>30</b>    | <b>29</b>    | <b>32</b>    | <b>34</b>    | <b>7p</b>     | <b>26</b>    | <b>31</b>    | <b>5p</b>    |
| <b>MOU PER CUSTOMER</b>                      | (min)       | <b>133</b>   | <b>135</b>   | <b>144</b>   | <b>140</b>   | <b>147</b>   | <b>10,5</b>   | <b>126</b>   | <b>141</b>   | <b>11,9</b>  |
| - contract                                   | (min)       | 189          | 192          | 203          | 197          | 206          | 9,0           | 182          | 199          | 9,3          |

1 Since January 1, 2013, fixed-network lines have been broken down by technology. This change also includes the addition of broadband cable lines and the recognition of wholesale PSTN lines together with the unbundled local loop lines (ULLs). Prior-period comparatives have been adjusted accordingly.

2 Incl. der DIGI Slovakia since September 1, 2013.

# AUSTRIA

## FINANCIALS (ADJUSTED FOR SPECIAL FACTORS)

|  | Note     | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%   | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%   |
|--|----------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------|-----------------------------|-----------------------------|---------------|
| <b>TOTAL REVENUE</b>                   |          | <b>215</b>                  | <b>203</b>                  | <b>197</b>                  | <b>225</b>                  | <b>203</b>                  | <b>(5,6)</b>  | <b>878</b>                  | <b>828</b>                  | <b>(5,7)</b>  |
| - of which Consumer                    |          | 168                         | 142                         | 147                         | 172                         | 157                         | (6,5)         | 672                         | 618                         | (8,0)         |
| - of which Business                    |          | 39                          | 36                          | 36                          | 41                          | 36                          | (7,7)         | 158                         | 149                         | (5,7)         |
| <b>EBITDA</b>                          | <b>1</b> | <b>56</b>                   | <b>55</b>                   | <b>40</b>                   | <b>62</b>                   | <b>35</b>                   | <b>(37,5)</b> | <b>234</b>                  | <b>192</b>                  | <b>(17,9)</b> |
| EBITDA margin (EBITDA / total revenue) | %        | 26,0                        | 27,1                        | 20,3                        | 27,6                        | 17,2                        | (8,8p)        | 26,7                        | 23,2                        | (3,5p)        |
| <b>CASH CAPEX (AS REPORTED)</b>        |          | <b>30</b>                   | <b>37</b>                   | <b>19</b>                   | <b>13</b>                   | <b>668</b>                  | <b>n.a.</b>   | <b>97</b>                   | <b>737</b>                  | <b>n.a.</b>   |
| <b>CASH CONTRIBUTION</b>               |          | <b>26</b>                   | <b>18</b>                   | <b>21</b>                   | <b>49</b>                   | <b>(633)</b>                | <b>n.a.</b>   | <b>137</b>                  | <b>(545)</b>                | <b>n.a.</b>   |

## OPERATIONALS

|  | Note | Q4<br>2012   | Q1<br>2013   | Q2<br>2013   | Q3<br>2013   | Q4<br>2013   | Change<br>%   | FY<br>2012   | FY<br>2013   | Change<br>%  |
|--|------|--------------|--------------|--------------|--------------|--------------|---------------|--------------|--------------|--------------|
| <b>MOBILE COMMUNICATIONS (END OF PERIOD)</b> |      |              |              |              |              |              |               |              |              |              |
| Service revenue (€ million)                  |      | 193          | 174          | 175          | 204          | 173          | (10,4)        | 802          | 726          | (9,5)        |
| <b>CUSTOMERS</b> ('000)                      |      | <b>4.104</b> | <b>4.090</b> | <b>4.073</b> | <b>4.044</b> | <b>4.091</b> | <b>(0,3)</b>  | <b>4.104</b> | <b>4.091</b> | <b>(0,3)</b> |
| - contract ('000)                            |      | 2.571        | 2.575        | 2.588        | 2.605        | 2.630        | 2,3           | 2.571        | 2.630        | 2,3          |
| - prepaid ('000)                             |      | 1.533        | 1.515        | 1.485        | 1.439        | 1.461        | (4,7)         | 1.533        | 1.461        | (4,7)        |
| <b>NET ADDS</b> ('000)                       |      | <b>29</b>    | <b>(15)</b>  | <b>(17)</b>  | <b>(28)</b>  | <b>47</b>    | <b>62,1</b>   | <b>45</b>    | <b>(14)</b>  | <b>n.a.</b>  |
| - contract ('000)                            |      | 34           | 4            | 12           | 18           | 24           | (29,4)        | 50           | 59           | 18,0         |
| - prepaid ('000)                             |      | (5)          | (18)         | (30)         | (46)         | 22           | n.a.          | (5)          | (72)         | n.a.         |
| <b>AVERAGE MONTHLY CHURN</b> (%)             |      | <b>1,7</b>   | <b>1,7</b>   | <b>1,9</b>   | <b>2,2</b>   | <b>1,9</b>   | <b>0,2p</b>   | <b>1,7</b>   | <b>1,9</b>   | <b>0,2p</b>  |
| - contract (%)                               |      | 0,8          | 0,9          | 0,9          | 0,7          | 0,7          | (0,1p)        | 0,9          | 0,8          | (0,1p)       |
| <b>SAC PER GROSS ADD</b> (€)                 |      | <b>68</b>    | <b>59</b>    | <b>84</b>    | <b>69</b>    | <b>65</b>    | <b>(4,4)</b>  | <b>64</b>    | <b>69</b>    | <b>7,8</b>   |
| - contract (€)                               |      | 141          | 134          | 189          | 188          | 186          | 31,9          | 140          | 175          | 25,0         |
| - prepaid (€)                                |      | 10           | 4            | 7            | 5            | 5            | (50,0)        | 7            | 6            | (14,3)       |
| <b>SRC PER RETAINED CUSTOMER</b> (€)         |      | <b>107</b>   | <b>110</b>   | <b>138</b>   | <b>116</b>   | <b>99</b>    | <b>(7,5)</b>  | <b>96</b>    | <b>115</b>   | <b>19,8</b>  |
| <b>ARPU</b> (€)                              |      | <b>16</b>    | <b>14</b>    | <b>14</b>    | <b>17</b>    | <b>14</b>    | <b>(12,5)</b> | <b>16</b>    | <b>15</b>    | <b>(6,3)</b> |
| - contract (€)                               |      | 23           | 20           | 21           | 24           | 20           | (13,0)        | 24           | 21           | (12,5)       |
| - prepaid (€)                                |      | 4            | 4            | 4            | 4            | 4            | 0,0           | 4            | 4            | 0,0          |
| <b>NON-VOICE % OF ARPU</b> (%)               |      | <b>42</b>    | <b>47</b>    | <b>45</b>    | <b>40</b>    | <b>45</b>    | <b>3p</b>     | <b>41</b>    | <b>44</b>    | <b>3p</b>    |
| <b>MOU PER CUSTOMER</b> (min)                |      | <b>209</b>   | <b>208</b>   | <b>209</b>   | <b>200</b>   | <b>209</b>   | <b>0,0</b>    | <b>211</b>   | <b>206</b>   | <b>(2,4)</b> |
| - contract (min)                             |      | 293          | 291          | 291          | 272          | 285          | (2,7)         | 296          | 285          | (3,7)        |

