

# Backup Results Financial Year 2010

## Deutsche Telekom

Not to be released until: February 25, 2011, 10:00 a.m./ Start Statement René Obermann

Life is for sharing.



# Glossary and Disclaimer

In addition to financial information presented in accordance with IFRS, this presentation contains non-GAAP financial measures,

such as ...	which is defined as ...
EBIT	Abbreviation for EARNINGS BEFORE INTEREST AND TAXES. EBIT is equivalent to the P&L-line "Profit from operations".
Adj. EBIT	EBIT adjusted for special factors.
EBT	Abbreviation for EARNINGS BEFORE TAXES. EBT is equivalent to the P&L-line "Profit before income taxes".
Adj. EBT	EBT adjusted for special factors.
EBITDA	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".
Adj. EBITDA	EBITDA adjusted for special factors.
Adj. Net profit/loss	Net profit/loss adjusted for special factors.
Special factors	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.
Cash capex	Cash outflows for investments in intangible assets (excluding goodwill) and property, plant and equipment.
Cash contribution	EBITDA minus capex.
Free cash flow	Net cash from operating activities minus net cash outflows for investments in intangible assets (excluding goodwill) and property, plant and equipment.
Gross debt	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 received for positive fair values of derivatives, as well as other interest-bearing financial liabilities.
Net debt	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. Other financial assets include all cash collateral paid for negative fair values of derivatives and ABS transactions, as well as other interest-bearing financial assets.
ARPU	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. Activation charges, virtual network operator revenues and other operating revenue are not included.
SAC	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. Any figure that has been adjusted for special factors or that reflects an adjustment for special factors is a non-GAAP financial measure. Our non-GAAP financial measures may not be comparable to non-GAAP financial measures used by other companies. To help interpret our major non-GAAP financial measures, please refer to the information contained in these materials and the chapter "Reconciliation to pro forma figures" in our annual and interim reports or the reconciliation to pro forma figures posted on Deutsche Telekom's Investor relations webpages ([www.telekom.com/investor-relations](http://www.telekom.com/investor-relations)).



# Financial Data

..... **T** .....

# DT Group.

## At a Glance I.

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		<b>16.237</b>	<b>15.812</b>	<b>15.531</b>	<b>15.601</b>	<b>15.477</b>	<b>(4,7)</b>	<b>64.639</b>	<b>62.421</b>	<b>(3,4)</b>
Germany		6.438	6.189	6.197	6.317	6.442	0,1	25.460	25.145	(1,2)
Europe		5.035	4.774	4.030	4.123	3.913	(22,3)	19.607	16.840	(14,1)
United States		3.658	3.814	4.188	4.143	3.942	7,8	15.471	16.087	4,0
Systems Solutions		2.388	2.131	2.242	2.205	2.479	3,8	8.798	9.057	2,9
Group Headquarters & Shared Services		587	565	583	567	451	(23,2)	2.410	2.166	(10,1)
Reconciliation		(1.869)	(1.661)	(1.709)	(1.754)	(1.750)	6,4	(7.107)	(6.874)	3,3
<b>Net revenue</b>										
Germany		6.022	5.804	5.806	5.899	6.014	(0,1)	23.850	23.523	(1,4)
Europe		4.886	4.613	3.869	3.951	3.750	(23,3)	18.996	16.183	(14,8)
United States		3.655	3.810	4.185	4.140	3.940	7,8	15.457	16.075	4,0
Systems Solutions		1.618	1.532	1.610	1.555	1.714	5,9	6.083	6.411	5,4
Group Headquarters & Shared Services		56	53	61	56	59	5,4	253	229	(9,5)
<b>Group</b>		<b>16.237</b>	<b>15.812</b>	<b>15.531</b>	<b>15.601</b>	<b>15.477</b>	<b>(4,7)</b>	<b>64.639</b>	<b>62.421</b>	<b>(3,4)</b>
<b>EBITDA (adjusted for special factors)</b>										
Germany		2.340	2.299	2.438	2.523	2.358	0,8	9.607	9.618	0,1
Europe		1.595	1.587	1.431	1.465	1.265	(20,7)	6.390	5.748	(10,0)
United States		935	1.008	1.120	1.028	1.000	7,0	4.261	4.156	(2,5)
Systems Solutions		250	196	231	222	299	19,6	923	948	2,7
Group Headquarters & Shared Services		(11)	(172)	(182)	(192)	(324)	n.a.	(315)	(870)	n.a.
Reconciliation		(39)	(28)	(26)	(25)	(48)	(23,1)	(198)	(127)	35,9
<b>Group</b>		<b>5.070</b>	<b>4.890</b>	<b>5.012</b>	<b>5.021</b>	<b>4.550</b>	<b>(10,3)</b>	<b>20.668</b>	<b>19.473</b>	<b>(5,8)</b>
Proportional EBITDA			4.302	4.444	4.402	4.051			17.199	

# DT Group .

## At a Glance II.

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>EBITDA margin (adjusted for special factors)</b>										
<b>(EBITDA / total revenue)</b>	%									
Germany	%	36,3	37,1	39,3	39,9	36,6	0,3p	37,7	38,3	0,6p
Europe	%	31,7	33,2	35,5	35,5	32,3	0,6p	32,6	34,1	1,5p
United States	%	25,6	26,4	26,7	24,8	25,4	(0,2p)	27,5	25,8	(1,7p)
Systems Solutions	%	10,5	9,2	10,3	10,1	12,1	1,6p	10,5	10,5	n.a.
Group Headquarters & Shared Services	%	(1,9)	(30,4)	(31,2)	(33,9)	(71,8)	(69,9p)	(13,1)	(40,2)	(27,1p)
<b>Group</b>	<b>%</b>	<b>31,2</b>	<b>30,9</b>	<b>32,3</b>	<b>32,2</b>	<b>29,4</b>	<b>(1,8p)</b>	<b>32,0</b>	<b>31,2</b>	<b>(0,8p)</b>
<b>Cash capex</b>										
Germany	1	903	651	774	862	1.178	30,5	3.158	3.465	9,7
Europe		654	568	454	396	594	(9,2)	2.489	2.012	(19,2)
United States		464	481	534	496	610	31,5	2.666	2.121	(20,4)
Systems Solutions		205	148	220	207	150	(26,8)	681	725	6,5
Group Headquarters & Shared Services		120	109	70	99	128	6,7	449	406	(9,6)
Reconciliation		(97)	(23)	(11)	(24)	(120)	(23,7)	(241)	(178)	26,1
<b>Group</b>	<b>1</b>	<b>2.249</b>	<b>1.934</b>	<b>2.041</b>	<b>2.036</b>	<b>2.540</b>	<b>12,9</b>	<b>9.202</b>	<b>8.551</b>	<b>(7,1)</b>
<b>Net profit (loss)</b>										
adjusted for special factors		905	891	814	969	690	(23,8)	3.390	3.364	(0,8)
as reported		(3)	767	475	1.035	(582)	n.a.	353	1.695	n.a.
<b>Free cash flow (before dividend payments and spectrum investment)</b>		<b>1.863</b>	<b>1.439</b>	<b>1.489</b>	<b>1.882</b>	<b>1.733</b>	<b>(7,0)</b>	<b>6.969</b>	<b>6.543</b>	<b>(6,1)</b>
Proportional Free cash flow			1.332	1.338	1.602	1.483	n.a.		5.755	n.a.
<b>Net debt</b>		<b>40.911</b>	<b>40.418</b>	<b>46.250</b>	<b>43.747</b>	<b>42.269</b>	<b>3,3</b>	<b>40.911</b>	<b>42.269</b>	<b>3,3</b>

1 Before spectrum investment of € 1.3bn.

## DT Group.

FY 2010 and Q4/10 excluding UK.

in € million	Q4/09 ex. UK	Q4/10 ex. UK	change in %	FY/09 ex. UK	FY/10 ex. UK	change in %
Revenue	15,416	15,477	0.4%	62,152	62,421	0.4%
Adj. EBITDA	4,904	4,550	-7.2%	20,168	19,473	-3.4%
Adj. net profit	767	665	-13.3%	3,259	3,413	4.7%
Net profit (loss)	-135	-607	349.6%	232	1,744	651.7%
Adj. EPS (in €)	0.18	0.15	-16.7%	0.75	0.79	5.3%
EPS (in €)	-0.03	-0.14	366.7%	0.05	0.40	700.0%
Free cash flow <sup>1)</sup>	1,769	1,353	-23.5%	6,688	6,163	-7.8%
Cash capex <sup>2)</sup>	2,172	2,540	16.9%	9,054	8,551	-5.6%

1 Before dividend payment and spectrum invest.

2 2010 excl. €1,300 million of spectrum in Germany.

000'	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/09	Delta q.o.q.		Delta y.o.y.	
							abs.	%	abs.	%
<b>Broadband retail lines (end of period)</b>	<b>2</b>	<b>15.358</b>	<b>15.675</b>	<b>15.873</b>	<b>16.029</b>	<b>16.307</b>	<b>278</b>	<b>1,7</b>	<b>949</b>	<b>6,2</b>
Germany		11.477	11.665	11.795	11.844	11.954	110	0,9	477	4,2
Europa		3.881	4.010	4.078	4.185	4.353	168	4,0	472	12,2
Greece		1.060	1.093	1.095	1.092	1.110	18	1,6	50	4,7
Romania		776	808	840	902	961	59	6,5	185	23,8
Hungary		628	648	655	672	693	21	3,1	65	10,4
Czech Republic		42	46	49	53	69	16	30,2	27	64,3
Croatia		555	573	584	600	629	29	4,8	74	13,3
Netherlands		293	290	288	288	289	1	0,3	(4)	(1,4)
Slovakia		362	378	387	392	402	10	2,6	40	11,0
others		165	175	180	186	200	14	7,5	35	21,2
<b>Fixed network lines (end of period)</b>	<b>3</b>	<b>38.504</b>	<b>37.854</b>	<b>37.285</b>	<b>36.548</b>	<b>35.987</b>	<b>(561)</b>	<b>(1,5)</b>	<b>(2.517)</b>	<b>(6,5)</b>
Germany		26.236	25.864	25.549	25.024	24.650	(374)	(1,5)	(1.586)	(6,0)
Europa		12.268	11.990	11.736	11.524	11.337	(187)	(1,6)	(931)	(7,6)
Greece		4.228	4.095	3.970	3.858	3.739	(119)	(3,1)	(489)	(11,6)
Romania		2.776	2.721	2.666	2.625	2.597	(28)	(1,1)	(179)	(6,4)
Hungary		1.821	1.771	1.729	1.690	1.652	(38)	(2,2)	(169)	(9,3)
Czech Republic		42	46	49	53	69	16	30,2	27	64,3
Croatia		1.484	1.462	1.446	1.437	1.431	(6)	(0,4)	(53)	(3,6)
Netherlands		293	290	288	288	289	1	0,3	(4)	(1,4)
Slovakia		1.101	1.093	1.084	1.072	1.061	(11)	(1,0)	(40)	(3,6)
others		525	512	504	500	498	(2)	(0,4)	(27)	(5,1)
<b>Mobile subscribers (end of period)</b>		<b>134.503</b>	<b>133.068</b>	<b>131.103</b>	<b>129.012</b>	<b>128.528</b>	<b>(484)</b>	<b>(0,4)</b>	<b>(5.975)</b>	<b>(4,4)</b>
Germany		39.136	38.544	36.976	34.882	34.694	(188)	(0,5)	(4.442)	(11,4)
USA		33.790	33.713	33.620	33.757	33.734	(23)	(0,1)	(56)	(0,2)
Europe		61.577	60.811	60.507	60.373	60.100	(273)	(0,5)	(1.477)	(2,4)
Greece		9.218	8.813	8.509	8.330	7.990	(340)	(4,1)	(1.228)	(13,3)
Romania		7.280	7.155	7.087	7.059	6.849	(210)	(3,0)	(431)	(5,9)
Hungary		5.120	5.120	5.131	5.147	5.208	61	1,2	88	1,7
Poland		13.500	13.361	13.276	13.321	13.259	(62)	(0,5)	(241)	(1,8)
Czech Republic		5.464	5.449	5.464	5.460	5.475	15	0,3	11	0,2
Croatia		2.859	2.798	2.779	2.774	2.901	127	4,6	42	1,5
Netherlands		4.592	4.392	4.382	4.461	4.526	65	1,5	(66)	(1,4)
Slovakia		2.376	2.399	2.412	2.407	2.411	4	0,2	35	1,5
Austria		3.446	3.626	3.653	3.683	3.778	95	2,6	332	9,6
Bulgaria		3.902	3.845	3.954	3.886	3.920	34	0,9	18	0,5
other		3.822	3.852	3.861	3.845	3.782	(63)	(1,6)	(40)	(1,0)

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

## DT consolidated income statement.

Adjusted for special factors.

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Net revenue</b>		<b>16.237</b>	<b>15.812</b>	<b>15.531</b>	<b>15.601</b>	<b>15.477</b>	<b>(4,7)</b>	<b>64.639</b>	<b>62.421</b>	<b>(3,4)</b>
Cost of sales		(9.119)	(8.859)	(8.573)	(8.740)	(8.959)	1,8	(35.823)	(35.131)	1,9
<b>Gross profit</b>		<b>7.118</b>	<b>6.953</b>	<b>6.958</b>	<b>6.861</b>	<b>6.518</b>	<b>(8,4)</b>	<b>28.816</b>	<b>27.290</b>	<b>(5,3)</b>
Selling expenses		(4.036)	(3.640)	(3.612)	(3.488)	(3.706)	8,2	(15.780)	(14.446)	8,5
General and administrative expenses		(927)	(1.204)	(1.295)	(1.173)	(1.206)	(30,1)	(4.447)	(4.878)	(9,7)
Other operating income		431	296	365	366	433	0,5	1.418	1.460	3,0
Other operating expenses		(246)	(175)	(169)	(361)	(357)	(45,1)	(849)	(1.062)	(25,1)
<b>Profit (loss) from operations (EBIT)</b>		<b>2.340</b>	<b>2.230</b>	<b>2.247</b>	<b>2.205</b>	<b>1.682</b>	<b>(28,1)</b>	<b>9.158</b>	<b>8.364</b>	<b>(8,7)</b>
EBIT margin (EBIT / net revenue)	%	14,4	14,1	14,5	14,1	10,9	(3,5p)	14,2	13,4	(0,8p)
Profit (loss) from financial activities		(735)	(702)	(667)	(551)	(804)	(9,4)	(3.125)	(2.724)	12,8
of which: finance costs		(620)	(597)	(644)	(673)	(586)	5,5	(2.555)	(2.500)	2,2
<b>Profit (loss) before income taxes (EBT)</b>		<b>1.605</b>	<b>1.528</b>	<b>1.580</b>	<b>1.654</b>	<b>878</b>	<b>(45,3)</b>	<b>6.033</b>	<b>5.640</b>	<b>(6,5)</b>
Income taxes		(585)	(514)	(754)	(532)	(98)	83,2	(2.102)	(1.898)	9,7
<b>Profit (loss)</b>		<b>1.020</b>	<b>1.014</b>	<b>826</b>	<b>1.122</b>	<b>780</b>	<b>(23,5)</b>	<b>3.931</b>	<b>3.742</b>	<b>(4,8)</b>
Profit (loss) attributable to non-controlling interests		115	123	12	153	90	(21,7)	541	378	(30,1)
<b>Net profit (loss)</b>		<b>905</b>	<b>891</b>	<b>814</b>	<b>969</b>	<b>690</b>	<b>(23,8)</b>	<b>3.390</b>	<b>3.364</b>	<b>(0,8)</b>
Depreciation, amortization and impairment losses		(2.730)	(2.660)	(2.765)	(2.816)	(2.868)	(5,1)	(11.510)	(11.109)	3,5
<b>EBITDA</b>		<b>5.070</b>	<b>4.890</b>	<b>5.012</b>	<b>5.021</b>	<b>4.550</b>	<b>(10,3)</b>	<b>20.668</b>	<b>19.473</b>	<b>(5,8)</b>
EBITDA margin (EBITDA / net revenue)	%	31,2	30,9	32,3	32,2	29,4	(1,8p)	32,0	31,2	(0,8p)



## DT Group.

### EBITDA reconciliation.

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Net revenue</b>		<b>16.200</b>	<b>15.812</b>	<b>15.531</b>	<b>15.601</b>	15.477	(4,5)	<b>64.602</b>	62.421	(3,4)
<b>Net profit (loss)</b>		<b>(3)</b>	<b>767</b>	<b>475</b>	<b>1.035</b>	<b>(582)</b>	n.a.	<b>353</b>	<b>(1.695)</b>	n.a.
+ Profit (loss) attributable to non-controlling interests		59	98	(11)	156	(178)	n.a.	520	65	(87,5)
= Profit (loss)		56	865	464	1.191	(760)	n.a.	873	1.760	n.a.
- Income taxes		(404)	(449)	(539)	(160)	213	n.a.	(1.782)	(935)	47,5
= Profit (loss) before income taxes = EBT		460	1.314	1.003	1.351	(973)	n.a.	2.655	2.695	1,5
- Profit (loss) from financial activities		(798)	(715)	(708)	(590)	(797)	0,1	(3.357)	(2.810)	16,3
<b>Profit (loss) from operations (EBIT)</b>		<b>1.258</b>	<b>2.029</b>	<b>1.711</b>	<b>1.941</b>	<b>(176)</b>	n.a.	<b>6.012</b>	<b>5.505</b>	<b>(8,4)</b>
- Depreciation, amortization and impairment losses		(3.285)	(2.661)	(2.768)	(2.820)	(3.559)	(8,3)	(13.894)	(11.808)	15,0
<b>= EBITDA</b>		<b>4.543</b>	<b>4.690</b>	<b>4.479</b>	<b>4.761</b>	<b>3.383</b>	<b>(25,5)</b>	<b>19.906</b>	<b>17.313</b>	<b>(13,0)</b>
EBITDA margin (EBITDA/net revenue)	%	28,0	29,7	28,8	30,5	21,9	(6,1p)	30,8	27,7	(3,1p)
- Special factors affecting EBITDA		(527)	(200)	(533)	(260)	(1.167)	n.a.	(762)	(2.160)	n.a.
<b>= EBITDA adjusted for special factors</b>		<b>5.070</b>	<b>4.890</b>	<b>5.012</b>	<b>5.021</b>	<b>4.550</b>	<b>(10,3)</b>	<b>20.668</b>	<b>19.473</b>	<b>(5,8)</b>
EBITDA margin (adjusted for special factors)										
(EBITDA/net revenue)	%	31,2	30,9	32,3	32,2	29,4	(1,8p)	32,0	31,2	(0,8p)

## DT consolidated income statement.

As reported.