1 Special factors affecting EBITDA: EUR 1mn in Q1/13.

# BULGARIA

## FINANCIALS (ADJUSTED FOR SPECIAL FACTORS)

|  | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%    | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%   |
|--|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|----------------|-----------------------------|-----------------------------|---------------|
| <b>TOTAL REVENUE</b>                   |      | <b>93</b>                   | <b>83</b>                   | <b>87</b>                   | <b>30</b>                   | <b>0</b>                    | <b>(100,0)</b> | <b>378</b>                  | <b>200</b>                  | <b>(47,1)</b> |
| - of which Consumer                    |      | 71                          | 63                          | 67                          | 24                          | 0                           | (100,0)        | 288                         | 154                         | (46,5)        |
| - of which Business                    |      | 17                          | 16                          | 16                          | 6                           | 0                           | (100,0)        | 75                          | 38                          | (49,3)        |
| <b>EBITDA</b>                          |      | <b>29</b>                   | <b>26</b>                   | <b>34</b>                   | <b>13</b>                   | <b>0</b>                    | <b>(100,0)</b> | <b>135</b>                  | <b>73</b>                   | <b>(45,9)</b> |
| EBITDA margin (EBITDA / total revenue) | %    | 31,2                        | 31,3                        | 39,1                        | 43,3                        | n.a.                        | n.a.           | 35,7                        | 36,5                        | 0,8p          |
| <b>CASH CAPEX (AS REPORTED)</b>        |      | <b>10</b>                   | <b>12</b>                   | <b>14</b>                   | <b>5</b>                    | <b>0</b>                    | <b>(100,0)</b> | <b>46</b>                   | <b>31</b>                   | <b>(32,6)</b> |
| <b>CASH CONTRIBUTION</b>               |      | <b>19</b>                   | <b>14</b>                   | <b>20</b>                   | <b>8</b>                    | <b>0</b>                    | <b>(100,0)</b> | <b>89</b>                   | <b>42</b>                   | <b>(52,8)</b> |

## OPERATIONALS

|  | Note | Q4<br>2012   | Q1<br>2013   | Q2<br>2013   | Q3<br>2013 | Q4<br>2013 | Change<br>%    | FY<br>2012   | FY<br>2013 | Change<br>%    |
|--|------|--------------|--------------|--------------|------------|------------|----------------|--------------|------------|----------------|
| <b>MOBILE COMMUNICATIONS (END OF PERIOD)</b> |      |              |              |              |            |            |                |              |            |                |
| Service revenue (€ million)                  |      | 72           | 68           | 73           | 25         | 0          | (100,0)        | 320          | 166        | (48,1)         |
| <b>CUSTOMERS</b> ('000)                      |      | <b>4.518</b> | <b>4.554</b> | <b>4.635</b> | <b>0</b>   | <b>0</b>   | <b>(100,0)</b> | <b>4.518</b> | <b>0</b>   | <b>(100,0)</b> |
| - contract ('000)                            |      | 2.578        | 2.622        | 2.684        | 0          | 0          | (100,0)        | 2.578        | 0          | (100,0)        |
| - prepaid ('000)                             |      | 1.941        | 1.932        | 1.951        | 0          | 0          | (100,0)        | 1.941        | 0          | (100,0)        |
| <b>NET ADDS</b> ('000)                       |      | <b>78</b>    | <b>36</b>    | <b>80</b>    | <b>27</b>  | <b>0</b>   | <b>(100,0)</b> | <b>254</b>   | <b>143</b> | <b>(43,7)</b>  |
| - contract ('000)                            |      | 59           | 45           | 62           | 20         | 0          | (100,0)        | 177          | 126        | (28,8)         |
| - prepaid ('000)                             |      | 19           | (8)          | 18           | 7          | 0          | (100,0)        | 77           | 17         | (77,9)         |
| <b>AVERAGE MONTHLY CHURN</b> (%)             |      | <b>2,5</b>   | <b>2,1</b>   | <b>1,8</b>   | <b>2,2</b> | <b>0,0</b> | <b>(2,5p)</b>  | <b>2,5</b>   | <b>2,0</b> | <b>(0,5p)</b>  |
| - contract (%)                               |      | 1,7          | 1,4          | 1,2          | 1,2        | 0,0        | (1,7p)         | 1,7          | 1,3        | (0,4p)         |
| <b>SAC PER GROSS ADD</b> (€)                 |      | <b>7</b>     | <b>9</b>     | <b>2</b>     | <b>3</b>   | <b>0</b>   | <b>(100,0)</b> | <b>9</b>     | <b>5</b>   | <b>(44,4)</b>  |
| - contract (€)                               |      | 15           | 20           | 4            | 8          | 0          | (100,0)        | 20           | 12         | (40,0)         |
| - prepaid (€)                                |      | 0            | 1            | 0            | 1          | 0          | n.a.           | 0            | 0          | n.a.           |
| <b>SRC PER RETAINED CUSTOMER</b> (€)         |      | <b>7</b>     | <b>10</b>    | <b>4</b>     | <b>2</b>   | <b>0</b>   | <b>(100,0)</b> | <b>8</b>     | <b>6</b>   | <b>(25,0)</b>  |
| <b>ARPU</b> (€)                              |      | <b>5</b>     | <b>5</b>     | <b>5</b>     | <b>5</b>   | <b>0</b>   | <b>(100,0)</b> | <b>6</b>     | <b>5</b>   | <b>(16,7)</b>  |
| - contract (€)                               |      | 8            | 8            | 8            | 8          | 0          | (100,0)        | 9            | 8          | (11,1)         |
| - prepaid (€)                                |      | 1            | 1            | 2            | 2          | 0          | (100,0)        | 2            | 1          | (50,0)         |
| <b>NON-VOICE % OF ARPU</b> (%)               |      | <b>13</b>    | <b>14</b>    | <b>14</b>    | <b>16</b>  | <b>0</b>   | <b>(13p)</b>   | <b>12</b>    | <b>15</b>  | <b>3p</b>      |
| <b>MOU PER CUSTOMER</b> (min)                |      | <b>150</b>   | <b>148</b>   | <b>150</b>   | <b>152</b> | <b>0</b>   | <b>(100,0)</b> | <b>150</b>   | <b>149</b> | <b>(0,7)</b>   |
| - contract (min)                             |      | 222          | 215          | 216          | 217        | 0          | (100,0)        | 226          | 216        | (4,4)          |

The national companies of Bulgaria have no longer been included in the Europe operating segment since August 1, 2013 following the sale of the shares held in the companies.

# EE LIMITED (JOINT VENTURE DEUTSCHE TELEKOM - FRANCE TELECOM)

## FINANCIALS (ADJUSTED FOR SPECIAL FACTORS)<sup>1,2</sup>

|  | Note | H1<br>2012   | Q4<br>2012   | H2<br>2012   | Q1<br>2013   | Q2<br>2013   | H1<br>2013   | Q3<br>2013   | Q4<br>2013      | Change<br>% (QoQ) | H2<br>2013      | FY<br>2012   | FY<br>2013      | Change<br>% (YoY) |
|--|------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-----------------|-------------------|-----------------|--------------|-----------------|-------------------|
|  |      | millions of  | millions of  | millions of  | millions of  | millions of  | millions of  | millions of  | millions of GBP |                   | millions of GBP | millions of  | millions of GBP |                   |
| <b>TOTAL REVENUE</b>                                 |      | <b>3.314</b> | <b>1.672</b> | <b>3.343</b> | <b>1.605</b> | <b>1.606</b> | <b>3.211</b> | <b>1.631</b> | <b>1.639</b>    | <b>(2,0)</b>      | <b>3.270</b>    | <b>6.657</b> | <b>6.482</b>    | <b>(2,6)</b>      |
| <b>EBITDA (AS REPORTED)</b>                          | 4    | <b>560</b>   | --           | <b>545</b>   | --           | --           | <b>607</b>   | --           | --              | <b>n.a.</b>       | <b>706</b>      | <b>1.105</b> | <b>1.313</b>    | <b>18,8</b>       |
| EBITDA margin (EBITDA (as reported) / total revenue) | %    | 16,9         | --           | 16,3         | --           | --           | 18,9         | --           | --              | n.a.              | 21,6            | 16,6         | 20,3            | 3,7p              |
| <b>RESTRUCTURING COST INCLUDED IN EBITDA</b>         |      | <b>16</b>    | --           | <b>90</b>    | --           | --           | <b>46</b>    | --           | --              | <b>n.a.</b>       | <b>33</b>       | <b>106</b>   | <b>79</b>       | <b>(25,5)</b>     |
| <b>EBITDA (ADJUSTED FOR SPECIAL FACTORS)</b>         | 4    | <b>681</b>   | --           | <b>748</b>   | --           | --           | <b>746</b>   | --           | --              | <b>n.a.</b>       | <b>828</b>      | <b>1.429</b> | <b>1.574</b>    | <b>10,1</b>       |
| EBITDA margin (EBITDA / total revenue)               | %    | 20,6         | --           | 22,4         | --           | --           | 23,2         | --           | --              | n.a.              | 25,3            | 21,5         | 24,3            | 2,8p              |
| <b>CAPEX</b>   | 4    | <b>262</b>   | --           | <b>387</b>   | --           | --           | <b>317</b>   | --           | --              | <b>n.a.</b>       | <b>266</b>      | <b>649</b>   | <b>583</b>      | <b>(10,2)</b>     |