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Net revenue</b>		<b>16.200</b>	<b>15.812</b>	<b>15.531</b>	<b>15.601</b>	<b>15.477</b>	<b>(4,5)</b>	<b>64.602</b>	<b>62.421</b>	<b>(3,4)</b>
Cost of sales		(9.383)	(9.025)	(8.651)	(8.845)	(9.204)	1,9	(36.259)	(35.725)	1,5
<b>Gross profit</b>		<b>6.817</b>	<b>6.787</b>	<b>6.880</b>	<b>6.756</b>	<b>6.273</b>	<b>(8,0)</b>	<b>28.343</b>	<b>26.696</b>	<b>(5,8)</b>
Selling expenses		(4.111)	(3.655)	(3.627)	(3.587)	(3.751)	8,8	(15.863)	(14.620)	7,8
General and administrative expenses		(1.065)	(1.222)	(1.342)	(1.210)	(1.478)	(38,8)	(4.653)	(5.252)	(12,9)
Other operating income		473	307	367	371	453	(4,2)	1.504	1.498	(0,4)
Other operating expenses		(856)	(188)	(567)	(389)	(1.673)	(95,4)	(3.319)	(2.817)	15,1
<b>Profit (loss) from operations (EBIT)</b>		<b>1.258</b>	<b>2.029</b>	<b>1.711</b>	<b>1.941</b>	<b>(176)</b>	<b>n.a.</b>	<b>6.012</b>	<b>5.505</b>	<b>(8,4)</b>
EBIT margin (EBIT / net revenue)	%	7,8	12,8	11,0	12,4	(1,1)	(8,9p)	9,3	8,8	(0,5p)
Profit (loss) from financial activities		(798)	(715)	(708)	(590)	(797)	0,1	(3.357)	(2.810)	16,3
of which: finance costs		(620)	(597)	(644)	(673)	(586)	5,5	(2.555)	(2.500)	2,2
<b>Profit (loss) before income taxes (EBT)</b>		<b>460</b>	<b>1.314</b>	<b>1.003</b>	<b>1.351</b>	<b>(973)</b>	<b>n.a.</b>	<b>2.655</b>	<b>2.695</b>	<b>1,5</b>
Income taxes		(404)	(449)	(539)	(160)	213	n.a.	(1.782)	(935)	47,5
<b>Profit (loss)</b>		<b>56</b>	<b>865</b>	<b>464</b>	<b>1.191</b>	<b>(760)</b>	<b>n.a.</b>	<b>873</b>	<b>1.760</b>	<b>n.a.</b>
Profit (loss) attributable to non-controlling interests		59	98	(11)	156	(178)	n.a.	520	65	(87,5)
<b>Net profit (loss)</b>		<b>(3)</b>	<b>767</b>	<b>475</b>	<b>1.035</b>	<b>(582)</b>	<b>n.a.</b>	<b>353</b>	<b>1.695</b>	<b>n.a.</b>
Depreciation, amortization and impairment losses		(3.285)	(2.661)	(2.768)	(2.820)	(3.559)	(8,3)	(13.894)	(11.808)	15,0
<b>EBITDA</b>		<b>4.543</b>	<b>4.690</b>	<b>4.479</b>	<b>4.761</b>	<b>3.383</b>	<b>(25,5)</b>	<b>19.906</b>	<b>17.313</b>	<b>(13,0)</b>
EBITDA margin (EBITDA / net revenue)	%	28,0	29,7	28,8	30,5	21,9	(6,1p)	30,8	27,7	(3,1p)

## DT Group.

### Special factors in the consolidated income statement.

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Net revenue</b>		<b>(37)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>n.a.</b>	<b>(37)</b>	<b>0</b>	<b>n.a.</b>
Cost of sales		(264)	(166)	(78)	(105)	(245)	7,2	(436)	(594)	(36,2)
<b>Gross profit</b>		<b>(301)</b>	<b>(166)</b>	<b>(78)</b>	<b>(105)</b>	<b>(245)</b>	<b>18,6</b>	<b>(473)</b>	<b>(594)</b>	<b>(25,6)</b>
Selling expenses		(75)	(15)	(15)	(99)	(45)	40,0	(83)	(174)	n.a.
General and administrative expenses		(138)	(18)	(47)	(37)	(272)	(97,1)	(206)	(374)	(81,6)
Other operating income		42	11	2	5	20	(52,4)	86	38	(55,8)
Other operating expenses		(610)	(13)	(398)	(28)	(1.316)	n.a.	(2.470)	(1.755)	28,9
<b>Profit (loss) from operations (EBIT)</b>		<b>(1.082)</b>	<b>(201)</b>	<b>(536)</b>	<b>(264)</b>	<b>(1.858)</b>	<b>(71,7)</b>	<b>(3.146)</b>	<b>(2.859)</b>	<b>9,1</b>
Profit (loss) from financial activities		(63)	(13)	(41)	(39)	7	n.a.	(232)	(86)	62,9
of which: finance costs		0	0	0	0	0	n.a.	0	0	n.a.
<b>Profit (loss) before income taxes (EBT)</b>		<b>(1.145)</b>	<b>(214)</b>	<b>(577)</b>	<b>(303)</b>	<b>(1.851)</b>	<b>(61,7)</b>	<b>(3.378)</b>	<b>(2.945)</b>	<b>12,8</b>
Income taxes		181	65	215	372	311	71,8	320	963	n.a.
<b>Profit (loss)</b>		<b>(964)</b>	<b>(149)</b>	<b>(362)</b>	<b>69</b>	<b>(1.540)</b>	<b>(59,8)</b>	<b>(3.058)</b>	<b>(1.982)</b>	<b>35,2</b>
Profit (loss) attributable to non-controlling interests		(56)	(25)	(23)	3	(268)	n.a.	(21)	(313)	n.a.
<b>Net profit (loss)</b>		<b>(908)</b>	<b>(124)</b>	<b>(339)</b>	<b>66</b>	<b>(1.272)</b>	<b>(40,1)</b>	<b>(3.037)</b>	<b>(1.669)</b>	<b>45,0</b>
Depreciation, amortization and impairment losses		(555)	(1)	(3)	(4)	(691)	(24,5)	(2.384)	(699)	70,7
<b>EBITDA</b>		<b>(527)</b>	<b>(200)</b>	<b>(533)</b>	<b>(260)</b>	<b>(1.167)</b>	<b>n.a.</b>	<b>(762)</b>	<b>(2.160)</b>	<b>n.a.</b>

Details on special factors I.

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Effect on operating expenses</b>		<b>(1.087)</b>	<b>(212)</b>	<b>(538)</b>	<b>(269)</b>	<b>(1.878)</b>	<b>(72,8)</b>	<b>(3.195)</b>	<b>(2.897)</b>	<b>9,3</b>
of which: expenses / income for early retirement (civil servants)		(153)	0	(12)	(37)	(404)	n.a.	(139)	(453)	n.a.
of which: expenses for severance payments		(236)	(64)	(55)	(135)	(185)	21,6	(323)	(439)	(35,9)
		(14)	(3)	(5)	(2)	(2)	85,7	(16)	(12)	25,0
of which: expenses / income for partial retirement (termination benefit)		(9)	(10)	(21)	(30)	(41)	n.a.	(51)	(102)	n.a.
of which: expenses for other personnel restructuring charges		(111)	(29)	(59)	(49)	(156)	(40,5)	(226)	(293)	(29,6)
		(9)	(2)	(370)	3	(398)	n.a.	(19)	(767)	n.a.
of which: expenses due to de-consolidations and other asset sales										
of which: others	1	(555)	(104)	(16)	(19)	(692)	(24,7)	(2.421)	(831)	65,7
<b>Effect on other operating income</b>		<b>42</b>	<b>11</b>	<b>2</b>	<b>5</b>	<b>20</b>	<b>(52,4)</b>	<b>86</b>	<b>38</b>	<b>(55,8)</b>
of which: income due to asset sales		22	8	2	3	18	(18,2)	60	31	(48,3)
of which: others		20	3	0	2	2	(90,0)	26	7	(73,1)
<b>Effect on revenue</b>	<b>2</b>	<b>37</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>n.a.</b>	<b>(37)</b>	<b>0</b>	<b>n.a.</b>
<b>Effect on profit from operations = EBIT</b>		<b>(1.082)</b>	<b>(201)</b>	<b>(536)</b>	<b>(264)</b>	<b>(1.858)</b>	<b>(71,7)</b>	<b>(3.146)</b>	<b>(2.859)</b>	<b>9,1</b>
<b>Depreciation, amortization and impairment losses</b>		<b>(555)</b>	<b>(1)</b>	<b>(3)</b>	<b>(4)</b>	<b>(691)</b>	<b>(24,5)</b>	<b>(2.384)</b>	<b>(699)</b>	<b>70,7</b>
of which: restructuring charges		(27)	(1)	0	2	(5)	81,5	(27)	(8)	70,4
of which: expenses due to consolidations and other asset sales		0	0	0	0	0	n.a.	0	0	n.a.
of which: others		(528)	0	(3)	(2)	(686)	(29,9)	(2.357)	(691)	70,7
<b>Effect on EBITDA</b>		<b>(527)</b>	<b>(200)</b>	<b>(533)</b>	<b>(260)</b>	<b>(1.167)</b>	<b>n.a.</b>	<b>(762)</b>	<b>(2.160)</b>	<b>n.a.</b>

1 Incl. amortization of Goodwill for T-Mobile UK (approx. EUR 1.8bn) in Q1/09.

2 Revenue credit in Q4/09 in Germany (Fixed network).

## Details on special factors II.

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	FY/09	FY/10
<b>Effect on profit (loss) from financial activities</b>		<b>(63)</b>	<b>(13)</b>	<b>(41)</b>	<b>(39)</b>	<b>7</b>	<b>(232)</b>	<b>(86)</b>
<b>Effect on profit (loss) before income taxes</b>		<b>(1.145)</b>	<b>(214)</b>	<b>(577)</b>	<b>(303)</b>	<b>(1.851)</b>	<b>(3.378)</b>	<b>(2.945)</b>
<b>Effect on taxes</b>		<b>181</b>	<b>65</b>	<b>215</b>	<b>372</b>	<b>311</b>	<b>320</b>	<b>963</b>
Tax effect of special factors within EBITDA		121	52	45	69	315	249	481
Tax effect of special factors on profit (loss) from financial activities		20	3	3	9	1	73	16
Other tax effects		40	10	167	294	(5)	(2)	466
<b>Effect on profit (loss) attributable to non-controlling interests</b>		<b>(56)</b>	<b>(25)</b>	<b>(23)</b>	<b>3</b>	<b>(268)</b>	<b>(21)</b>	<b>(313)</b>
<b>Effect on net profit (loss)</b>		<b>(908)</b>	<b>(124)</b>	<b>(339)</b>	<b>66</b>	<b>(1.272)</b>	<b>(3.037)</b>	<b>(1.669)</b>

## DT Group.

Change in the composition of the Group in the third quarter.

millions of €	reported numbers		MINUS Acquisition effects		PLUS Deconsolidation effects		Total effect	Pro forma Q4/10	% Pro forma reported Q4/10
	Q4/09	Q4/10	Total	Ger. <sup>1</sup>	Total	Europe <sup>2</sup>			
	<b>Net revenue</b>	16.200	15.477	23	23	784			
<b>Profit (loss) from operations = EBIT</b>	1.258	(176)	4	4	160	160	156	(20)	n.a.
Profit (loss) from financial activities	(798)	(797)	0	0	(51)	(51)	(51)	(848)	(6,3)
<b>of which finance costs</b>	(620)	(586)	0	0	(26)	(26)	(26)	(612)	1,3
<b>Profit (loss) before income taxes = EBT</b>	460	(973)	4	4	109	109	105	(868)	n.a.
Income taxes	(404)	213	(1)	(1)	23	23	24	237	n.a.
<b>Profit (loss)</b>	56	(760)	3	3	132	132	129	(631)	n.a.
Profit (loss) attributable to non-controlling interests	59	(178)	0	0	0	0	0	(178)	n.a.
<b>Net profit (loss)</b>	(3)	(582)	3	3	132	132	129	(453)	n.a.
EBITDA	4.543	3.383	10	10	160	160	150	3.533	(22,2)
Special factors	(527)	(1.167)	0	0	(6)	(6)	(6)	(1.173)	n.a.
<b>EBITDA adjusted for special factors</b>	5.070	4.550	10	10	166	166	156	4.706	(7,2)

1 STRATO AG [January 1st, 2010].

2 T-Mobile UK [April 1st, 2010].

## DT Group.

Change in the composition of the Group in the current year.

millions of €	reported numbers		MINUS Acquisition effects			PLUS Deconsolidation effects		Total effect	% Pro forma	
	FY/09	FY/10	Total	Ger <sup>1</sup>	Europe <sup>2</sup>	Total	Europe <sup>3</sup>		Pro forma FY/10	reported FY/09
<b>Net revenue</b>	<b>64.602</b>	<b>62.421</b>	<b>582</b>	<b>91</b>	<b>491</b>	<b>2.450</b>	<b>2.450</b>	<b>1.868</b>	<b>64.289</b>	<b>(0,5)</b>
<b>Profit (loss) from operations = EBIT</b>	<b>6.012</b>	<b>5.505</b>	<b>61</b>	<b>11</b>	<b>50</b>	<b>237</b>	<b>237</b>	<b>176</b>	<b>5.681</b>	<b>(5,5)</b>
Profit (loss) from financial activities	(3.357)	(2.810)	(28)	0	(28)	(117)	(117)	(89)	(2.899)	13,6
<b>of which finance costs</b>	<b>(2.555)</b>	<b>(2.500)</b>	<b>(24)</b>	<b>0</b>	<b>(24)</b>	<b>(78)</b>	<b>(78)</b>	<b>(54)</b>	<b>(2.554)</b>	<b>0,0</b>
<b>Profit (loss) before income taxes = EBT</b>	<b>2.655</b>	<b>2.695</b>	<b>33</b>	<b>11</b>	<b>22</b>	<b>120</b>	<b>120</b>	<b>87</b>	<b>2.782</b>	<b>4,8</b>
Income taxes	(1.782)	(935)	(11)	(1)	(10)	1	1	12	(923)	48,2
<b>Profit (loss)</b>	<b>873</b>	<b>1.760</b>	<b>22</b>	<b>10</b>	<b>12</b>	<b>121</b>	<b>121</b>	<b>99</b>	<b>1.859</b>	<b>n.a.</b>
Profit (loss) attributable to non-controlling interests	520	65	9	0	9	0	0	(9)	56	(89,2)
<b>Net profit (loss)</b>	<b>353</b>	<b>1.695</b>	<b>13</b>	<b>10</b>	<b>3</b>	<b>121</b>	<b>121</b>	<b>108</b>	<b>1.803</b>	<b>n.a.</b>
EBITDA	19.906	17.313	209	34	175	490	490	281	17.594	(11,6)
Special factors	(762)	(2.160)	0	0	0	(10)	(10)	(10)	(2.170)	n.a.
<b>EBITDA adjusted for special factors</b>	<b>20.668</b>	<b>19.473</b>	<b>209</b>	<b>34</b>	<b>175</b>	<b>500</b>	<b>500</b>	<b>291</b>	<b>19.764</b>	<b>(4,4)</b>