## OPERATIONAL<sup>1</sup>

|                                  | Note | H1<br>2012    | Q4<br>2012    | H2<br>2012    | Q1<br>2013    | Q2<br>2013    | H1<br>2013    | Q3<br>2013    | Q4<br>2013    | Change<br>% (QoQ) | H2<br>2013    | FY<br>2012    | FY<br>2013     | Change<br>% (YoY) |
|----------------------------------|------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-------------------|---------------|---------------|----------------|-------------------|
|                                  |      | (GBP million) | (GBP million) | (GBP million) | (GBP million) | (GBP million) | (GBP million) | (GBP million) | (GBP million) |                   | (GBP million) | (GBP million) | (GBP million)  |                   |
| <b>SERVICE REVENUE</b>           |      | <b>2.989</b>  | <b>1.467</b>  | <b>2.963</b>  | <b>1.422</b>  | <b>1.421</b>  | <b>2.843</b>  | <b>1.446</b>  | <b>1.445</b>  | <b>(1,5)</b>      | <b>2.891</b>  | <b>5.953</b>  | <b>5.734</b>   | <b>(3,7)</b>      |
| <b>CUSTOMERS</b>                 |      | <b>27.047</b> | <b>26.846</b> | --            | <b>26.441</b> | <b>25.996</b> | <b>25.996</b> | <b>25.842</b> | <b>25.503</b> | <b>(5,0)</b>      | <b>25.503</b> | <b>26.845</b> | <b>25.503</b>  | <b>(5,0)</b>      |
| - contract                       |      | 13.143        | 13.594        | --            | 13.759        | 13.976        | 13.976        | 14.156        | 14.350        | 5,6               | 14.350        | 13.594        | 14.350         | 5,6               |
| - prepaid                        |      | 13.185        | 12.554        | --            | 11.983        | 11.312        | 11.312        | 10.967        | 10.424        | (17,0)            | 10.424        | 12.554        | 10.424         | (17,0)            |
| - home                           |      | 719           | 698           | --            | 699           | 709           | 709           | 718           | 730           | 4,6               | 730           | 698           | 730            | 4,6               |
| <b>NET ADDS</b>                  |      | <b>(516)</b>  | <b>(68)</b>   | <b>(211)</b>  | <b>(404)</b>  | <b>(445)</b>  | <b>(849)</b>  | <b>(155)</b>  | <b>(338)</b>  | <b>n.a.</b>       | <b>(338)</b>  | --            | <b>(1.342)</b> | <b>n.a.</b>       |
| - contract                       |      | 301           | 201           | 451           | 166           | 216           | 382           | 181           | 194           | (3,5)             | 194           | --            | 756            | n.a.              |
| - prepaid                        |      | (807)         | (239)         | (632)         | (571)         | (671)         | (1.242)       | (345)         | (543)         | n.a.              | (543)         | --            | (2.130)        | n.a.              |
| <b>AVERAGE MONTHLY CHURN</b>     |      | --            | <b>2,3</b>    | --            | <b>2,6</b>    | <b>2,6</b>    | --            | <b>2,2</b>    | <b>2,5</b>    | <b>0,2p</b>       | --            | --            | --             | <b>n.a.</b>       |
| - contract                       |      | --            | 1,2           | --            | 1,2           | 1,1           | --            | 1,1           | 1,2           | (0,0p)            | --            | --            | --             | n.a.              |
| <b>SAC PER GROSS ADD</b>         |      | --            | <b>55</b>     | --            | <b>62</b>     | <b>56</b>     | --            | <b>59</b>     | <b>61</b>     | <b>10,9</b>       | --            | --            | --             | <b>n.a.</b>       |
| - contract                       |      | --            | 146           | --            | 156           | 147           | --            | 154           | 142           | (2,7)             | --            | --            | --             | n.a.              |
| - prepaid                        |      | --            | 7             | --            | 11            | 5             | --            | 6             | 7             | 0                 | --            | --            | --             | n.a.              |
| <b>SRC PER RETAINED CUSTOMER</b> |      | --            | <b>206</b>    | --            | <b>193</b>    | <b>168</b>    | --            | <b>190</b>    | <b>155</b>    | <b>(24,8)</b>     | --            | --            | --             | <b>n.a.</b>       |
| <b>ARPU</b>                      | 3    | --            | <b>19</b>     | --            | <b>18</b>     | <b>18</b>     | --            | <b>19</b>     | <b>19</b>     | <b>3,5</b>        | --            | --            | --             | <b>n.a.</b>       |
| - contract                       |      | --            | 31            | --            | 30            | 30            | --            | 30            | 30            | (3,4)             | --            | --            | --             | n.a.              |
| - prepaid                        |      | --            | 6             | --            | 5             | 5             | --            | 5             | 5             | (9,4)             | --            | --            | --             | n.a.              |
| <b>VOICE ARPU</b>                | 3    | --            | <b>9</b>      | --            | <b>9</b>      | <b>8</b>      | --            | <b>9</b>      | <b>8</b>      | <b>(9,7)</b>      | --            | --            | --             | <b>n.a.</b>       |
| non-voice % of ARPU              |      | --            | 50,2          | --            | 51,1          | 54,6          | --            | 55,5          | 56,1          | 5,9p              | --            | --            | --             | n.a.              |
| <b>MOU PER CUSTOMER</b>          |      | --            | <b>195</b>    | --            | <b>198</b>    | <b>201</b>    | --            | <b>201</b>    | <b>208</b>    | <b>6,7</b>        | --            | --            | --             | <b>n.a.</b>       |
| - contract                       |      | --            | 335           | --            | 338           | 335           | --            | 325           | 332           | (0,9)             | --            | --            | --             | n.a.              |

1 Definitions of KPIs partially differ from those of the other European Entities.

2 Adjusted EBITDA excluding restructuring costs, brand and management fees.

3 ARPU %-changes based on exact numbers.

4 EBITDA, EBITDA (adjusted for special factors) and CAPEX were restated from 2012 onwards as a result of the proportionate consolidation of MBNL (Joint Arrangement with H3G), previously consolidated at equity (result of IFRS 11 changes). Numbers shown hav



# SYSTEMS SOLUTIONS

## FINANCIALS (ADJUSTED FOR SPECIAL FACTORS)<sup>1</sup>

|  | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%   | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%  |
|--|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------|-----------------------------|-----------------------------|--------------|
| <b>TOTAL REVENUE</b>                             |      | <b>2.829</b>                | <b>2.319</b>                | <b>2.273</b>                | <b>2.286</b>                | <b>2.613</b>                | <b>(7,6)</b>  | <b>10.016</b>               | <b>9.491</b>                | <b>(5,2)</b> |
| Market Unit                                      |      | 2.127                       | 1.893                       | 1.884                       | 1.873                       | 2.047                       | (3,8)         | 7.839                       | 7.697                       | (1,8)        |
| Telekom IT                                       |      | 702                         | 426                         | 390                         | 412                         | 566                         | (19,4)        | 2.177                       | 1.794                       | (17,6)       |
| International revenue                            |      | 858                         | 752                         | 744                         | 732                         | 810                         | (5,6)         | 3.174                       | 3.038                       | (4,3)        |
| <b>NET REVENUE</b>                               |      | <b>1.771</b>                | <b>1.607</b>                | <b>1.579</b>                | <b>1.556</b>                | <b>1.684</b>                | <b>(4,9)</b>  | <b>6.609</b>                | <b>6.426</b>                | <b>(2,8)</b> |
| <b>EBITDA</b>                                    |      | <b>240</b>                  | <b>175</b>                  | <b>221</b>                  | <b>203</b>                  | <b>207</b>                  | <b>(13,8)</b> | <b>747</b>                  | <b>806</b>                  | <b>7,9</b>   |
| Market Unit                                      |      | 213                         | 131                         | 174                         | 179                         | 196                         | (8,0)         | 648                         | 680                         | 4,9          |
| Telekom IT                                       |      | 27                          | 44                          | 47                          | 24                          | 11                          | (59,3)        | 99                          | 126                         | 27,3         |
| EBITDA margin (EBITDA / total revenue)           | %    | 8,5                         | 7,5                         | 9,7                         | 8,9                         | 7,9                         | (0,6p)        | 7,5                         | 8,5                         | 1,0p         |
| Depreciation, amortization and impairment losses |      | (173)                       | (167)                       | (163)                       | (151)                       | (173)                       | 0,0           | (637)                       | (654)                       | (2,7)        |
| Profit (loss) from operations = EBIT             |      | 67                          | 8                           | 58                          | 52                          | 34                          | (49,3)        | 110                         | 152                         | 38,2         |
| <b>EBIT MARGIN</b>                               | %    | <b>2,4</b>                  | <b>0,3</b>                  | <b>2,6</b>                  | <b>2,3</b>                  | <b>1,3</b>                  | <b>(1,1p)</b> | <b>1,1</b>                  | <b>1,6</b>                  | <b>0,5p</b>  |
| <b>CASH CAPEX (AS REPORTED)</b>                  |      | <b>393</b>                  | <b>212</b>                  | <b>215</b>                  | <b>275</b>                  | <b>378</b>                  | <b>(3,8)</b>  | <b>1.187</b>                | <b>1.080</b>                | <b>(9,0)</b> |
| <b>CASH CONTRIBUTION</b>                         |      | <b>(153)</b>                | <b>(37)</b>                 | <b>6</b>                    | <b>(72)</b>                 | <b>(171)</b>                | <b>(11,8)</b> | <b>(440)</b>                | <b>(274)</b>                | <b>37,7</b>  |
| <b>ORDER ENTRY</b>                               |      | <b>3.622</b>                | <b>2.098</b>                | <b>1.983</b>                | <b>1.801</b>                | <b>2.377</b>                | <b>(34,4)</b> | <b>8.737</b>                | <b>8.259</b>                | <b>(5,5)</b> |

## FINANCIALS (AS REPORTED)<sup>1</sup>

|  | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%  | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%  |
|--|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|--------------|-----------------------------|-----------------------------|--------------|
| <b>TOTAL REVENUE</b>                             |      | <b>2.829</b>                | <b>2.319</b>                | <b>2.273</b>                | <b>2.286</b>                | <b>2.613</b>                | <b>(7,6)</b> | <b>10.016</b>               | <b>9.491</b>                | <b>(5,2)</b> |
| <b>NET REVENUE</b>                               |      | <b>1.771</b>                | <b>1.607</b>                | <b>1.579</b>                | <b>1.556</b>                | <b>1.684</b>                | <b>(4,9)</b> | <b>6.609</b>                | <b>6.426</b>                | <b>(2,8)</b> |
| <b>EBITDA</b>                                    |      | <b>66</b>                   | <b>115</b>                  | <b>52</b>                   | <b>134</b>                  | <b>89</b>                   | <b>34,8</b>  | <b>342</b>                  | <b>390</b>                  | <b>14,0</b>  |
| EBITDA margin (EBITDA / total revenue)           | %    | 2,3                         | 5,0                         | 2,3                         | 5,9                         | 3,4                         | 1,1p         | 3,4                         | 4,1                         | 0,7p         |
| Depreciation, amortization and impairment losses |      | (185)                       | (181)                       | (162)                       | (152)                       | (174)                       | 5,9          | (649)                       | (669)                       | (3,1)        |
| Profit (loss) from operations = EBIT             |      | (119)                       | (66)                        | (110)                       | (18)                        | (85)                        | 28,6         | (307)                       | (279)                       | 9,1          |
| <b>CASH CAPEX</b>                                |      | <b>393</b>                  | <b>212</b>                  | <b>215</b>                  | <b>275</b>                  | <b>378</b>                  | <b>(3,8)</b> | <b>1.187</b>                | <b>1.080</b>                | <b>(9,0)</b> |
| <b>CASH CONTRIBUTION</b>                         |      | <b>(327)</b>                | <b>(97)</b>                 | <b>(163)</b>                | <b>(141)</b>                | <b>(289)</b>                | <b>11,6</b>  | <b>(845)</b>                | <b>(690)</b>                | <b>18,3</b>  |

1 As of July 1, 2012, Deutsche Telekom reorganized the Group's IT structure and pooled all internal IT units from the Germany and Systems Solutions operating segments as well as Group Headquarters & Shared Services into the new Telekom IT unit within the Systems Solutions operating segment.