1 STRATO AG [January 1st, 2010].

2 OTE [February 1st, 2009].

3 T-Mobile UK [April 1st, 2010].

## Consolidated statement of financial position.

### Assets.

millions of €	Note	31.12.2009	31.03.2010	30.06.2010	30.09.2010	31.12.2010	y.o.y. %
<b>Current assets</b>		<b>23.012</b>	<b>24.616</b>	<b>15.471</b>	<b>13.918</b>	<b>15.243</b>	<b>(33,8)</b>
Cash and cash equivalents		5.022	5.553	1.839	2.074	2.808	(44,1)
Trade and other receivables		6.757	6.832	7.236	7.080	6.889	2,0
Current recoverable income taxes		144	253	238	221	224	55,6
Other financial assets		2.001	1.758	2.808	1.525	2.372	18,5
Inventories		1.174	1.213	1.290	1.293	1.310	11,6
Non-current assets and disposal groups held for sale		6.257	6.776	84	75	51	(99,2)
Other assets		1.387	2.231	1.976	1.650	1.589	14,6
<b>Non-current assets</b>		<b>104.762</b>	<b>106.187</b>	<b>117.313</b>	<b>113.841</b>	<b>112.569</b>	<b>7,5</b>
Intangible assets		51.705	53.413	55.058	53.702	53.807	4,1
Property, plant and equipment		45.468	45.361	45.539	44.312	44.298	(2,6)
Investments accounted for using the equity method		147	152	8.008	7.601	7.242	n.a.
Other financial assets		1.739	1.621	3.003	2.609	1.695	(2,5)
Deferred tax assets		5.162	5.194	5.225	5.200	5.129	(0,6)
Other assets		541	446	480	417	398	(26,4)
<b>Total assets</b>		<b>127.774</b>	<b>130.803</b>	<b>132.784</b>	<b>127.759</b>	<b>127.812</b>	<b>0,0</b>



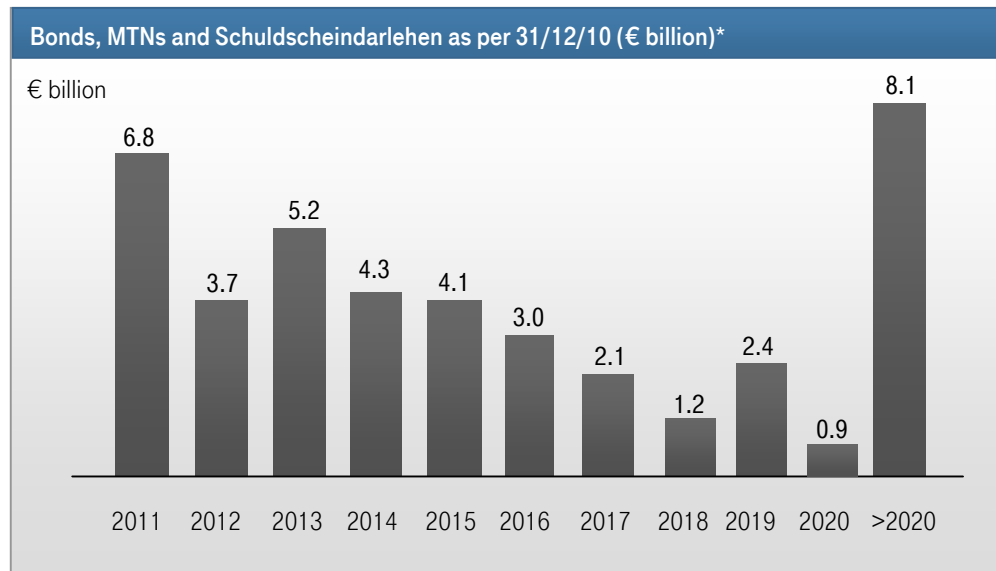
# Consolidated statement of financial position.

## Liabilities and shareholders' equity.

millions of €	Note	31.12.2009	31.03.2010	30.06.2010	30.09.2010	31.12.2010	y.o.y. %
<b>Liabilities</b>		<b>85.837</b>	<b>86.524</b>	<b>87.997</b>	<b>84.399</b>	<b>84.784</b>	<b>(1,2)</b>
<b>Current liabilities</b>		<b>24.794</b>	<b>25.691</b>	<b>25.238</b>	<b>25.288</b>	<b>26.452</b>	<b>6,7</b>
Financial liabilities		9.391	9.960	10.934	11.014	11.689	24,5
Trade and other payables		6.304	5.856	6.351	5.962	6.750	7,1
Income tax liabilities		511	635	670	693	545	6,7
Other provisions		3.369	3.455	2.995	3.098	3.193	(5,2)
Liabilities directly associated with non-current assets and disposal groups held for sale		1.423	1.456	0	0	0	n.a.
Other liabilities		3.796	4.329	4.288	4.521	4.275	12,6
<b>Non-current liabilities</b>		<b>61.043</b>	<b>60.833</b>	<b>62.759</b>	<b>59.111</b>	<b>58.332</b>	<b>(4,4)</b>
Financial liabilities		41.800	40.980	42.040	39.159	38.857	(7,0)
Provisions for pensions and other employee benefits		6.179	6.371	6.527	6.871	6.373	3,1
Other provisions		2.161	2.050	1.969	1.772	1.628	(24,7)
Deferred tax liabilities		7.153	7.636	8.299	7.636	7.635	6,7
Other liabilities		3.750	3.796	3.924	3.673	3.839	2,4
<b>Shareholders' equity</b>		<b>41.937</b>	<b>44.279</b>	<b>44.787</b>	<b>43.360</b>	<b>43.028</b>	<b>2,6</b>
Issued capital		11.165	11.165	11.165	11.165	11.063	(0,9)
Capital reserves		51.530	51.531	51.531	51.532	51.635	0,2
Retained earnings incl. carryforwards		(20.951)	(20.710)	(24.151)	(24.341)	(24.355)	(16,2)
Total other comprehensive income		(3.576)	(2.058)	(37)	(2.470)	(2.017)	43,6
Total other comprehensive income directly associated with non-current assets and disposable groups held for sale		(2.162)	(2.151)	0	0	0	n.a.
Net profit (loss)		353	767	1.242	2.277	1.695	n.a.
Treasury shares		(5)	(5)	(5)	(5)	(5)	0,0
Non-controlling interests		5.583	5.740	5.042	5.202	5.012	(10,2)
<b>Total liabilities and shareholders' equity</b>		<b>127.774</b>	<b>130.803</b>	<b>132.784</b>	<b>127.759</b>	<b>127.812</b>	<b>0,0</b>

## Maturity profile - well balanced redemptions.

Bonds, Medium Term Notes (MTN) and Schuldscheindarlehen maturities as of December 31, 2010.



- €4.7 billion DT maturities in 2011

- \*OTE maturities (in € bn):

2011: 2.1

2013: 1.2

2015: 0.6

2016: 0.9

### Current Rating

**Moody 's:** Baa1, stable outlook (long term) and P-2 (short term)

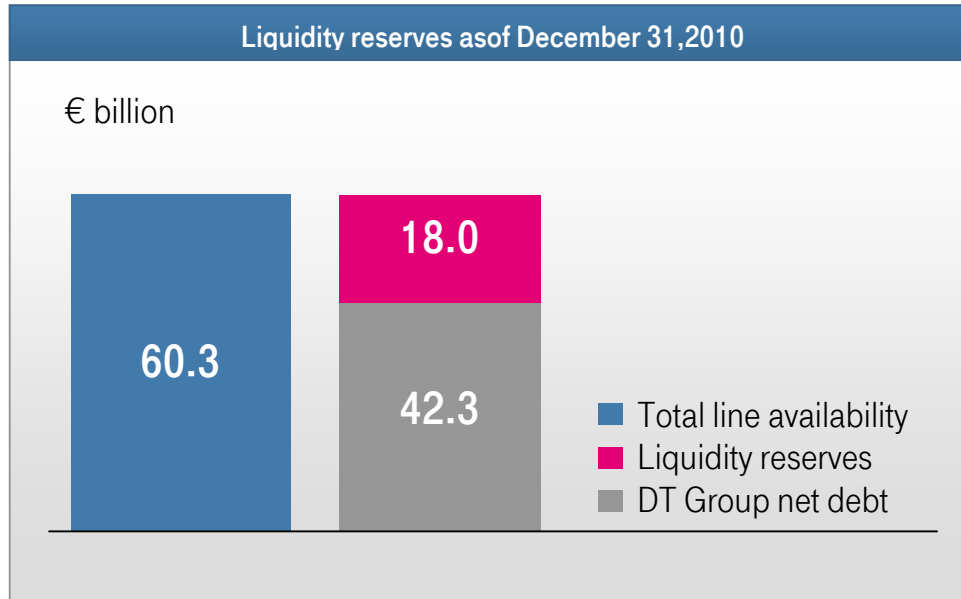
**S&P:** BBB+, stable outlook (long term) and A-2 (short term)

**Fitch :** BBB+, stable outlook (long term) and F2 (short term)

**R&I:** A, stable outlook (long term)

## DT Group.

### Solid liquidity reserve position.



- 21 bilateral credit facilities of €600 million each adding up to €12.6 billion; € 0.2 bn drawn
- Loan terms insure quality of our liquidity reserve
  - No financial covenants,
  - No MAC Clause,
  - No rating trigger.
- Average time to maturity of bank credit lines as per December 31, 2010: 2.5 years
- OTE: €350 million undrawn syndicated credit facility. Maturing from 2010 to 2012 with the majority in 2012.
- EIB-loans: two committed undrawn facilities, € 650 million in total

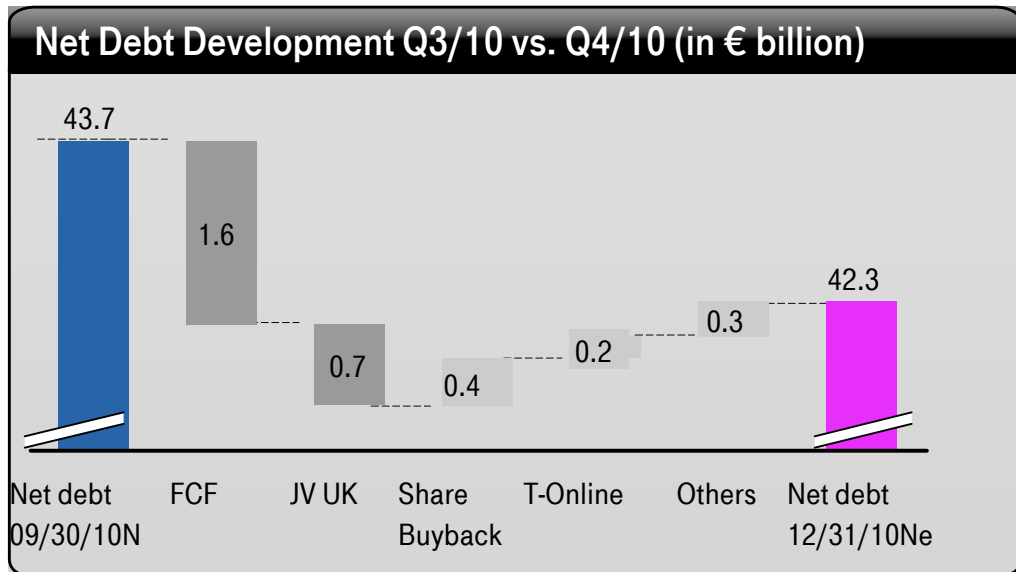
# DT Group.

## Net debt.

millions of €	Note	31.12.2009	31.03.2010	30.06.2010	30.09.2010	31.12.2010	q.o.q. %
Bonds		38.508	38.722	40.046	38.138	38.190	0,1
Other financial liabilities		9.609	9.152	10.108	9.308	9.128	(1,9)
<b>Gross debt</b>		<b>48.117</b>	<b>47.874</b>	<b>50.154</b>	<b>47.446</b>	<b>47.318</b>	<b>(0,3)</b>
Cash and cash equivalents		5.022	5.553	1.839	2.074	2.808	35,4
Available-for-sale/held-for-trading financial assets		162	162	83	52	75	44,2
Other financial assets		2.022	1.741	1.982	1.573	2.166	37,7
<b>Net debt</b>		<b>40.911</b>	<b>40.418</b>	<b>46.250</b>	<b>43.747</b>	<b>42.269</b>	<b>(3,4)</b>

## DT Group.

### Net debt development.



#### Developments in detail

- Free Cash Flow - € 1.6bn
- Deconsolidation EE - € 0.7bn
- Share Buyback +€ 0.4bn
- T-Online ruling +€ 0.2bn
- Other issues +€ 0.2bn

# DT Group.

## Cash capex.

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Cash capex</b>										
Germany	1	903	651	774	862	1.178	30,5	3.158	3.465	9,7
Europe		654	568	454	396	594	(9,2)	2.489	2.012	(19,2)
United States		464	481	534	496	610	31,5	2.666	2.121	(20,4)
Systems Solutions		205	148	220	207	150	(26,8)	681	725	6,5
Group Headquarters & Shared Services		120	109	70	99	128	6,7	449	406	(9,6)
Reconciliation		(97)	(23)	(11)	(24)	(120)	(23,7)	(241)	(178)	26,1
<b>Group</b>	<b>1,2</b>	<b>2.249</b>	<b>1.934</b>	<b>2.041</b>	<b>2.036</b>	<b>2.540</b>	<b>12,9</b>	<b>9.202</b>	<b>8.551</b>	<b>(7,1)</b>

1 Before spectrum investment of € 1.3bn.

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

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
Net profit (loss)		(3)	767	475	1.035	(582)	n.a.	353	1.695	n.a.
Profit (loss) attributable to non-controlling interests		59	98	(11)	156	(178)	n.a.	520	65	(87,5)
<b>Profit (loss) after income taxes</b>		<b>56</b>	<b>865</b>	<b>464</b>	<b>1.191</b>	<b>(760)</b>	<b>n.a.</b>	<b>873</b>	<b>1.760</b>	<b>n.a.</b>
Depreciation, amortization and impairment losses		3.285	2.661	2.768	2.820	3.559	8,3	13.894	11.808	(15,0)
Income tax expense/(benefit)		404	449	539	160	(213)	n.a.	1.782	935	(47,5)
Interest (income) and interest expenses		620	597	644	673	586	(5,5)	2.555	2.500	(2,2)
Other financial (income) expense		181	121	41	(136)	227	25,4	826	253	(69,4)
Share of (profit) loss of associates and joint ventures accounted for using the equity method		(3)	(3)	23	53	(16)	n.a.	(24)	57	n.a.
(Profit) loss on the disposal of fully consolidated subsidiaries		(3)	0	356	(5)	(2)	33,3	(26)	349	n.a.
Other non-cash transactions		(82)	82	(37)	(52)	(14)	82,9	(230)	(21)	90,9
(Gain) loss from the disposal of intangible assets and property, plant and equipment		15	20	20	11	39	n.a.	51	90	76,5
Change in assets carried as working capital		824	(629)	(1.199)	76	1.509	83,1	1.936	(243)	n.a.
Change in provisions		247	(13)	(529)	38	436	76,5	(891)	(68)	92,4
Change in other liabilities carried as working capital		(945)	(15)	83	(379)	102	n.a.	(1.818)	(209)	88,5
Income taxes received (paid)		(181)	(245)	(242)	(171)	(161)	11,0	(928)	(819)	11,7
Dividends received		13	1	1	9	401	n.a.	29	412	n.a.
Net payments from entering into or canceling interest rate swaps		0	27	0	229	9	n.a.	242	265	9,5
Payments for mobile spectrum (included in the change in assets carried as working capital)		0	0	1.300	0	(1.300)	n.a.	0	0	n.a.
<b>Cash generated from operations (before spectrum investment)</b>		<b>4.431</b>	<b>3.918</b>	<b>4.232</b>	<b>4.517</b>	<b>4.402</b>	<b>(0,7)</b>	<b>18.271</b>	<b>17.069</b>	<b>(6,6)</b>
Interest received (paid)		(457)	(647)	(790)	(674)	(227)	50,3	(2.476)	(2.338)	5,6
<b>Net cash from operating activities (before spectrum investment)</b>		<b>3.974</b>	<b>3.271</b>	<b>3.442</b>	<b>3.843</b>	<b>4.175</b>	<b>5,1</b>	<b>15.795</b>	<b>14.731</b>	<b>(6,7)</b>
Cash outflows for investments in (proceeds from disposal of)		(2.111)	(1.832)	(1.953)	(1.961)	(2.442)	(15,7)	(8.826)	(8.188)	7,2
Intangible assets		(509)	(279)	(315)	(357)	(682)	(34,0)	(1.591)	(1.633)	(2,6)
Property, plant and equipment		(1.602)	(1.553)	(1.638)	(1.604)	(1.760)	(9,9)	(7.235)	(6.555)	9,4
<b>Free cash flow (before dividend payments and spectrum investment)</b>	<b>1</b>	<b>1.863</b>	<b>1.439</b>	<b>1.489</b>	<b>1.882</b>	<b>1.733</b>	<b>(7,0)</b>	<b>6.969</b>	<b>6.543</b>	<b>(6,1)</b>

1 Deutsche Telekom adjusted the presentation of its cash flow statement for the first half of 2009. Net payments from entering into or canceling interest rate swaps are disclosed as cash generated from operations under net cash from operating activities. Deutsche Telekom believes that this change better reflects the economic nature of the transaction. The change has an immaterial effect on prior-year periods, hence no adjustments were made. n.a. = "not meaningful"; n.a. = "not applicable".

DT Group.  
Personnel.

At reporting date	Note	31/12/2009	31/03/2010	30/06/2010	30/09/2010	31/12/2010	Delta q.o.q.		Delta y.o.y.	
							abs.	%	abs.	%
		Germany		81.336	80.394	79.524	79.093	76.478	(2.615)	(3,3)
Europe		71.163	69.909	64.007	63.662	63.338	(324)	(0,5)	(7.825)	(11,0)
United States		40.697	38.294	37.743	37.314	37.760	446	1,2	(2.937)	(7,2)
Systems Solutions		46.021	47.408	47.477	47.712	47.707	(5)	(0,0)	1.686	3,7
Group Headquarters & Shared Services		20.703	22.235	22.507	22.528	21.494	(1.034)	(4,6)	791	3,8
of which Vivento	1	9.600	9.700	9.700	9.900	8.900	(1.000)	(10,1)	(700)	(7,3)
<b>DT Group</b>		<b>259.920</b>	<b>258.240</b>	<b>251.258</b>	<b>250.309</b>	<b>246.777</b>	<b>(3.532)</b>	<b>(1,4)</b>	<b>(13.143)</b>	<b>(5,1)</b>
of which: Domestic		127.487	127.969	127.124	126.853	123.174	(3.679)	(2,9)	(4.313)	(3,4)
of which: International		132.433	130.271	124.134	123.456	123.603	147	0,1	(8.830)	(6,7)
of which: Civil servants		29.188	28.941	28.457	27.748	25.570	(2.178)	(7,8)	(3.618)	(12,4)

Average		Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	Delta y.o.y.		FY/09	FY/10	Delta y.o.y.	
							abs.	%			abs.	%
		Germany		82.737	80.729	79.729	79.318	77.680	(5.057)	(6,1)	84.584	79.364
Europe		71.179	70.125	64.359	63.747	63.506	(7.673)	(10,8)	69.277	65.435	(3.842)	(5,5)
United States		39.347	38.663	37.612	37.563	37.340	(2.007)	(5,1)	38.231	37.795	(436)	(1,1)
Systems Solutions		46.122	47.446	47.480	47.654	47.771	1.649	3,6	45.328	47.588	2.260	5,0
Group Headquarters & Shared Services		20.815	22.070	22.399	22.547	22.229	1.414	6,8	20.181	22.312	2.131	10,6
of which Vivento	2	9.700	9.600	9.800	9.900	9.600	(100)	(1,0)	9.000	9.700	700	7,8
<b>DT Group</b>		<b>260.200</b>	<b>259.033</b>	<b>251.579</b>	<b>250.829</b>	<b>248.526</b>	<b>(11.674)</b>	<b>(4,5)</b>	<b>257.601</b>	<b>252.494</b>	<b>(5.107)</b>	<b>(2,0)</b>
of which: Domestic		129.111	128.197	127.401	127.021	125.187	(3.924)	(3,0)	130.477	126.952	(3.525)	(2,7)
of which: International		131.089	130.836	124.178	123.808	123.339	(7.750)	(5,9)	127.124	125.542	(1.582)	(1,2)
of which: Civil servants		29.899	28.960	28.626	27.993	26.626	(3.273)	(10,9)	31.141	28.066	(3.075)	(9,9)

1 Full-time employees: number of employees without trainees and students.

2 Figures rounded; including permanent staff.



## Exchange rates.

### Average.

€	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	FY/09	FY/10
1 U.S Dollar (USD)		0,67630	0,72291	0,78668	0,77421	0,73546	0,71692	0,75398
1 British pound (GBP)		1,10494	1,12643	1,17313	1,20031	1,16315	1,12218	1,16553
100 Czech korunas (CZK)		3,85810	3,86655	3,90821	4,01085	4,03572	3,78123	3,95536
100 Croatian kunas (HRK)		13,73750	13,72450	13,79630	13,78940	13,57370	13,62190	13,72000
1,000 Hungarian forints (HUF)		3,69120	3,72353	3,64004	3,54016	3,62633	3,56631	3,63022
100 Macedonian Denar (MKD)		1,62444	1,62648	1,62610	1,62458	1,62433	1,62428	1,62526
100 Polish Zloty (PLN)		23,94530	25,08140	24,89920	24,94850	25,20490	23,09760	25,03320
10 Rumanien Lei (ROI)		2,34255	2,43082	2,39042	2,35038	2,33154	2,35830	2,37464

## Exchange rates.

### End of period.

€	31/12/09	31/03/10	30/06/10	30/09/10	31/12/10
1 U.S Dollar (USD)	0,69393	0,74180	0,81404	0,73271	0,74698
1 British pound (GBP)	1,12387	1,12466	1,22257	1,16506	1,15979
100 Czech korunas (CZK)	3,77646	3,93026	3,89225	4,06295	3,98728
100 Croatian kunas (HRK)	13,70710	13,76440	13,89660	13,68640	13,54730
1,000 Hungarian forints (HUF)	3,69609	3,75699	3,50645	3,62017	3,59999
100 Macedonian Denar (MKD)	1,63024	1,62091	1,61699	1,63090	1,59628
100 Polish Zloty (PLN)	24,35900	25,88480	24,21010	25,04980	25,25810
10 Rumanien Lei (ROI)	2,35964	2,44272	2,28876	2,34190	2,33717

## Germany.

### Financials (adjusted for special factors).

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		<b>6.438</b>	<b>6.189</b>	<b>6.197</b>	<b>6.317</b>	<b>6.442</b>	<b>0,1</b>	<b>25.460</b>	<b>25.145</b>	<b>(1,2)</b>
of which Fixed network	1	4.710	4.530	4.496	4.509	4.642	(1,4)	18.773	18.177	(3,2)
of which Mobile communications		2.101	2.000	2.054	2.157	2.138	1,8	8.109	8.349	3,0
<b>Net revenue</b>		<b>6.022</b>	<b>5.804</b>	<b>5.806</b>	<b>5.899</b>	<b>6.014</b>	<b>(0,1)</b>	<b>23.850</b>	<b>23.523</b>	<b>(1,4)</b>
<b>EBITDA</b>		<b>2.340</b>	<b>2.299</b>	<b>2.438</b>	<b>2.523</b>	<b>2.358</b>	<b>0,8</b>	<b>9.607</b>	<b>9.618</b>	<b>0,1</b>
of which Fixed network		1.452	1.468	1.530	1.595	1.468	1,1	6.247	6.061	(3,0)
of which Mobile communications		894	828	912	928	891	(0,3)	3.373	3.559	5,5
<b>EBITDA margin (EBITDA / total revenues)</b>	%	<b>36,3</b>	<b>37,1</b>	<b>39,3</b>	<b>39,9</b>	<b>36,6</b>	<b>0,3p</b>	<b>37,7</b>	<b>38,3</b>	<b>0,6p</b>
of which Fixed network	%	30,8	32,4	34,0	35,4	31,6	0,8p	33,3	33,3	0,0p
of which Mobile communications	%	42,6	41,4	44,4	43,0	41,7	(0,9p)	41,6	42,6	1,0p
Depreciation, amortization and impairment losses		(1.058)	(1.014)	(1.030)	(1.035)	(1.114)	(5,3)	(4.189)	(4.193)	(0,1)
<b>Profit (loss) from operations = EBIT</b>		<b>1.282</b>	<b>1.285</b>	<b>1.408</b>	<b>1.488</b>	<b>1.244</b>	<b>(3,0)</b>	<b>5.418</b>	<b>5.425</b>	<b>0,1</b>
of which Fixed network		671	720	768	834	645	(3,9)	3.140	2.967	(5,5)
of which Mobile communications		617	563	641	655	600	(2,8)	2.291	2.459	7,3
<b>Cash capex (as reported)</b>	<b>2</b>	<b>903</b>	<b>651</b>	<b>774</b>	<b>862</b>	<b>1.178</b>	<b>30,5</b>	<b>3.158</b>	<b>3.465</b>	<b>9,7</b>
of which Fixed network		772	555	688	698	946	22,5	2.724	2.887	6,0
of which Mobile communications	2	136	96	86	166	233	71,3	461	581	26,0
<b>Cash contribution</b>	<b>2</b>	<b>1.437</b>	<b>1.648</b>	<b>1.664</b>	<b>1.661</b>	<b>1.180</b>	<b>(17,9)</b>	<b>6.449</b>	<b>6.153</b>	<b>(4,6)</b>
of which Fixed network		680	913	842	897	522	(23,2)	3.523	3.174	(9,9)
of which Mobile communications	2	758	732	826	762	658	(13,2)	2.912	2.978	2,3

1 Revenue credit in the fourth quarter of 2009 for fixed-network support services performed in previous years.

2 Before spectrum investment of € 1.3bn.

The contributions of Fixed network and Mobile Communications sub-segments generally show the unconsolidated view, and do not take consolidation effects at operating segment level into consideration.

## Germany.

### Financials (as reported).

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		<b>6.401</b>	<b>6.189</b>	<b>6.197</b>	<b>6.317</b>	<b>6.442</b>	<b>0,6</b>	<b>25.423</b>	<b>25.145</b>	<b>(1,1)</b>
of which Fixed network		4.673	4.530	4.496	4.509	4642	(0,7)	18.736	18177	(3,0)
of which Mobile communications		2.101	2.000	2.054	2.157	2138	1,8	8.109	8349	3,0
<b>Net revenue</b>		<b>5.985</b>	<b>5.804</b>	<b>5.806</b>	<b>5.899</b>	<b>6.014</b>	<b>0,5</b>	<b>23.813</b>	<b>23.523</b>	<b>(1,2)</b>
<b>EBITDA</b>		<b>2.112</b>	<b>2.185</b>	<b>2.357</b>	<b>2.405</b>	<b>2.162</b>	<b>2,4</b>	<b>9.258</b>	<b>9.109</b>	<b>(1,6)</b>
of which Fixed network		1.252	1.356	1.460	1.484	1.272	1,6	5.924	5.572	(5,9)
of which Mobile communications		866	826	901	921	891	2,9	3.347	3.539	5,7
<b>EBITDA margin (EBITDA / total revenues)</b>	%	<b>33,0</b>	<b>35,3</b>	<b>38,0</b>	<b>38,1</b>	<b>33,6</b>	<b>0,6p</b>	<b>36,4</b>	<b>36,2</b>	<b>(0,2p)</b>
of which Fixed network	%	26,8	29,9	32,5	32,9	27,4	0,6p	31,6	30,7	(0,9p)
of which Mobile communications	%	41,2	41,3	43,9	42,7	41,7	0,5p	41,3	42,4	1,1p
Depreciation, amortization and impairment losses		(1.058)	(1.014)	(1.030)	(1.035)	(1.114)	(5,3)	(4.196)	(4.193)	0,1
<b>Profit (loss) from operations = EBIT</b>		<b>1.054</b>	<b>1.171</b>	<b>1.327</b>	<b>1.370</b>	<b>1.048</b>	<b>(0,6)</b>	<b>5.062</b>	<b>4.916</b>	<b>(2,9)</b>
of which Fixed network		471	608	698	723	449	(4,7)	2.810	2.478	(11,8)
of which Mobile communications		589	561	630	648	600	1,9	2.265	2.439	7,7
<b>Cash capex</b>	<b>1</b>	<b>903</b>	<b>651</b>	<b>774</b>	<b>862</b>	<b>1.178</b>	<b>30,5</b>	<b>3.158</b>	<b>3.465</b>	<b>9,7</b>
of which Fixed network		772	555	688	698	946	22,5	2.724	2.887	6,0
of which Mobile communications	1	136	96	86	166	233	71,3	461	581	26,0
<b>Cash contribution</b>	<b>1</b>	<b>1.209</b>	<b>1.534</b>	<b>1.583</b>	<b>1.543</b>	<b>984</b>	<b>(18,6)</b>	<b>6.100</b>	<b>5.644</b>	<b>(7,5)</b>
of which Fixed network		480	801	772	786	326	(32,1)	3.200	2.685	(16,1)
of which Mobile communications	1	730	730	815	755	658	(9,9)	2.886	2.958	2,5

1 Before spectrum investment of € 1.3bn.

The contributions of Fixed network and Mobile Communications sub-segments generally show the unconsolidated view, and do not take consolidation effects at operating segment level into consideration.

## Germany.

### EBITDA Reconciliation.

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		<b>6.401</b>	<b>6.189</b>	<b>6.197</b>	<b>6.317</b>	<b>6.442</b>	<b>0,6</b>	<b>25.423</b>	<b>25.145</b>	<b>(1,1)</b>
Profit (loss) from operations = EBIT		1.054	1.171	1.327	1.370	1.048	(0,6)	5.062	4.916	(2,9)
- Depreciation, amortization and impairment losses		(1.058)	(1.014)	(1.030)	(1.035)	(1.114)	(5,3)	(4.196)	(4.193)	0,1
<b>= EBITDA</b>		<b>2.112</b>	<b>2.185</b>	<b>2.357</b>	<b>2.405</b>	<b>2.162</b>	<b>2,4</b>	<b>9.258</b>	<b>9.109</b>	<b>(1,6)</b>
EBITDA margin	%	33,0	35,3	38,0	38,1	33,6	0,6p	36,4	36,2	(0,2p)
- Special factors affecting EBITDA		(228)	(114)	(81)	(118)	(196)	14,0	(349)	(509)	(45,8)
<b>= EBITDA adjusted for special factors</b>	<b>1</b>	<b>2.340</b>	<b>2.299</b>	<b>2.438</b>	<b>2.523</b>	<b>2.358</b>	<b>0,8</b>	<b>9.607</b>	<b>9.618</b>	<b>0,1</b>
EBITDA margin (adjusted for special factors)	%	36,3	37,1	39,3	39,9	36,6	0,3p	37,7	38,3	0,6p

### Special factors.

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	FY/09	FY/10
<b>Effects on EBITDA</b>		<b>(228)</b>	<b>(114)</b>	<b>(81)</b>	<b>(118)</b>	<b>(196)</b>	<b>(349)</b>	<b>(509)</b>
of which Fixed network		(200)	(112)	(70)	(111)	(196)	(323)	(489)
of which Mobile communications		(28)	(2)	(11)	(7)	0	(26)	(20)
<b>Effects on profit (loss) from operations = EBIT</b>		<b>(228)</b>	<b>(114)</b>	<b>(81)</b>	<b>(118)</b>	<b>(196)</b>	<b>(356)</b>	<b>(509)</b>
of which Fixed network		(200)	(112)	(70)	(111)	(196)	(330)	(489)
of which Mobile communications		(28)	(2)	(11)	(7)	0	(26)	(20)

1 adj. EBITDA in the first three quarters of 2010 was affected by special factors totaling EUR 0.3 billion, mainly comprising a write-off of receivables in the first quarter from the German Main Customs Office (EUR 0,1 billion) for 2005 to 2009 and expenses for staff-related measures.

# Germany.

## Operational.

	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %	
Fixed network (end of period)											
Fixed network access lines	('000)	26.236	25.864	25.549	25.024	24.650	(6,0)	26.236	24.650	(6,0)	
Broadband retail access lines	('000)	11.477	11.665	11.795	11.844	11.954	4,2	11.477	11.954	4,2	
IPTV	('000)	806	896	971	1.042	1.156	43,4	806	1.156	43,4	
Wholesale bundled access lines	('000)	1.621	1.523	1.354	1.143	984	(39,3)	1.621	984	(39,3)	
ULLs	('000)	9.093	9.242	9.293	9.367	9.498	4,5	9.093	9.498	4,5	
Wholesale unbundled access lines	('000)	600	661	723	892	1.037	72,8	600	1.037	72,8	
Mobile communications (end of period)											
Service revenue	(€ million)	1	1.752	1.776	1.837	1.882	1.811	3,4	6.995	7.306	4,4
Customers	('000)		<b>39.136</b>	<b>38.544</b>	<b>36.976</b>	<b>34.882</b>	<b>34.694</b>	<b>(11,4)</b>	<b>39.136</b>	<b>34.694</b>	<b>(11,4)</b>
- contract	('000)	2	17.202	17.274	17.176	17.201	17.173	(0,2)	17.202	17.173	(0,2)
- prepaid	('000)	3	21.933	21.269	19.800	17.681	17.521	(20,1)	21.933	17.521	(20,1)
Net Adds	('000)		<b>(195)</b>	<b>(592)</b>	<b>(1.568)</b>	<b>(2.094)</b>	<b>(188)</b>	<b>n.a.</b>	<b>34</b>	<b>(4.441)</b>	<b>n.a.</b>
- contract	('000)		62	72	(99)	25	(28)	n.a.	194	(29)	n.a.
- prepaid	('000)		(256)	(664)	(1.469)	(2.119)	(160)	n.a.	(160)	(4.412)	n.a.
Average monthly churn	(%)		<b>1,6</b>	<b>1,9</b>	<b>2,8</b>	<b>3,4</b>	<b>1,7</b>	<b>0,1p</b>	<b>1,5</b>	<b>2,4</b>	<b>0,9p</b>
- contract	(%)		1,1	1,3	1,4	1,1	1,2	0,1p	1,2	1,2	0,0p
SAC per gross add	(€)		<b>99</b>	<b>90</b>	<b>88</b>	<b>89</b>	<b>94</b>	<b>(5,1)</b>	<b>99</b>	<b>90</b>	<b>(9,1)</b>
- contract	(€)		220	167	181	177	197	(10,5)	215	180	(16,3)
- prepay	(€)		13	15	21	21	20	53,8	17	19	11,8
SRC per retained customer	(€)		<b>163</b>	<b>179</b>	<b>156</b>	<b>197</b>	<b>206</b>	<b>26,4</b>	<b>162</b>	<b>185</b>	<b>14,2</b>
ARPU	(€)		<b>15</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>17</b>	<b>13,3</b>	<b>15</b>	<b>17</b>	<b>13,3</b>
- contract	(€)		30	30	31	32	31	3,3	30	31	3,3
- prepay	(€)		4	3	4	4	4	0,0	4	4	0,0
non-voice % of ARPU	(%)		<b>28</b>	<b>29</b>	<b>29</b>	<b>29</b>	<b>31</b>	<b>3,0p</b>	<b>26</b>	<b>29</b>	<b>3,0p</b>
MOU per customer	(min)		<b>73</b>	<b>74</b>	<b>78</b>	<b>85</b>	<b>90</b>	<b>23,3</b>	<b>70</b>	<b>81</b>	<b>15,7</b>
- contract	(min)		144	144	149	152	158	9,7	138	150	8,7

1 Definition of Service Revenues (incl. MTR) since January 1st, 2010 without transit revenues. Q1-Q4/09 Service Revenue are adjusted retroactively.