The operations of Regional Services and Solutions (RSS) have been managed by the Germany operating segment since January 1, 2013 and no longer by the Systems Solutions operating segment to allow a more focused market approach.

Deconsolidation of T-Systems Italia S.p.A. as of May 1, 2013 and part of the French business as of June 1, 2013.

# SYSTEMS SOLUTIONS

## EBITDA RECONCILIATION<sup>1</sup>

|  | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>%   | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%  |
|--|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------|-----------------------------|-----------------------------|--------------|
| <b>TOTAL REVENUE</b>                               |      | <b>2.829</b>                | <b>2.319</b>                | <b>2.273</b>                | <b>2.286</b>                | <b>2.613</b>                | <b>(7,6)</b>  | <b>10.016</b>               | <b>9.491</b>                | <b>(5,2)</b> |
| Profit (loss) from operations = EBIT               |      | (119)                       | (66)                        | (110)                       | (18)                        | (85)                        | 28,6          | (307)                       | (279)                       | 9,1          |
| - Depreciation, amortization and impairment losses |      | (185)                       | (181)                       | (162)                       | (152)                       | (174)                       | 5,9           | (649)                       | (669)                       | (3,1)        |
| <b>= EBITDA</b>                                    |      | <b>66</b>                   | <b>115</b>                  | <b>52</b>                   | <b>134</b>                  | <b>89</b>                   | <b>34,8</b>   | <b>342</b>                  | <b>390</b>                  | <b>14,0</b>  |
| EBITDA margin                                      | %    | 2,3                         | 5,0                         | 2,3                         | 5,9                         | 3,4                         | 1,1p          | 3,4                         | 4,1                         | 0,7p         |
| - Special factors affecting EBITDA                 |      | (174)                       | (60)                        | (169)                       | (69)                        | (118)                       | 32,2          | (405)                       | (416)                       | (2,7)        |
| <b>= EBITDA (ADJUSTED FOR SPECIAL FACTORS)</b>     |      | <b>240</b>                  | <b>175</b>                  | <b>221</b>                  | <b>203</b>                  | <b>207</b>                  | <b>(13,8)</b> | <b>747</b>                  | <b>806</b>                  | <b>7,9</b>   |
| EBITDA margin (adjusted for special factors)       | %    | 8,5                         | 7,5                         | 9,7                         | 8,9                         | 7,9                         | (0,6p)        | 7,5                         | 8,5                         | 1,0p         |

## SPECIAL FACTORS

|  | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>% | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>%  |
|--|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-------------|-----------------------------|-----------------------------|--------------|
| <b>EFFECTS ON EBITDA</b>                               |      | <b>(174)</b>                | <b>(60)</b>                 | <b>(169)</b>                | <b>(69)</b>                 | <b>(118)</b>                | <b>32,2</b> | <b>(405)</b>                | <b>(416)</b>                | <b>(2,7)</b> |
| - of which personnel                                   |      | (101)                       | (30)                        | (57)                        | (49)                        | (77)                        | 23,8        | (238)                       | (213)                       | 10,5         |
| - of which other                                       |      | (73)                        | (30)                        | (112)                       | (20)                        | (41)                        | 43,8        | (167)                       | (203)                       | (21,6)       |
| <b>EFFECTS ON PROFIT (LOSS) FROM OPERATIONS = EBIT</b> |      | <b>(186)</b>                | <b>(74)</b>                 | <b>(168)</b>                | <b>(70)</b>                 | <b>(119)</b>                | <b>36,0</b> | <b>(417)</b>                | <b>(431)</b>                | <b>(3,4)</b> |
| - of which personnel                                   |      | (101)                       | (30)                        | (57)                        | (49)                        | (77)                        | 23,8        | (238)                       | (213)                       | 10,5         |
| - of which other                                       |      | (85)                        | (44)                        | (111)                       | (21)                        | (42)                        | 50,6        | (179)                       | (218)                       | (21,8)       |

<sup>1</sup> As of July 1, 2012, Deutsche Telekom reorganized the Group's IT structure and pooled all internal IT units from the Germany and Systems Solutions operating segments as well as Group Headquarters & Shared Services into the new Telekom IT unit within the Systems Solutions operating segment.

The operations of Regional Services and Solutions (RSS) have been managed by the Germany operating segment since January 1, 2013 and no longer by the Systems Solutions operating segment to allow a more focused market approach.

Deconsolidation of T-Systems Italia S.p.A. as of May 1, 2013 and part of the French business as of June 1, 2013.