2 One-off effect Q2/10: approx. 100 thousand deactivated contract customers.

3 Deactivation of inactive prepay customers' cards: 2009 full year (4.4 million); Q1 2010 (1.5 million); Q2 2010 (2.5 million); Q3 2010 (3.1 million); Q4 2010 (1.2 million). On April 1, 2010, Telekom Deutschland GmbH began to automatically terminate prepaid cards that have not been topped up for two years and have not been active for three months.

## United States.

### Financials (adjusted for special factors).

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		3.658	3.814	4.188	4.143	3.942	7,8	15.471	16.087	4,0
<b>Net revenue</b>		3.655	3.810	4.185	4.140	3.940	7,8	15.457	16.075	4,0
<b>EBITDA</b>	1	935	1.008	1.120	1.028	1.000	7,0	4.261	4.156	(2,5)
EBITDA margin (EBITDA / total revenues)	%	25,6	26,4	26,7	24,8	25,4	(0,2)p	27,5	25,8	(1,7)p
Depreciation, amortization and impairment losses		(481)	(464)	(520)	(552)	(528)	(9,8)	(2.028)	(2.064)	(1,8)
Profit (loss) from operations = EBIT	2	454	544	600	476	472	4,0	2.233	2.092	(6,3)
<b>Cash capex</b>	3	461	478	531	493	605	31,2	2.641	2.107	(20,2)
<b>Cash contribution</b>	2	474	530	589	535	395	(16,7)	1.620	2.049	26,5

### Financials (as reported).

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		3.658	3.814	4.188	4.143	3.942	7,8	15.471	16.087	4,0
<b>Net revenue</b>		3.655	3.810	4.185	4.140	3.940	7,8	15.457	16.075	4,0
<b>EBITDA</b>		935	1.008	1.120	1.028	1.000	7,0	4.261	4.156	(2,5)
EBITDA margin (EBITDA / total revenue)	%	25,6	26,4	26,7	24,8	25,4	(0,2)p	27,5	25,8	(1,7)p
Depreciation, amortization and impairment losses		(481)	(464)	(520)	(552)	(528)	(9,8)	(2.028)	(2.064)	(1,8)
Profit (loss) from operations = EBIT		454	544	600	476	472	4,0	2.233	2.092	(6,3)
<b>Cash capex</b>		464	481	534	496	610	31,5	2.666	2.121	(20,4)
<b>Cash contribution</b>		471	527	586	532	390	(17,2)	1.595	2.035	27,6

1 Excluding special influences affecting EBITDA of EUR 6mn in Q1/09. Special influences did not affect EBITDA beyond Q1/2009.

2 Excluding special influences affecting EBIT of EUR 1.809mn in Q1/2009 (thereof EUR 6mn resulting from EBITDA). Special influences did not affect EBIT beyond Q1/2009.

3 Adjusted by excluding EUR 5mn microwave clearing costs in Q1/09, EUR 10mn in Q2/09, EUR 8mn in Q3/09, EUR 3mn in Q4/09, EUR 3mn in Q1/10, EUR 3mn in Q2/10, EUR 2m in Q3/10 and 5mn in Q4/10.

## United States.

### EBITDA reconciliation.

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		<b>3.658</b>	<b>3.814</b>	<b>4.188</b>	<b>4.143</b>	<b>3.942</b>	<b>7,8</b>	<b>15.471</b>	<b>16.087</b>	<b>4,0</b>
<b>Net Revenue</b>		<b>3.655</b>	<b>3.810</b>	<b>4.185</b>	<b>4.140</b>	<b>3.940</b>	<b>7,8</b>	<b>15.457</b>	<b>16.075</b>	<b>4,0</b>
Profit (loss) from operations = EBIT		454	544	600	476	472	4,0	2.233	2.092	(6,3)
- Depreciation, amortization and impairment losses		(481)	(464)	(520)	(552)	(528)	(9,8)	(2.028)	(2.064)	(1,8)
<b>= EBITDA</b>		<b>935</b>	<b>1.008</b>	<b>1.120</b>	<b>1.028</b>	<b>1.000</b>	<b>7,0</b>	<b>4.261</b>	<b>4.156</b>	<b>(2,5)</b>
EBITDA margin	%	25,6	26,4	26,7	24,8	25,4	(0,2p)	27,5	25,8	(1,7p)
- Special factors affecting EBITDA		0	0	0	0	0	n.a.	0	0	n.a.
<b>= EBITDA adjusted for special factors</b>		<b>935</b>	<b>1.008</b>	<b>1.120</b>	<b>1.028</b>	<b>1.000</b>	<b>7,0</b>	<b>4.261</b>	<b>4.156</b>	<b>(2,5)</b>
EBITDA margin (adjusted for special factors)	%	25,6	26,4	26,7	24,8	25,4	(0,2p)	27,5	25,8	(1,7p)

### Special factors.

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Effects on EBITDA</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>n.a.</b>	<b>0</b>	<b>0</b>	<b>n.a.</b>
- of which personnel		0	0	0	0	0	n.a.	0	0	n.a.
- of which other		0	0	0	0	0	n.a.	0	0	n.a.
<b>Effects on profit (loss) from operations = EBIT</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>n.a.</b>	<b>0</b>	<b>0</b>	<b>n.a.</b>
- of which personnel		0	0	0	0	0	n.a.	0	0	n.a.
- of which other		0	0	0	0	0	n.a.	0	0	n.a.

# United States.

## Operational.

	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %	
<b>Customers (end of period)</b>	<b>('000)</b>	<b>33.790</b>	<b>33.713</b>	<b>33.620</b>	<b>33.757</b>	<b>33.734</b>	<b>(0,2)</b>	<b>33.790</b>	<b>33.734</b>	<b>(0,2)</b>	
- Contract	('000)	26.765	26.646	26.752	26.692	26.375	(1,5)	26.765	26.375	(1,5)	
- Prepaid	('000)	7.026	7.067	6.868	7.065	7.360	4,8	7.026	7.360	4,8	
<b>Net adds</b>	<b>('000)</b>	<b>371</b>	<b>(77)</b>	<b>(93)</b>	<b>137</b>	<b>(23)</b>	<b>n.a.</b>	<b>1.033</b>	<b>(56)</b>	<b>n.a.</b>	
- Contract	('000)	(117)	(118)	106	(60)	(318)	n.a.	(42)	(390)	n.a.	
- Prepaid	('000)	488	41	(199)	196	295	(39,5)	1.074	334	(68,9)	
<b>Average monthly churn</b>	<b>(%)</b>	<b>3,3</b>	<b>3,1</b>	<b>3,4</b>	<b>3,4</b>	<b>3,6</b>	<b>0,3p</b>	<b>3,2</b>	<b>3,4</b>	<b>0,2p</b>	
- Contract	(%)	2,5	2,2	2,2	2,4	2,5	0,0p	2,3	2,3	0,0p	
<b>Total revenues</b>	<b>(€ million)</b>	<b>3.658</b>	<b>3.814</b>	<b>4.188</b>	<b>4.143</b>	<b>3.942</b>	<b>7,8</b>	<b>15.471</b>	<b>16.087</b>	<b>4,0</b>	
Service revenue	(€ million)	1	3.119	3.280	3.622	3.567	3.394	8,8	13.337	13.863	3,9
<b>EBITDA (adjusted for special factors)</b>	<b>(€ million)</b>	<b>935</b>	<b>1.008</b>	<b>1.120</b>	<b>1.028</b>	<b>1.000</b>	<b>7,0</b>	<b>4.261</b>	<b>4.156</b>	<b>(2,5)</b>	
EBITDA margin (adjusted for special factors)											
(EBITDA / total revenue)	(%)	25,6	26,4	26,7	24,8	25,4	(0,2p)	27,5	25,8	(1,7p)	
EBITDA margin (adjusted for special factors)											
(EBITDA / service revenue)	(%)	30,0	30,7	30,9	28,8	29,5	(0,5p)	32,0	30,0	(2,0p)	
<b>SAC per gross add</b>	<b>(€)</b>	<b>97</b>	<b>90</b>	<b>111</b>	<b>104</b>	<b>96</b>	<b>(1,0)</b>	<b>89</b>	<b>100</b>	<b>12,4</b>	
- Contract	(€)	187	157	187	181	170	(9,1)	158	174	10,1	
- Prepaid	(€)	8	17	8	20	15	87,5	10	15	50,0	
<b>SRC per retained customer</b>	<b>(€)</b>	<b>58</b>	<b>61</b>	<b>69</b>	<b>68</b>	<b>54</b>	<b>(6,9)</b>	<b>46</b>	<b>62</b>	<b>34,8</b>	
<b>ARPU</b>	<b>(€)</b>	<b>31</b>	<b>32</b>	<b>36</b>	<b>35</b>	<b>34</b>	<b>9,7</b>	<b>33</b>	<b>34</b>	<b>3,0</b>	
- Contract	(€)	36	38	41	41	39	8,3	38	40	5,3	
- Prepaid	(€)	12	13	14	15	14	16,7	14	14	0,0	
<b>Non-Voice % of ARPU</b>	<b>(%)</b>	<b>22</b>	<b>24</b>	<b>25</b>	<b>27</b>	<b>28</b>	<b>6,0p</b>	<b>21</b>	<b>26</b>	<b>5,0p</b>	
<b>MOU per customer</b>	<b>(min)</b>	<b>993</b>	<b>989</b>	<b>983</b>	<b>964</b>	<b>950</b>	<b>(4,3)</b>	<b>1.008</b>	<b>972</b>	<b>(3,6)</b>	
- Contract	(min)	1.144	1.142	1.122	1.083	1.052	(8,0)	1.148	1.100	(4,2)	
Cash capex	(€ million)	464	481	534	496	610	31,5	2.666	2.121	(20,4)	
Cash contribution	(€ million)	471	527	586	532	390	(17,2)	1.595	2.035	27,6	
<b>Cash capex (adjusted for special factors)</b>	<b>(€ million)</b>	<b>2</b>	<b>461</b>	<b>478</b>	<b>531</b>	<b>493</b>	<b>31,2</b>	<b>2.641</b>	<b>2.107</b>	<b>(20,2)</b>	
<b>Cash contribution (adjusted for special factors)</b>	<b>(€ million)</b>	<b>474</b>	<b>530</b>	<b>589</b>	<b>535</b>	<b>395</b>	<b>(16,7)</b>	<b>1.620</b>	<b>2.049</b>	<b>26,5</b>	

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

2 Adjusted by excluding € 5mn microwave clearing costs in Q1/09, € 10mn in Q2/09, € 8mn in Q3/09, € 3mn in Q4/09, € 3mn in Q1/10, € 3mn in Q2/10, € 2mn in Q3/10 and € 5mn in Q4/10.



## United States.

Operational in US-\$.

	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Customers (end of period)</b>	( <b>'000</b> )	<b>33.790</b>	<b>33.713</b>	<b>33.620</b>	<b>33.757</b>	<b>33.734</b>	<b>(0,2)</b>	<b>33.790</b>	<b>33.734</b>	<b>(0,2)</b>
- Contract	( <b>'000</b> )	26.765	26.646	26.752	26.692	26.375	(1,5)	26.765	26.375	(1,5)
- Prepaid	( <b>'000</b> )	7.026	7.067	6.868	7.065	7.360	4,8	7.026	7.360	4,8
<b>Net adds</b>	( <b>'000</b> )	<b>371</b>	<b>(77)</b>	<b>(93)</b>	<b>137</b>	<b>(23)</b>	<b>n.a.</b>	<b>1.033</b>	<b>(56)</b>	<b>n.a.</b>
- Contract	( <b>'000</b> )	(117)	(118)	106	(60)	(318)	n.a.	(42)	(390)	n.a.
- Prepaid	( <b>'000</b> )	488	41	(199)	196	295	(39,5)	1.074	334	(68,9)
<b>Average monthly churn</b>	( <b>%</b> )	<b>3,3</b>	<b>3,1</b>	<b>3,4</b>	<b>3,4</b>	<b>3,6</b>	<b>0,3p</b>	<b>3,2</b>	<b>3,4</b>	<b>0,2p</b>
- Contract	( <b>%</b> )	2,5	2,2	2,2	2,4	2,5	0,0p	2,3	2,3	0,0p
<b>Total revenues</b>	( <b>USD million</b> )	<b>5.409</b>	<b>5.275</b>	<b>5.325</b>	<b>5.351</b>	<b>5.360</b>	<b>(0,9)</b>	<b>21.519</b>	<b>21.311</b>	<b>(1,0)</b>
Service revenue	( <b>USD million</b> )	1 4.611	4.537	4.605	4.607	4.615	0,1	18.544	18.364	(1,0)
<b>EBITDA (adjusted for special factors)</b>	( <b>USD million</b> )	<b>1.382</b>	<b>1.395</b>	<b>1.423</b>	<b>1.328</b>	<b>1.360</b>	<b>(1,6)</b>	<b>5.926</b>	<b>5.506</b>	<b>(7,1)</b>
EBITDA margin (adjusted for special factors)										
(EBITDA / total revenue)	( <b>USD million</b> )	25,6	26,4	26,7	24,8	25,4	(0,2p)	27,5	25,8	(1,7p)
EBITDA margin (adjusted for special factors)										
(EBITDA / service revenue)	( <b>USD million</b> )	30,0	30,7	30,9	28,8	29,5	(0,5p)	32,0	30,0	(2,0p)
<b>SAC per gross add</b>	( <b>USD</b> )	<b>144</b>	<b>124</b>	<b>141</b>	<b>134</b>	<b>131</b>	<b>(9,0)</b>	<b>124</b>	<b>133</b>	<b>7,3</b>
- Contract	( <b>USD</b> )	277	217	238	232	231	(16,6)	220	230	4,5
- Prepaid	( <b>USD</b> )	12	23	10	27	21	75,0	15	20	33,3
<b>SRC per retained customer</b>	( <b>USD</b> )	<b>86</b>	<b>84</b>	<b>87</b>	<b>87</b>	<b>74</b>	<b>(14,0)</b>	<b>64</b>	<b>83</b>	<b>29,7</b>
<b>ARPU</b>	( <b>USD</b> )	<b>46</b>	<b>45</b>	<b>46</b>	<b>46</b>	<b>46</b>	<b>0,0</b>	<b>46</b>	<b>45</b>	<b>(2,2)</b>
- Contract	( <b>USD</b> )	53	52	53	53	53	0,0	53	52	(1,9)
- Prepaid	( <b>USD</b> )	18	18	18	19	19	5,6	20	19	(5,0)
<b>Non-Voice % of ARPU</b>	( <b>%</b> )	<b>22</b>	<b>24</b>	<b>25</b>	<b>27</b>	<b>28</b>	<b>6,0p</b>	<b>21</b>	<b>26</b>	<b>5,0p</b>
<b>MOU per customer</b>	( <b>min</b> )	<b>993</b>	<b>989</b>	<b>983</b>	<b>964</b>	<b>950</b>	<b>(4,3)</b>	<b>1.008</b>	<b>972</b>	<b>(3,6)</b>
- Contract	( <b>min</b> )	1.144	1.142	1.122	1.083	1.052	(8,0)	1.148	1.100	(4,2)
Cash capex	( <b>USD million</b> )	685	665	679	640	830	21,2	3.673	2.814	(23,4)
Cash contribution	( <b>USD million</b> )	697	730	744	688	530	(24,0)	2.253	2.692	19,5
<b>Cash capex (adjusted for special factors)</b>	( <b>USD million</b> )	<b>2 680</b>	<b>661</b>	<b>675</b>	<b>637</b>	<b>822</b>	<b>20,9</b>	<b>3.637</b>	<b>2.795</b>	<b>(23,2)</b>
<b>Cash contribution (adjusted for special factors)</b>	( <b>USD million</b> )	<b>702</b>	<b>734</b>	<b>748</b>	<b>691</b>	<b>537</b>	<b>(23,5)</b>	<b>2.289</b>	<b>2.710</b>	<b>18,4</b>

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

2 Adjusted by excluding microwave clearing costs of USD 7mn in Q1/09, USD 14mn in Q2/09 and USD 10mn in Q3/09, USD 5mn in Q4/09, USD 4mn in Q1/10, USD 4mn in Q2/10, USD 3mn in Q3/10 and USD 7mn in Q4/10.

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.

## Europe.

### Financials (adjusted for special factors).

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		5.035	4.774	4.030	4.123	3.913	(22,3)	19.607	16.840	(14,1)
<b>Net revenue</b>		4.886	4.613	3.869	3.951	3.750	(23,3)	18.996	16.183	(14,8)
<b>EBITDA</b>	1	1.595	1.587	1.431	1.465	1.265	(20,7)	6.390	5.748	(10,0)
EBITDA margin (EBITDA / total revenue)	%	31,7	33,2	35,5	35,5	32,3	0,6p	32,6	34,1	1,5p
Depreciation, amortization and impairment losses		(841)	(859)	(889)	(833)	(885)	(5,2)	(3.807)	(3.466)	9,0
Profit (loss) from operations = EBIT	2	754	728	542	632	380	(49,6)	2.583	2.282	(11,7)
<b>Cash capex</b>	3	654	568	445	396	583	(10,9)	2.477	1.992	(19,6)
<b>Cash contribution</b>		941	1.019	986	1.069	682	(27,5)	3.913	3.756	(4,0)

### Financials (as reported).

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		5.035	4.774	4.030	4.123	3.913	(22,3)	19.607	16.840	(14,1)
<b>Net revenue</b>		4.886	4.613	3.869	3.951	3.750	(23,3)	18.996	16.183	(14,8)
<b>EBITDA</b>		1.507	1.534	1.058	1.457	1.093	(27,5)	6.297	5.142	(18,3)
EBITDA margin (EBITDA / total revenue)	%	29,9	32,1	26,3	35,3	27,9	(2,0p)	32,1	30,5	(1,6p)
Depreciation, amortization and impairment losses		(1.369)	(859)	(892)	(835)	(1.571)	(14,8)	(6.157)	(4.157)	32,5
Profit (loss) from operations = EBIT		138	675	166	622	(478)	n.a.	140	985	n.a.
<b>Cash capex</b>		654	568	454	396	594	(9,2)	2.489	2.012	(19,2)
<b>Cash contribution</b>		853	966	604	1.061	499	(41,5)	3.808	3.130	(17,8)

1 Special factors affecting EBITDA: EUR 88mn in Q4/09, EUR 53mn in Q1/10, EUR 373mn in Q2/10, EUR 8mn in Q3/10 and EUR 172mn in Q4/10.

2 Special factors affecting EBIT: EUR 2.443mn in 2009 (thereof EUR 93mn resulting from EBITDA) and EUR 1.297mn in 2010 (thereof EUR 606mn resulting from EBITDA).

3 Excluding EUR 12mn mission payments in Q3/09 for GSM licences at T-Mobile NL and T-Mobile CZ, EUR 9mn in Q2/10 for spectrum licences at Bulgaria and EUR 11mn in Q4/10 for spectrum licences at T-Mobile AT.

## Europe.

### EBITDA Reconciliation.

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		<b>5.035</b>	<b>4.774</b>	<b>4.030</b>	<b>4.123</b>	<b>3.913</b>	<b>(22,3)</b>	<b>19.607</b>	<b>16.840</b>	<b>(14,1)</b>
Profit (loss) from operations = EBIT		138	675	166	622	(478)	n.a.	140	985	n.a.
- Depreciation, amortization and impairment losses		(1.369)	(859)	(892)	(835)	(1.571)	(14,8)	(6.157)	(4.157)	32,5
<b>= EBITDA</b>		<b>1.507</b>	<b>1.534</b>	<b>1.058</b>	<b>1.457</b>	<b>1.093</b>	<b>(27,5)</b>	<b>6.297</b>	<b>5.142</b>	<b>(18,3)</b>
EBITDA margin	%	29,9	32,1	26,3	35,3	27,9	(2,0p)	32,1	30,5	(1,6p)
- Special factors affecting EBITDA		(88)	(53)	(373)	(8)	(172)	(95,5)	(93)	(606)	n.a.
<b>= EBITDA adjusted for special factors</b>		<b>1.595</b>	<b>1.587</b>	<b>1.431</b>	<b>1.465</b>	<b>1.265</b>	<b>(20,7)</b>	<b>6.390</b>	<b>5.748</b>	<b>(10,0)</b>
EBITDA margin (adjusted for special factors)	%	31,7	33,2	35,5	35,5	32,3	0,6p	32,6	34,1	1,5p

### Special factors.

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	FY/09	FY/10
<b>Effects on EBITDA</b>		<b>(88)</b>	<b>(53)</b>	<b>(373)</b>	<b>(8)</b>	<b>(172)</b>	<b>(93)</b>	<b>(606)</b>
- of which personnel		(62)	(45)	3	(7)	(160)	(36)	(209)
- of which other		(26)	(8)	(376)	(1)	(12)	(57)	(397)
<b>Effects on profit (loss) from operations = EBIT</b>		<b>(616)</b>	<b>(53)</b>	<b>(376)</b>	<b>(10)</b>	<b>(858)</b>	<b>(2.443)</b>	<b>(1.297)</b>
- of which personnel		(62)	(45)	3	(7)	(160)	(36)	(209)
- of which other	1	(554)	(8)	(379)	(3)	(698)	(2.407)	(1.088)

1 Impairment: T-Mobile UK EUR 1.803mn in Q1/09, Hungary EUR 3mn in Q2/09, Montenegro EUR 11mn in Q3/09, Greece Fixed EUR 130mn in Q4/09, Greece Mobile EUR 203mn in Q4/09, Romania Mobile EUR 66mn in Q4/09, Slovak Telekom EUR 37mn in Q4/09, T-Mobile Austria EUR 47mn in Q4/09, Macedonia EUR 45mn in Q4/09, Greece Fixed EUR 287mn in Q4/10, Romania Fixed EUR 287mn in Q4/10, Romania Mobile EUR 80mn in Q4/10 and Albania EUR 26mn in Q4/10.

## Europe.

### Customer Summary.

'000	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %
<b>Greece</b>							
- Fixed network Access Lines		4.228	4.095	3.970	3.858	3.739	(11,6)
- Broadband Access Lines		1.113	1.140	1.139	1.133	1.148	3,1
- Mobile Customers		9.218	8.813	8.509	8.330	7.990	(13,3)
<b>Romania</b>							
- Fixed network Access Lines		2.776	2.721	2.666	2.625	2.597	(6,4)
- Broadband Access Lines		776	808	840	902	961	23,8
- Mobile Customers		7.280	7.155	7.087	7.059	6.849	(5,9)
<b>Hungary</b>							
- Fixed network Access Lines		1.821	1.771	1.729	1.690	1.652	(9,3)
- Broadband Access Lines		789	798	798	811	824	4,4
- Mobile Customers		5.120	5.120	5.131	5.147	5.208	1,7
<b>Poland</b>							
- Mobile Customers		13.500	13.361	13.276	13.321	13.259	(1,8)
<b>Czech Republic</b>							
- Fixed network Access Lines		42	46	49	53	69	64,3
- Broadband Access Lines		42	46	49	53	69	64,3
- Mobile Customers		5.464	5.449	5.464	5.460	5.475	0,2
<b>Croatia</b>							
- Fixed network Access Lines		1.484	1.462	1.446	1.437	1.431	(3,6)
- Broadband Access Lines		555	573	584	600	629	13,3
- Mobile Customers		2.859	2.798	2.779	2.774	2.901	1,5
<b>Netherlands</b>							
- Fixed network Access Lines		293	290	288	288	289	(1,4)
- Broadband Access Lines		293	290	288	288	289	(1,4)
- Mobile Customers		4.592	4.392	4.382	4.461	4.526	(1,4)
<b>Slovakia</b>							
- Fixed network Access Lines		1.101	1.093	1.084	1.072	1.061	(3,6)
- Broadband Access Lines		391	408	418	424	436	11,5
- Mobile Customers		2.376	2.399	2.412	2.407	2.411	1,5
<b>Austria</b>							
- Mobile Customers		3.446	3.626	3.653	3.683	3.778	9,6
<b>Bulgaria</b>							
- Mobile Customers		3.902	3.845	3.954	3.886	3.920	0,5
<b>Other</b>							
- Fixed network Access Lines		525	512	504	500	498	(5,1)
- Broadband Access Lines		184	195	200	207	220	19,6
- Mobile Customers		3.822	3.852	3.861	3.845	3.782	(1,0)
<b>Total</b>							
- Fixed network Access Lines		12.268	11.990	11.736	11.524	11.337	(7,6)
- Broadband Access Lines Retail		3.881	4.010	4.078	4.185	4.353	12,2
- Wholesale Bundled Access Lines		229	213	202	193	180	(21,4)
- Wholesale Unbundled Access Lines		33	35	36	39	44	33,3
- Mobile Customers		61.577	60.811	60.507	60.373	60.100	(2,4)

## Greece.

### Financials (adjusted for special factors).

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		<b>1.099</b>	<b>997</b>	<b>963</b>	<b>979</b>	<b>937</b>	<b>(14,7)</b>	<b>3.899</b>	<b>3.876</b>	<b>(0,6)</b>
-of which Fixed network		651	592	579	578	563	(13,5)	2.311	2.312	0,0
-of which Mobile communications		522	464	448	471	429	(17,8)	1.846	1.812	(1,8)
<b>EBITDA</b>	<b>1</b>	<b>412</b>	<b>376</b>	<b>346</b>	<b>376</b>	<b>335</b>	<b>(18,7)</b>	<b>1.447</b>	<b>1.433</b>	<b>(1,0)</b>
-of which Fixed network		214	189	177	174	169	(21,0)	720	709	(1,5)
-of which Mobile communications		184	172	154	186	154	(16,3)	674	666	(1,2)
<b>EBITDA margin (EBITDA / total revenue)</b>	<b>%</b>	<b>37,5</b>	<b>37,7</b>	<b>35,9</b>	<b>38,4</b>	<b>35,8</b>	<b>(1,7p)</b>	<b>37,1</b>	<b>37,0</b>	<b>(0,1p)</b>
-of which Fixed network	%	32,9	31,9	30,6	30,1	30,0	(2,9p)	31,2	30,7	(0,5p)
-of which Mobile communications	%	35,2	37,1	34,4	39,5	35,9	0,7p	36,5	36,8	0,3p
<b>Cash capex (as reported)</b>		<b>155</b>	<b>101</b>	<b>102</b>	<b>112</b>	<b>111</b>	<b>(28,4)</b>	<b>466</b>	<b>426</b>	<b>(8,6)</b>
-of which Fixed network		89	48	57	49	83	(6,7)	283	237	(16,3)
-of which Mobile communications		62	50	40	60	23	(62,9)	170	173	1,8
<b>Cash contribution</b>		<b>257</b>	<b>275</b>	<b>244</b>	<b>264</b>	<b>224</b>	<b>(12,8)</b>	<b>981</b>	<b>1.007</b>	<b>2,7</b>
-of which Fixed network		125	141	120	125	86	(31,2)	437	472	8,0
-of which Mobile communications		122	122	114	126	131	7,4	504	493	(2,2)

1 Special factors affecting EBITDA: EUR 2mn in Q4/09, EUR 32mn in Q1/10, EUR -22mn in Q2/10 and EUR 135mn in Q4/10.

# Greece.

## Operational.

	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
Fixed network (end of period)										
Fixed network access lines	('000)	4.228	4.095	3.970	3.858	3.739	(11,6)	4.228	3.739	(11,6)
Broadband retail access lines	('000)	1.060	1.093	1.095	1.092	1.110	4,7	1.060	1.110	4,7
IPTV	('000)	16	23	30	40	50	n.a.	16	50	n.a.
Wholesale bundled access lines	('000)	53	47	44	41	37	(30,2)	53	37	(30,2)
ULLs	('000)	938	1.056	1.160	1.244	1.346	43,5	938	1.346	43,5
Wholesale unbundled access lines	('000)	0	0	0	0	0	—	0	0	—
Mobile communications (end of period)										
Service revenue	(€ million)	412	384	379	389	346	(16,0)	1.535	1.498	(2,4)
Adj. EBITDA Margin (Service Rev.)	(%)	44,7	44,8	40,6	47,8	44,5	(0,2p)	43,9	44,5	0,6p
Customers	('000)	<b>9.218</b>	<b>8.813</b>	<b>8.509</b>	<b>8.330</b>	<b>7.990</b>	<b>(13,3)</b>	<b>9.218</b>	<b>7.990</b>	<b>(13,3)</b>
- contract	('000)	2.285	2.306	2.314	2.329	2.311	1,1	2.285	2.311	1,1
- prepaid	('000)	6.933	6.507	6.194	6.001	5.679	(18,1)	6.933	5.679	(18,1)
Net Adds	('000)	<b>154</b>	<b>(404)</b>	<b>(305)</b>	<b>(178)</b>	<b>(340)</b>	<b>n.a.</b>	<b>1.192</b>	<b>(1.227)</b>	<b>n.a.</b>
- contract	('000)	25	21	8	15	(18)	n.a.	59	27	(54,2)
- prepaid	('000)	129	(425)	(313)	(193)	(323)	n.a.	1.133	(1.254)	n.a.
Average monthly churn	(%)	<b>3,3</b>	<b>3,5</b>	<b>3,5</b>	<b>3,4</b>	<b>3,6</b>	<b>0,3p</b>	<b>3,2</b>	<b>3,5</b>	<b>0,3p</b>
- contract	(%)	2,0	2,1	2,4	2,0	2,2	0,2p	2,0	2,2	0,2p
SAC per gross add	(€)	<b>18</b>	<b>35</b>	<b>39</b>	<b>24</b>	<b>29</b>	<b>61,1</b>	<b>17</b>	<b>32</b>	<b>88,2</b>
- contract	(€)	102	106	121	90	101	(1,0)	103	105	1,9
- prepay	(€)	3	3	6	3	4	33,3	4	4	0,0
SRC per retained customer	(€)	<b>94</b>	<b>72</b>	<b>63</b>	<b>71</b>	<b>68</b>	<b>(27,7)</b>	<b>97</b>	<b>68</b>	<b>(29,9)</b>
ARPU	(€)	<b>15</b>	<b>14</b>	<b>15</b>	<b>15</b>	<b>14</b>	<b>(6,7)</b>	<b>16</b>	<b>15</b>	<b>(6,3)</b>
- contract	(€)	43	40	40	40	36	(16,3)	44	39	(11,4)
- prepay	(€)	6	6	5	6	6	0,0	6	6	0,0
non-voice % of ARPU	(%)	<b>9</b>	<b>15</b>	<b>14</b>	<b>13</b>	<b>15</b>	<b>6,0p</b>	<b>13</b>	<b>14</b>	<b>1,0p</b>
MOU per customer	(min)	<b>203</b>	<b>211</b>	<b>250</b>	<b>265</b>	<b>286</b>	<b>40,9</b>	<b>203</b>	<b>252</b>	<b>24,1</b>
- contract	(min)	289	280	301	322	321	11,1	292	306	4,8

## Romania.

### Financials (adjusted for special factors).

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		<b>309</b>	<b>291</b>	<b>293</b>	<b>294</b>	<b>287</b>	<b>(7,1)</b>	<b>1.104</b>	<b>1.165</b>	<b>5,5</b>
-of which Fixed network		194	184	181	182	170	(12,4)	731	717	(1,9)
-of which Mobile communications		122	114	118	121	125	2,5	404	478	18,3
<b>EBITDA</b>	<b>1</b>	<b>66</b>	<b>72</b>	<b>71</b>	<b>71</b>	<b>67</b>	<b>1,5</b>	<b>293</b>	<b>281</b>	<b>(4,1)</b>
-of which Fixed network		55	58	46	42	41	(25,5)	233	187	(19,7)
-of which Mobile communications		10	14	25	28	29	n.a.	60	96	60,0
<b>EBITDA margin (EBITDA / total revenue)</b>	<b>%</b>	<b>21,4</b>	<b>24,7</b>	<b>24,2</b>	<b>24,1</b>	<b>23,3</b>	<b>1,9p</b>	<b>26,5</b>	<b>24,1</b>	<b>(2,4p)</b>
-of which Fixed network	%	28,4	31,5	25,4	23,1	24,1	(4,3p)	31,9	26,1	(5,8p)
-of which Mobile communications	%	8,2	12,3	21,2	23,1	23,2	15,0p	14,9	20,1	5,2p
<b>Cash capex (as reported)</b>		<b>79</b>	<b>60</b>	<b>82</b>	<b>40</b>	<b>50</b>	<b>(36,7)</b>	<b>294</b>	<b>232</b>	<b>(21,1)</b>
-of which Fixed network		44	40	41	21	24	(45,5)	168	126	(25,0)
-of which Mobile communications		35	20	41	19	26	(25,7)	126	106	(15,9)
<b>Cash contribution</b>		<b>(13)</b>	<b>12</b>	<b>(11)</b>	<b>31</b>	<b>17</b>	<b>n.a.</b>	<b>(1)</b>	<b>49</b>	<b>n.a.</b>
-of which Fixed network		11	18	5	21	17	45,5	65	61	(6,2)
-of which Mobile communications		(25)	(6)	(16)	9	3	n.a.	(66)	(10)	84,8

1 Special factors affecting EBITDA: EUR 4mn in Q4/09, EUR 6mn in Q1/10, EUR 17mn in Q2/10, EUR 4mn in Q3/10 and EUR 9mn in Q4/10.