## GROUP HEADQUARTERS & GROUP SERVICES

### FINANCIALS (ADJUSTED FOR SPECIAL FACTORS)<sup>1</sup>

|  | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>% | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>% |
|--|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-------------|-----------------------------|-----------------------------|-------------|
| <b>TOTAL REVENUE</b>                             |      | <b>775</b>                  | <b>691</b>                  | <b>761</b>                  | <b>635</b>                  | <b>792</b>                  | <b>2,2</b>  | <b>2.835</b>                | <b>2.879</b>                | <b>1,6</b>  |
| of which: Digital Business Units                 |      | 265                         | 213                         | 234                         | 224                         | 299                         | 12,8        | 868                         | 970                         | 11,8        |
| <b>NET REVENUE</b>                               |      | <b>320</b>                  | <b>250</b>                  | <b>272</b>                  | <b>260</b>                  | <b>324</b>                  | <b>1,3</b>  | <b>1.078</b>                | <b>1.106</b>                | <b>2,6</b>  |
| <b>EBITDA</b>                                    |      | <b>(320)</b>                | <b>(99)</b>                 | <b>(111)</b>                | <b>(155)</b>                | <b>(290)</b>                | <b>9,4</b>  | <b>(715)</b>                | <b>(655)</b>                | <b>8,4</b>  |
| of which: Digital Business Units                 |      | 10                          | 30                          | 25                          | 44                          | 22                          | n.a.        | 137                         | 121                         | (11,7)      |
| EBITDA margin (EBITDA / total revenue)           | %    | (41,3)                      | (14,3)                      | (14,6)                      | (24,4)                      | (36,6)                      | 4,7p        | (25,2)                      | (22,8)                      | 2,4p        |
| Depreciation, amortization and impairment losses |      | (185)                       | (164)                       | (166)                       | (183)                       | (186)                       | (0,5)       | (753)                       | (699)                       | 7,2         |
| Profit (loss) from operations = EBIT             |      | (505)                       | (263)                       | (277)                       | (338)                       | (476)                       | 5,7         | (1.468)                     | (1.354)                     | 7,8         |
| <b>CASH CAPEX</b>                                |      | <b>113</b>                  | <b>77</b>                   | <b>94</b>                   | <b>97</b>                   | <b>143</b>                  | <b>26,5</b> | <b>379</b>                  | <b>411</b>                  | <b>8,4</b>  |
| <b>CASH CONTRIBUTION</b>                         |      | <b>(433)</b>                | <b>(176)</b>                | <b>(205)</b>                | <b>(252)</b>                | <b>(433)</b>                | <b>n.a.</b> | <b>(1.094)</b>              | <b>(1.066)</b>              | <b>2,6</b>  |

### FINANCIALS (AS REPORTED)<sup>1</sup>

|  | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>% | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>% |
|--|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-------------|-----------------------------|-----------------------------|-------------|
| <b>TOTAL REVENUE</b>                             |      | <b>775</b>                  | <b>691</b>                  | <b>761</b>                  | <b>635</b>                  | <b>792</b>                  | <b>2,2</b>  | <b>2.835</b>                | <b>2.879</b>                | <b>1,6</b>  |
| of which: Digital Business Units                 |      | 265                         | 213                         | 234                         | 224                         | 299                         | 12,8        | 868                         | 970                         | 11,8        |
| <b>NET REVENUE</b>                               |      | <b>320</b>                  | <b>250</b>                  | <b>272</b>                  | <b>260</b>                  | <b>324</b>                  | <b>1,3</b>  | <b>1.078</b>                | <b>1.106</b>                | <b>2,6</b>  |
| <b>EBITDA</b>                                    |      | <b>(521)</b>                | <b>(120)</b>                | <b>(161)</b>                | <b>(210)</b>                | <b>(392)</b>                | <b>24,8</b> | <b>(997)</b>                | <b>(883)</b>                | <b>11,4</b> |
| of which: Digital Business Units                 |      | 8                           | 19                          | 19                          | 41                          | 15                          | 87,5        | 132                         | 94                          | (28,8)      |
| EBITDA margin (EBITDA / total revenue)           | %    | (67,2)                      | (17,4)                      | (21,2)                      | (33,1)                      | (49,5)                      | 17,7p       | (35,2)                      | (30,7)                      | 4,5p        |
| Depreciation, amortization and impairment losses |      | (185)                       | (164)                       | (166)                       | (183)                       | (186)                       | (0,5)       | (753)                       | (699)                       | 7,2         |
| Profit (loss) from operations = EBIT             |      | (706)                       | (284)                       | (327)                       | (393)                       | (578)                       | 18,1        | (1.750)                     | (1.582)                     | 9,6         |
| <b>CASH CAPEX</b>                                |      | <b>113</b>                  | <b>77</b>                   | <b>94</b>                   | <b>97</b>                   | <b>143</b>                  | <b>26,5</b> | <b>379</b>                  | <b>411</b>                  | <b>8,4</b>  |
| <b>CASH CONTRIBUTION</b>                         |      | <b>(634)</b>                | <b>(197)</b>                | <b>(255)</b>                | <b>(307)</b>                | <b>(535)</b>                | <b>15,6</b> | <b>(1.376)</b>              | <b>(1.294)</b>              | <b>6,0</b>  |

1 As of July 1, 2012, Deutsche Telekom reorganized the Group's IT structure and pooled all internal IT units from the Germany and Systems Solutions operating segments as well as Group Headquarters & Group Services into the new Telekom IT unit within the Systems Solutions operating segment.

Since January 1, 2013, the tasks and functions of Group Technology including the Global Network Factory, which was previously part of Group Headquarters & Group Services, have been reported under the Europe operating segment.

The prior-year figures have been adjusted for better comparability.

## GROUP HEADQUARTERS & GROUP SERVICES

### EBITDA RECONCILIATION<sup>1</sup>

|  | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>% | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>% |
|--|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-------------|-----------------------------|-----------------------------|-------------|
| <b>TOTAL REVENUE</b>                               |      | <b>775</b>                  | <b>691</b>                  | <b>761</b>                  | <b>635</b>                  | <b>792</b>                  | <b>2,2</b>  | <b>2.835</b>                | <b>2.879</b>                | <b>1,6</b>  |
| Profit (loss) from operations = EBIT               |      | (706)                       | (284)                       | (327)                       | (393)                       | (578)                       | 18,1        | (1.750)                     | (1.582)                     | 9,6         |
| - Depreciation, amortization and impairment losses |      | (185)                       | (164)                       | (166)                       | (183)                       | (186)                       | (0,5)       | (753)                       | (699)                       | 7,2         |
| <b>= EBITDA</b>                                    |      | <b>(521)</b>                | <b>(120)</b>                | <b>(161)</b>                | <b>(210)</b>                | <b>(392)</b>                | <b>24,8</b> | <b>(997)</b>                | <b>(883)</b>                | <b>11,4</b> |
| EBITDA margin                                      | %    | (67,2)                      | (17,4)                      | (21,2)                      | (33,1)                      | (49,5)                      | 17,7p       | (35,2)                      | (30,7)                      | 4,5p        |
| - Special factors affecting EBITDA                 |      | (201)                       | (21)                        | (50)                        | (55)                        | (102)                       | 49,3        | (282)                       | (228)                       | 19,1        |
| <b>= EBITDA (ADJUSTED FOR SPECIAL FACTORS)</b>     |      | <b>(320)</b>                | <b>(99)</b>                 | <b>(111)</b>                | <b>(155)</b>                | <b>(290)</b>                | <b>9,4</b>  | <b>(715)</b>                | <b>(655)</b>                | <b>8,4</b>  |
| EBITDA margin (adjusted for special factors)       | %    | (41,3)                      | (14,3)                      | (14,6)                      | (24,4)                      | (36,6)                      | 4,7p        | (25,2)                      | (22,8)                      | 2,4p        |