# Romania.

## Operational.

	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
Fixed network (end of period)										
Fixed network access lines	('000)	2.776	2.721	2.666	2.625	2.597	(6,4)	2.776	2.597	(6,4)
Broadband retail access lines	('000)	776	808	840	902	961	23,8	776	961	23,8
IPTV	('000)	0	4	12	21	30	—	0	30	—
Wholesale bundled access lines	('000)	0	0	0	0	0	—	0	0	—
ULLs	('000)	1	1	1	1	1	0,0	1	1	0,0
Wholesale unbundled access lines	('000)	0	0	0	0	0	—	0	0	—
Mobile communications (end of period)										
Service revenue	(€ million)	102	94	98	99	98	(3,9)	345	389	12,8
Adj. EBITDA Margin (Service Rev.)	(%)	9,8	14,9	25,5	28,3	29,6	19,8p	17,4	24,7	7,3p
Customers	('000)	<b>7.280</b>	<b>7.155</b>	<b>7.087</b>	<b>7.059</b>	<b>6.849</b>	<b>(5,9)</b>	<b>7.280</b>	<b>6.849</b>	<b>(5,9)</b>
- contract	('000)	1.535	1.516	1.512	1.507	1.503	(2,1)	1.535	1.503	(2,1)
- prepaid	('000)	5.745	5.639	5.575	5.552	5.346	(6,9)	5.745	5.346	(6,9)
Net Adds	('000)	<b>681</b>	<b>(126)</b>	<b>(68)</b>	<b>(28)</b>	<b>(210)</b>	<b>n.a.</b>	<b>1.291</b>	<b>(431)</b>	<b>n.a.</b>
- contract	('000)	223	(19)	(4)	(4)	(4)	n.a.	373	(32)	n.a.
- prepaid	('000)	458	(106)	(64)	(24)	(205)	n.a.	917	(399)	n.a.
Average monthly churn	(%)	<b>4,4</b>	<b>4,0</b>	<b>3,5</b>	<b>3,8</b>	<b>4,7</b>	<b>0,3p</b>	<b>3,8</b>	<b>4,0</b>	<b>0,2p</b>
- contract	(%)	2,5	2,3	1,9	1,9	2,3	(0,2p)	2,1	2,1	0,0p
SAC per gross add	(€)	<b>10</b>	<b>8</b>	<b>9</b>	<b>6</b>	<b>11</b>	<b>10,0</b>	<b>13</b>	<b>9</b>	<b>(30,8)</b>
- contract	(€)	110	72	72	50	80	(27,3)	94	69	(26,6)
- prepay	(€)	1	0	0	1	1	0,0	1	0	(100,0)
SRC per retained customer	(€)	<b>12</b>	<b>16</b>	<b>21</b>	<b>11</b>	<b>11</b>	<b>(8,3)</b>	<b>14</b>	<b>15</b>	<b>7,1</b>
ARPU	(€)	<b>5</b>	<b>4</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	(€)	14	12	13	13	13	(7,1)	14	13	(7,1)
- prepay	(€)	3	2	2	2	3	0,0	3	2	(33,3)
non-voice % of ARPU	(%)	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>1,0p</b>	<b>5</b>	<b>5</b>	<b>0,0p</b>
MOU per customer	(min)	<b>204</b>	<b>207</b>	<b>212</b>	<b>211</b>	<b>227</b>	<b>11,3</b>	<b>194</b>	<b>214</b>	<b>10,3</b>
- contract	(min)	451	428	432	428	442	(2,0)	460	433	(5,9)



## Hungary.

### Financials (adjusted for special factors).

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>	<b>1</b>	<b>442</b>	<b>402</b>	<b>402</b>	<b>390</b>	<b>323</b>	<b>(26,9)</b>	<b>1.682</b>	<b>1.517</b>	<b>(9,8)</b>
-of which Fixed network		195	182	175	165	139	(28,7)	762	661	(13,3)
-of which Mobile communications		254	230	236	240	191	(24,8)	960	897	(6,6)
<b>EBITDA</b>	<b>2</b>	<b>153</b>	<b>162</b>	<b>171</b>	<b>174</b>	<b>60</b>	<b>(60,8)</b>	<b>675</b>	<b>567</b>	<b>(16,0)</b>
-of which Fixed network		70	70	70	70	27	(61,4)	306	237	(22,5)
-of which Mobile communications		99	104	110	118	45	(54,5)	416	377	(9,4)
<b>EBITDA margin (EBITDA / total revenue)</b>	<b>%</b>	<b>34,6</b>	<b>40,3</b>	<b>42,5</b>	<b>44,6</b>	<b>18,6</b>	<b>(16,0p)</b>	<b>40,1</b>	<b>37,4</b>	<b>(2,7p)</b>
-of which Fixed network	<b>%</b>	35,9	38,5	40,0	42,4	19,4	(16,5p)	40,2	35,9	(4,3p)
-of which Mobile communications	<b>%</b>	39,0	45,2	46,6	49,2	23,6	(15,4p)	43,3	42,0	(1,3p)
<b>Cash capex (as reported)</b>		<b>60</b>	<b>65</b>	<b>49</b>	<b>49</b>	<b>78</b>	<b>30,0</b>	<b>299</b>	<b>241</b>	<b>(19,4)</b>
-of which Fixed network		44	43	37	34	42	(4,5)	187	156	(16,6)
-of which Mobile communications		10	19	11	13	32	0,0	95	75	(21,1)
<b>Cash contribution</b>		<b>93</b>	<b>97</b>	<b>122</b>	<b>125</b>	<b>(18)</b>	<b>0,0</b>	<b>376</b>	<b>326</b>	<b>(13,3)</b>
-of which Fixed network		26	27	33	36	(15)	0,0	119	81	31,9
-of which Mobile communications		89	85	99	105	13	(85,4)	321	302	(5,9)

1 Total revenue affected by Hungarian Telecommunication Tax, introduced in Q4/10 retroactively for 2010.

2 Special factors affecting EBITDA: EUR 33mn in Q4/09, EUR 4mn in Q1/10, EUR 8mn in Q2/10, EUR 4mn in Q3/10 and EUR 13 in Q4/10.

# Hungary.

## Operational.

	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
Fixed network (end of period)										
Fixed network access lines	('000)	1.821	1.771	1.729	1.690	1.652	(9,3)	1.821	1.652	(9,3)
Broadband retail access lines	('000)	628	648	655	672	693	10,4	628	693	10,4
IPTV	('000)	68	79	88	103	125	83,8	68	125	83,8
Wholesale bundled access lines	('000)	142	130	123	117	106	(25,4)	142	106	(25,4)
ULLs	('000)	17	18	19	20	20	17,6	17	20	17,6
Wholesale unbundled access lines	('000)	19	20	20	22	25	31,6	19	25	31,6
Mobile communications (end of period)										
Service revenue	(€ million)	223	206	213	214	212	(4,9)	860	845	(1,7)
Adj. EBITDA Margin (Service Rev.)	(%)	44,4	50,5	51,6	55,1	21,2	(23,2p)	48,4	44,6	(3,8p)
Customers	('000)	<b>5.120</b>	<b>5.120</b>	<b>5.131</b>	<b>5.147</b>	<b>5.208</b>	<b>1,7</b>	<b>5.120</b>	<b>5.208</b>	<b>1,7</b>
- contract	('000)	2.305	2.350	2.385	2.432	2.513	9,0	2.305	2.513	9,0
- prepaid	('000)	2.815	2.771	2.747	2.715	2.695	(4,3)	2.815	2.695	(4,3)
Net Adds	('000)	<b>(87)</b>	<b>1</b>	<b>11</b>	<b>15</b>	<b>62</b>	<b>n.a.</b>	<b>(242)</b>	<b>89</b>	<b>n.a.</b>
- contract	('000)	102	45	35	47	81	(20,6)	239	208	(13,0)
- prepaid	('000)	(189)	(44)	(24)	(31)	(20)	89,4	(481)	(119)	75,3
Average monthly churn	(%)	<b>2,8</b>	<b>1,5</b>	<b>1,6</b>	<b>1,6</b>	<b>1,7</b>	<b>(1,1p)</b>	<b>2,1</b>	<b>1,6</b>	<b>(0,5p)</b>
- contract	(%)	1,0	1,2	1,2	1,1	1,0	0,0p	1,1	1,1	0,0p
SAC per gross add	(€)	<b>31</b>	<b>28</b>	<b>23</b>	<b>22</b>	<b>22</b>	<b>(29,0)</b>	<b>28</b>	<b>24</b>	<b>(14,3)</b>
- contract	(€)	55	53	47	45	43	(21,8)	54	47	(13,0)
- prepay	(€)	11	5	5	4	6	(45,5)	8	5	(37,5)
SRC per retained customer	(€)	<b>68</b>	<b>70</b>	<b>64</b>	<b>59</b>	<b>55</b>	<b>(19,1)</b>	<b>66</b>	<b>61</b>	<b>(7,6)</b>
ARPU	(€)	<b>14</b>	<b>13</b>	<b>14</b>	<b>14</b>	<b>14</b>	<b>0,0</b>	<b>14</b>	<b>14</b>	<b>0,0</b>
- contract	(€)	25	23	23	22	22	(12,0)	25	22	(12,0)
- prepay	(€)	7	6	6	6	6	(14,3)	6	6	0,0
non-voice % of ARPU	(%)	<b>22</b>	<b>20</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>0,0p</b>	<b>19</b>	<b>21</b>	<b>2,0p</b>
MOU per customer	(min)	<b>162</b>	<b>160</b>	<b>170</b>	<b>171</b>	<b>171</b>	<b>5,6</b>	<b>155</b>	<b>168</b>	<b>8,4</b>
- contract	(min)	282	270	283	279	276	(2,1)	282	277	(1,8)

## Poland.

### Financials (adjusted for special factors).

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		<b>451</b>	<b>441</b>	<b>451</b>	<b>472</b>	<b>475</b>	<b>5,3</b>	<b>1.757</b>	<b>1.839</b>	<b>4,7</b>
<b>EBITDA</b>		<b>161</b>	<b>169</b>	<b>176</b>	<b>159</b>	<b>187</b>	<b>16,1</b>	<b>616</b>	<b>691</b>	<b>12,2</b>
EBITDA margin (EBITDA / total revenue)	%	35,7	38,3	39,0	33,7	39,4	3,7p	35,1	37,6	2,5p
<b>Cash capex (as reported)</b>		<b>45</b>	<b>57</b>	<b>35</b>	<b>48</b>	<b>58</b>	<b>28,9</b>	<b>239</b>	<b>198</b>	<b>(17,2)</b>
<b>Cash contribution</b>		<b>116</b>	<b>112</b>	<b>141</b>	<b>111</b>	<b>129</b>	<b>11,2</b>	<b>377</b>	<b>493</b>	<b>30,8</b>

### Operational.

		Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
Service revenue	(€ million)	<b>430</b>	<b>417</b>	<b>434</b>	<b>448</b>	<b>449</b>	<b>4,4</b>	<b>1.683</b>	<b>1.748</b>	<b>3,9</b>
Adj. EBITDA Margin (Service Rev.)	(%)	37,4	40,5	40,6	35,5	41,6	4,2p	36,6	39,5	2,9p
Customers	('000)	<b>13.500</b>	<b>13.361</b>	<b>13.276</b>	<b>13.321</b>	<b>13.259</b>	<b>(1,8)</b>	<b>13.500</b>	<b>13.259</b>	<b>(1,8)</b>
- contract	('000)	6.656	6.722	6.763	6.814	6.796	2,1	6.656	6.796	2,1
- prepaid	('000)	6.844	6.639	6.512	6.507	6.463	(5,6)	6.844	6.463	(5,6)
Net Adds	('000)	<b>17</b>	<b>(138)</b>	<b>(86)</b>	<b>46</b>	<b>(62)</b>	<b>n.a.</b>	<b>226</b>	<b>(241)</b>	<b>n.a.</b>
- contract	('000)	79	66	42	51	(18)	n.a.	491	140	(71,5)
- prepaid	('000)	(62)	(204)	(127)	(5)	(44)	29,0	(264)	(381)	(44,3)
Average monthly churn	(%)	<b>2,9</b>	<b>2,9</b>	<b>2,9</b>	<b>2,8</b>	<b>2,9</b>	<b>0,0p</b>	<b>2,7</b>	<b>2,9</b>	<b>0,2p</b>
- contract	(%)	1,0	1,0	0,9	0,8	1,1	0,1p	0,8	1,0	0,2p
SAC per gross add	(€)	<b>22</b>	<b>21</b>	<b>21</b>	<b>24</b>	<b>27</b>	<b>22,7</b>	<b>20</b>	<b>23</b>	<b>15,0</b>
- contract	(€)	86	85	105	127	133	54,7	86	112	30,2
- prepay	(€)	3	1	2	3	2	(33,3)	2	2	0,0
SRC per retained customer	(€)	<b>71</b>	<b>66</b>	<b>81</b>	<b>93</b>	<b>82</b>	<b>15,5</b>	<b>84</b>	<b>81</b>	<b>(3,6)</b>
ARPU	(€)	<b>11</b>	<b>10</b>	<b>11</b>	<b>11</b>	<b>11</b>	<b>0,0</b>	<b>10</b>	<b>11</b>	<b>10,0</b>
- contract	(€)	17	17	17	18	18	5,9	17	17	0,0
- prepay	(€)	4	4	4	5	4	0,0	4	4	0,0
non-voice % of ARPU	(%)	<b>26</b>	<b>25</b>	<b>25</b>	<b>26</b>	<b>28</b>	<b>2,0p</b>	<b>24</b>	<b>26</b>	<b>2,0p</b>
MOU per customer	(min)	<b>126</b>	<b>125</b>	<b>134</b>	<b>136</b>	<b>139</b>	<b>10,3</b>	<b>122</b>	<b>134</b>	<b>9,8</b>
- contract	(min)	201	200	209	210	216	7,5	198	209	5,6

1 Definition of Service Revenues changed as of January 1st, 2010. Q1-Q4/09 Service Revenue and ARPU are adjusted retroactively.

## Czech Republic.

### Financials (adjusted for special factors).

	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		<b>293</b>	<b>279</b>	<b>291</b>	<b>296</b>	<b>291</b>	<b>(0,7)</b>	<b>1.191</b>	<b>1.157</b>	<b>(2,9)</b>
<b>EBITDA</b>	<b>1</b>	<b>141</b>	<b>135</b>	<b>139</b>	<b>143</b>	<b>134</b>	<b>(5,0)</b>	<b>614</b>	<b>551</b>	<b>(10,3)</b>
EBITDA margin (EBITDA / total revenue)	%	48,1	48,4	47,8	48,3	46,0	(2,1p)	51,6	47,6	(4,0p)
<b>Cash capex (as reported)</b>		<b>37</b>	<b>44</b>	<b>18</b>	<b>18</b>	<b>38</b>	<b>2,7</b>	<b>99</b>	<b>118</b>	<b>19,2</b>
<b>Cash contribution</b>		<b>104</b>	<b>91</b>	<b>122</b>	<b>125</b>	<b>96</b>	<b>(7,7)</b>	<b>515</b>	<b>433</b>	<b>(15,9)</b>

### Operational.

		Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Fixed network (end of period)</b>										
Fixed network access lines	('000)	42	46	49	53	69	64,3	42	69	64,3
Broadband retail access lines	('000)	42	46	49	53	69	64,3	42	69	64,3
IPTV	('000)	0	0	0	0	0	—	0	0	—
Wholesale bundled access lines	('000)	0	0	0	0	0	—	0	0	—
ULLs	('000)	0	0	0	0	0	—	0	0	—
Wholesale unbundled access lines	('000)	0	0	0	0	0	—	0	0	—
<b>Mobile communications (end of period)</b>										
Service revenue	(€ million)	277	262	273	276	269	(2,9)	1.142	1.080	(5,4)
Adj. EBITDA Margin (Service Rev.)	(%)	50,9	51,5	50,9	51,8	49,8	(1,1p)	53,8	51,0	(2,8p)
<b>Customers</b>	<b>('000)</b>	<b>5.464</b>	<b>5.449</b>	<b>5.464</b>	<b>5.460</b>	<b>5.475</b>	<b>0,2</b>	<b>5.464</b>	<b>5.475</b>	<b>0,2</b>
- contract	('000)	2.660	2.700	2.730	2.750	2.778	4,4	2.660	2.778	4,4
- prepaid	('000)	2.804	2.748	2.734	2.710	2.696	(3,9)	2.804	2.696	(3,9)
<b>Net Adds</b>	<b>('000)</b>	<b>6</b>	<b>(7)</b>	<b>16</b>	<b>(5)</b>	<b>15</b>	<b>n.a.</b>	<b>43</b>	<b>19</b>	<b>(55,8)</b>
- contract	('000)	30	48	30	20	28	(6,7)	161	126	(21,7)
- prepaid	('000)	(24)	(56)	(14)	(24)	(14)	41,7	(119)	(108)	9,2
<b>Average monthly churn</b>	<b>(%)</b>	<b>1,5</b>	<b>1,3</b>	<b>1,3</b>	<b>1,4</b>	<b>1,4</b>	<b>(0,1p)</b>	<b>1,4</b>	<b>1,3</b>	<b>(0,1p)</b>
- contract	(%)	0,5	0,4	0,4	0,5	0,5	0,0p	0,5	0,5	0,0p
<b>SAC per gross add</b>	<b>(€)</b>	<b>30</b>	<b>34</b>	<b>31</b>	<b>29</b>	<b>32</b>	<b>6,7</b>	<b>30</b>	<b>31</b>	<b>3,3</b>
- contract	(€)	78	78	81	82	78	0,0	78	80	2,6
- prepay	(€)	1	1	2	1	2	100,0	1	1	0,0
<b>SRC per retained customer</b>	<b>(€)</b>	<b>18</b>	<b>25</b>	<b>23</b>	<b>22</b>	<b>23</b>	<b>27,8</b>	<b>24</b>	<b>23</b>	<b>(4,2)</b>
<b>ARPU</b>	<b>(€)</b>	<b>17</b>	<b>16</b>	<b>17</b>	<b>17</b>	<b>16</b>	<b>(5,9)</b>	<b>18</b>	<b>17</b>	<b>(5,6)</b>
- contract	(€)	27	26	27	27	26	(3,7)	29	26	(10,3)
- prepay	(€)	7	6	7	7	7	0,0	7	7	0,0
<b>non-voice % of ARPU</b>	<b>(%)</b>	<b>23</b>	<b>23</b>	<b>23</b>	<b>24</b>	<b>24</b>	<b>1,0p</b>	<b>23</b>	<b>24</b>	<b>1,0p</b>
<b>MOU per customer</b>	<b>(min)</b>	<b>119</b>	<b>117</b>	<b>126</b>	<b>121</b>	<b>127</b>	<b>6,7</b>	<b>113</b>	<b>123</b>	<b>8,8</b>
- contract	(min)	198	197	210	202	210	6,1	189	205	8,5