### SPECIAL FACTORS<sup>1</sup>

|  | Note | Q4<br>2012<br>millions of € | Q1<br>2013<br>millions of € | Q2<br>2013<br>millions of € | Q3<br>2013<br>millions of € | Q4<br>2013<br>millions of € | Change<br>% | FY<br>2012<br>millions of € | FY<br>2013<br>millions of € | Change<br>% |
|--|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-------------|-----------------------------|-----------------------------|-------------|
| <b>EFFECTS ON EBITDA</b>                               |      | <b>(201)</b>                | <b>(21)</b>                 | <b>(50)</b>                 | <b>(55)</b>                 | <b>(102)</b>                | <b>49,3</b> | <b>(282)</b>                | <b>(228)</b>                | <b>19,1</b> |
| - of which personnel                                   |      | (95)                        | (22)                        | (53)                        | (53)                        | (98)                        | (3,2)       | (243)                       | (226)                       | 7,0         |
| - of which other                                       |      | (106)                       | 1                           | 3                           | (2)                         | (4)                         | 96,2        | (39)                        | (2)                         | 94,9        |
| <b>EFFECTS ON PROFIT (LOSS) FROM OPERATIONS = EBIT</b> |      | <b>(201)</b>                | <b>(21)</b>                 | <b>(50)</b>                 | <b>(55)</b>                 | <b>(102)</b>                | <b>49,3</b> | <b>(282)</b>                | <b>(228)</b>                | <b>19,1</b> |
| - of which personnel                                   |      | (95)                        | (22)                        | (53)                        | (53)                        | (98)                        | (3,2)       | (243)                       | (226)                       | 7,0         |
| - of which other                                       |      | (106)                       | 1                           | 3                           | (2)                         | (4)                         | 96,2        | (39)                        | (2)                         | 94,9        |

<sup>1</sup> As of July 1, 2012, Deutsche Telekom reorganized the Group's IT structure and pooled all internal IT units from the Germany and Systems Solutions operating segments as well as Group Headquarters & Group Services into the new Telekom IT unit within the Systems Solutions operating segment.

Since January 1, 2013, the tasks and functions of Group Technology including the Global Network Factory, which was previously part of Group Headquarters & Group Services, have been reported under the Europe operating segment.

The prior-year figures have been adjusted for better comparability.

|   |   |
|---|---|
| In addition to financial information presented in accordance with IFRS, this presentation contains non-GAAP financial measures, |   |
| such as ...   | which is defined as ...   |
| <b>EBIT</b>   | Abbreviation for EARNINGS BEFORE INTEREST AND TAXES. EBIT is equivalent to the P&L-line "Profit from operations".   |
| <b>Adj. EBIT</b>  | EBIT adjusted for special factors.  |
| <b>EBT</b>  | Abbreviation for EARNINGS BEFORE TAXES. EBT is equivalent to the P&L-line "Profit before income taxes".   |
| <b>Adj. EBT</b>   | EBT adjusted for special factors.   |
| <b>EBITDA</b>   | Abbreviation for EARNINGS BEFORE INTEREST, TAX, DEPRECIATION AND AMORTIZATION. EBITDA is equivalent to EBIT before Depreciation and Amortization. Depreciation and Amortization is not a line in the P&L but provided in the notes as "Other disclosures".        |
| <b>Adj. EBITDA</b>  | EBITDA adjusted for special factors.  |
| <b>Adj. Net profit/loss</b>   | Net profit/loss adjusted for special factors.   |
| <b>Special factors</b>  | Special factors impair the comparability of the results with previous periods. Details on the special factors are given for the group and each operating segment.   |
| <b>Cash capex</b>   | Cash outflows for investments in intangible assets (excluding goodwill) and property, plant and equipment.  |
| <b>Cash contribution</b>  | EBITDA minus capex.   |
| <b>Free cash flow</b>   | Net cash from operating activities minus net cash outflows for investments in intangible assets (excluding goodwill) and property, plant and equipment.   |
| <b>Gross debt</b>   | Gross debt includes not only bonds and liabilities to banks, but also liabilities to non-banks from promissory notes, lease liabilities, liabilities arising from ABS transactions (capital market liabilities), liabilities from derivatives and cash collateral |
| <b>Net debt</b>   | Net debt is calculated by deducting cash and cash equivalents as well as financial assets classified as held for trading and available for sale (due ≤ 1 year). In addition, receivables from derivatives and other financial assets are deducted from gross debt |
| <b>n.a.</b>   | not applicable  |
| <b>n.m.</b>   | not meaningful  |
| <b>ARPU</b>   | Abbreviation for AVERAGE REVENUE PER USER. Calculation: Service fee, as well as voice, non voice, roaming and visitor revenues, divided by the average number of customers in the period. Visitor revenues are allocated exclusively to contract customers.       |
| <b>SAC</b>  | Abbreviation for SUBSCRIBER ACQUISITION COSTS. Calculation: Customer acquisition costs divided by the number of gross customers added during the respective period.   |

The figures in this presentation are unaudited. These and the other non-GAAP financial measures used by Deutsche Telekom are derived from our IFRS financial information but do not comply with IFRS and should not be viewed as a substitute for our IFRS figures.