1 Special factors affecting EBITDA: EUR 1mn in Q3/10 and EUR 1mn in Q4/10.

## Netherlands.

### Financials (adjusted for special factors).

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		<b>446</b>	<b>442</b>	<b>448</b>	<b>450</b>	<b>427</b>	<b>(4,3)</b>	<b>1.807</b>	<b>1.767</b>	<b>(2,2)</b>
<b>EBITDA</b>	<b>1</b>	<b>135</b>	<b>102</b>	<b>139</b>	<b>98</b>	<b>122</b>	<b>(9,6)</b>	<b>430</b>	<b>461</b>	<b>7,2</b>
EBITDA margin (EBITDA / total revenue)	%	30,3	23,1	31,0	21,8	28,6	(1,7p)	23,8	26,1	2,3p
<b>Cash capex (as reported)</b>		<b>49</b>	<b>14</b>	<b>57</b>	<b>37</b>	<b>34</b>	<b>(30,6)</b>	<b>157</b>	<b>142</b>	<b>(9,6)</b>
<b>Cash contribution</b>		<b>86</b>	<b>88</b>	<b>82</b>	<b>61</b>	<b>88</b>	<b>2,3</b>	<b>273</b>	<b>319</b>	<b>16,8</b>

### Operational.

		Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %	
<b>Fixed network (end of period)</b>											
Fixed network access lines	('000)	293	290	288	288	289	(1,4)	293	289	(1,4)	
Broadband retail access lines	('000)	293	290	288	288	289	(1,4)	293	289	(1,4)	
IPTV	('000)	0	0	0	0	0	--	0	0	--	
Wholesale bundled access lines	('000)	0	0	0	0	0	--	0	0	--	
ULLs	('000)	0	0	0	0	0	--	0	0	--	
Wholesale unbundled access lines	('000)	0	0	0	0	0	--	0	0	--	
<b>Mobile communications (end of period)</b>											
Service revenue	(€ million)	2	370	367	383	371	360	(2,7)	1.458	1.481	1,6
Adj. EBITDA Margin (Service Rev.)	(%)		36,5	27,8	36,3	26,4	33,9	(2,6p)	29,5	31,1	1,6p
Customers	('000)		<b>4.592</b>	<b>4.392</b>	<b>4.382</b>	<b>4.461</b>	<b>4.526</b>	<b>(1,4)</b>	<b>4.592</b>	<b>4.526</b>	<b>(1,4)</b>
- contract	('000)		2.406	2.460	2.536	2.607	2.650	10,1	2.406	2.650	10,1
- prepaid	('000)	3	2.186	1.932	1.846	1.854	1.876	(14,2)	2.186	1.876	(14,2)
Net Adds	('000)		<b>(883)</b>	<b>(200)</b>	<b>(9)</b>	<b>78</b>	<b>66</b>	<b>n.a.</b>	<b>(717)</b>	<b>(65)</b>	<b>90,9</b>
- contract	('000)		21	54	76	70	43	n.a.	146	244	67,1
- prepaid	('000)		(904)	(254)	(86)	8	22	n.a.	(864)	(310)	64,1
Average monthly churn	(%)		<b>7,9</b>	<b>3,9</b>	<b>2,7</b>	<b>2,5</b>	<b>2,5</b>	<b>(5,4p)</b>	<b>3,8</b>	<b>2,9</b>	<b>(0,9p)</b>
- contract	(%)		1,5	1,3	1,0	1,1	1,2	(0,3p)	1,5	1,2	(0,3p)
SAC per gross add	(€)		<b>125</b>	<b>137</b>	<b>117</b>	<b>130</b>	<b>97</b>	<b>(22,4)</b>	<b>120</b>	<b>120</b>	<b>0,0</b>
- contract	(€)		257	263	231	297	250	(2,7)	281	261	(7,1)
- prepay	(€)		23	22	22	19	8	(65,2)	29	17	(41,4)
SRC per retained customer	(€)		<b>138</b>	<b>168</b>	<b>176</b>	<b>202</b>	<b>154</b>	<b>11,6</b>	<b>163</b>	<b>176</b>	<b>8,0</b>
ARPU	(€)	2	<b>24</b>	<b>27</b>	<b>29</b>	<b>28</b>	<b>27</b>	<b>12,5</b>	<b>23</b>	<b>28</b>	<b>21,7</b>
- contract	(€)		44	44	45	43	41	(6,8)	44	43	(2,3)
- prepay	(€)		6	7	8	7	7	16,7	6	7	16,7
non-voice % of ARPU	(%)		<b>25</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>	<b>5,0p</b>	<b>26</b>	<b>29</b>	<b>3,0p</b>
MOU per customer	(min)		<b>122</b>	<b>141</b>	<b>151</b>	<b>145</b>	<b>152</b>	<b>24,6</b>	<b>111</b>	<b>147</b>	<b>32,4</b>
- contract	(min)		234	239	240	226	237	1,3	224	235	4,9

1 Special factors affecting EBITDA: EUR 24mn in Q4/09, EUR 7mn in Q2/10, EUR 1mn in Q3/10 and EUR 4mn in Q4/10.

2 Definition of Service Revenues changed as of January 1st, 2010. Q1-Q4/09 Service Revenue and ARPU are adjusted retroactively.

3 Lower prepaid subscriber base due to controlled deregistration of inactive prepaid SIM cards in Q4/09 subsequent to Orange subscriber migration.

## Croatia.

### Financials (adjusted for special factors).

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		<b>276</b>	<b>267</b>	<b>289</b>	<b>314</b>	<b>278</b>	<b>0,7</b>	<b>1.161</b>	<b>1.148</b>	<b>(1,1)</b>
-of which Fixed network		170	162	170	177	174	2,4	687	683	(0,6)
-of which Mobile communications		132	118	132	155	118	(10,6)	571	523	(8,4)
<b>EBITDA</b>	<b>1</b>	<b>111</b>	<b>113</b>	<b>124</b>	<b>157</b>	<b>113</b>	<b>1,8</b>	<b>525</b>	<b>507</b>	<b>(3,4)</b>
-of which Fixed network		68	66	66	78	76	11,8	275	286	4,0
-of which Mobile communications		43	47	58	78	38	(11,6)	251	221	(12,0)
<b>EBITDA margin (EBITDA / total revenue)</b>	<b>%</b>	<b>40,2</b>	<b>42,3</b>	<b>42,9</b>	<b>50,0</b>	<b>40,6</b>	<b>0,4p</b>	<b>45,2</b>	<b>44,2</b>	<b>(1,0p)</b>
-of which Fixed network	%	40,0	40,7	38,8	44,1	43,7	3,7p	40,0	41,9	1,9p
-of which Mobile communications	%	32,6	39,8	43,9	50,3	32,2	(0,4p)	44,0	42,3	(1,7p)
<b>Cash capex (as reported)</b>		<b>53</b>	<b>40</b>	<b>30</b>	<b>33</b>	<b>64</b>	<b>20,8</b>	<b>218</b>	<b>167</b>	<b>(23,4)</b>
-of which Fixed network		42	29	19	27	41	(2,4)	162	116	(28,4)
-of which Mobile communications		11	11	11	6	23	n.a.	56	51	(8,9)
<b>Cash contribution</b>		<b>58</b>	<b>73</b>	<b>94</b>	<b>124</b>	<b>49</b>	<b>(15,5)</b>	<b>307</b>	<b>340</b>	<b>10,7</b>
-of which Fixed network		26	37	47	51	35	34,6	113	170	50,4
-of which Mobile communications		32	36	47	72	15	(53,1)	195	170	(12,8)

1 Special factors affecting EBITDA: EUR 4mn in Q4/10.

## Croatia.

## Operational.

	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
Fixed network (end of period)										
Fixed network access lines	('000)	1.484	1.462	1.446	1.437	1.431	(3,6)	1.484	1.431	(3,6)
Broadband retail access lines	('000)	555	573	584	600	629	13,3	555	629	13,3
IPTV	('000)	236	251	257	271	297	25,8	236	297	25,8
Wholesale bundled access lines	('000)	0	0	0	0	0	–	0	0	–
ULLs	('000)	123	131	126	130	133	8,1	123	133	8,1
Wholesale unbundled access lines	('000)	0	0	0	0	0	–	0	0	–
Mobile communications (end of period)										
Service revenue	(€ million)	107	105	119	141	101	(5,6)	504	466	(7,5)
Adj. EBITDA Margin (Service Rev.)	(%)	40,2	44,8	48,7	55,3	37,6	(2,6p)	49,8	47,4	(2,4p)
Customers	('000)	<b>2.859</b>	<b>2.798</b>	<b>2.779</b>	<b>2.774</b>	<b>2.901</b>	<b>1,5</b>	<b>2.859</b>	<b>2.901</b>	<b>1,5</b>
- contract	('000)	920	944	966	984	1.003	9,0	920	1.003	9,0
- prepaid	('000)	1.939	1.854	1.813	1.790	1.898	(2,1)	1.939	1.898	(2,1)
Net Adds	('000)	<b>(26)</b>	<b>(61)</b>	<b>(19)</b>	<b>(5)</b>	<b>127</b>	<b>n.a.</b>	<b>169</b>	<b>42</b>	<b>(75,1)</b>
- contract	('000)	23	24	22	18	19	(17,4)	109	83	(23,9)
- prepaid	('000)	(48)	(85)	(41)	(23)	108	n.a.	59	(41)	n.a.
Average monthly churn	(%)	<b>2,3</b>	<b>2,4</b>	<b>2,6</b>	<b>2,4</b>	<b>1,7</b>	<b>(0,6p)</b>	<b>1,9</b>	<b>2,3</b>	<b>0,4p</b>
- contract	(%)	1,0	1,0	1,0	1,1	1,0	0,0p	0,8	1,0	0,2p
SAC per gross add	(€)	<b>30</b>	<b>28</b>	<b>30</b>	<b>20</b>	<b>14</b>	<b>(53,3)</b>	<b>27</b>	<b>22</b>	<b>(18,5)</b>
- contract	(€)	90	78	73	57	52	(42,2)	91	65	(28,6)
- prepay	(€)	15	12	21	12	8	(46,7)	13	13	0,0
SRC per retained customer	(€)	<b>105</b>	<b>82</b>	<b>84</b>	<b>67</b>	<b>81</b>	<b>(22,9)</b>	<b>99</b>	<b>79</b>	<b>(20,2)</b>
ARPU	(€)	<b>12</b>	<b>12</b>	<b>14</b>	<b>17</b>	<b>12</b>	<b>0,0</b>	<b>15</b>	<b>14</b>	<b>(6,7)</b>
- contract	(€)	26	25	28	34	22	(15,4)	32	27	(15,6)
- prepay	(€)	6	6	7	8	6	0,0	7	7	0,0
non-voice % of ARPU	(%)	<b>22</b>	<b>24</b>	<b>23</b>	<b>25</b>	<b>24</b>	<b>2,0p</b>	<b>24</b>	<b>24</b>	<b>0,0p</b>
MOU per customer	(min)	<b>114</b>	<b>104</b>	<b>115</b>	<b>118</b>	<b>122</b>	<b>7,0</b>	<b>112</b>	<b>115</b>	<b>2,7</b>
- contract	(min)	235	216	228	224	218	(7,2)	243	222	(8,6)

## Slovakia.

### Financials (adjusted for special factors).

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		<b>240</b>	<b>230</b>	<b>233</b>	<b>239</b>	<b>232</b>	<b>(3,3)</b>	<b>974</b>	<b>934</b>	<b>(4,1)</b>
-of which Fixed network		113	113	116	119	116	2,7	449	464	3,3
-of which Mobile communications		135	124	125	126	124	(8,1)	556	499	(10,3)
<b>EBITDA</b>	<b>1</b>	<b>89</b>	<b>107</b>	<b>105</b>	<b>109</b>	<b>82</b>	<b>(7,9)</b>	<b>439</b>	<b>403</b>	<b>(8,2)</b>
-of which Fixed network		40	48	45	44	36	(10,0)	182	173	(4,9)
-of which Mobile communications		49	59	61	63	46	(6,1)	257	229	(10,9)
<b>EBITDA margin (EBITDA / total revenue)</b>	<b>%</b>	<b>37,1</b>	<b>46,5</b>	<b>45,1</b>	<b>45,6</b>	<b>35,3</b>	<b>(1,8p)</b>	<b>45,1</b>	<b>43,1</b>	<b>(2,0p)</b>
-of which Fixed network	%	35,4	42,5	38,8	37,0	31,0	(4,4p)	40,5	37,3	(3,2p)
-of which Mobile communications	%	36,3	47,6	48,8	50,0	37,1	0,8p	46,2	45,9	(0,3p)
<b>Cash capex (as reported)</b>		<b>37</b>	<b>54</b>	<b>26</b>	<b>15</b>	<b>49</b>	<b>32,4</b>	<b>170</b>	<b>144</b>	<b>(15,3)</b>
-of which Fixed network		21	26	16	11	29	38,1	95	82	(13,7)
-of which Mobile communications		16	28	10	4	20	25,0	75	62	(17,3)
<b>Cash contribution</b>		<b>52</b>	<b>53</b>	<b>79</b>	<b>94</b>	<b>33</b>	<b>(36,5)</b>	<b>269</b>	<b>259</b>	<b>(3,7)</b>
-of which Fixed network		19	22	29	33	7	(63,2)	87	91	4,6
-of which Mobile communications		33	31	51	59	26	(21,2)	182	167	(8,2)

1 Special factors affecting EBITDA: EUR 3mn in Q4/09, EUR 2mn in Q2/10, EUR 3mn in Q3/10 and EUR 5mn in Q4/10.



## Slovakia.

## Operational.

	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
Fixed network (end of period)										
Fixed network access lines	('000)	1.101	1.093	1.084	1.072	1.061	(3,6)	1.101	1.061	(3,6)
Broadband retail access lines	('000)	362	378	387	392	402	11,0	362	402	11,0
IPTV	('000)	62	68	73	77	82	32,3	62	82	32,3
Wholesale bundled access lines	('000)	15	15	15	15	15	0,0	15	15	0,0
ULLs	('000)	0	0	0	0	0	–	0	0	–
Wholesale unbundled access lines	('000)	14	15	16	17	19	35,7	14	19	35,7
Mobile communications (end of period)										
Service revenue	(€ million)	124	113	117	117	113	(8,9)	517	460	(11,0)
Adj. EBITDA Margin (Service Rev.)	(%)	39,5	52,2	52,1	53,8	40,7	1,2p	49,7	49,8	0,1p
Customers	('000)	<b>2.376</b>	<b>2.399</b>	<b>2.412</b>	<b>2.407</b>	<b>2.411</b>	<b>1,5</b>	<b>2.376</b>	<b>2.411</b>	<b>1,5</b>
- contract	('000)	1.394	1.390	1.405	1.424	1.443	3,5	1.394	1.443	3,5
- prepaid	('000)	982	1.009	1.007	983	967	(1,5)	982	967	(1,5)
Net Adds	('000)	<b>75</b>	<b>23</b>	<b>13</b>	<b>(6)</b>	<b>4</b>	<b>(94,7)</b>	<b>29</b>	<b>35</b>	<b>20,7</b>
- contract	('000)	13	(4)	16	18	20	53,8	35	50	42,9
- prepaid	('000)	61	27	(3)	(24)	(15)	n.a.	(6)	(15)	n.a.
Average monthly churn	(%)	<b>1,5</b>	<b>1,8</b>	<b>1,1</b>	<b>1,2</b>	<b>1,3</b>	<b>(0,2p)</b>	<b>1,4</b>	<b>1,3</b>	<b>(0,1p)</b>
- contract	(%)	1,2	1,1	0,7	0,8	0,9	(0,3p)	1,0	0,9	(0,1p)
SAC per gross add	(€)	<b>25</b>	<b>22</b>	<b>35</b>	<b>41</b>	<b>50</b>	<b>100,0</b>	<b>37</b>	<b>35</b>	<b>(5,4)</b>
- contract	(€)	100	97	104	89	107	7,0	102	100	(2,0)
- prepay	(€)	1	1	1	1	2	100,0	1	1	0,0
SRC per retained customer	(€)	<b>89</b>	<b>89</b>	<b>82</b>	<b>81</b>	<b>80</b>	<b>(10,1)</b>	<b>86</b>	<b>83</b>	<b>(3,5)</b>
ARPU	(€)	<b>18</b>	<b>16</b>	<b>16</b>	<b>16</b>	<b>16</b>	<b>(11,1)</b>	<b>19</b>	<b>16</b>	<b>(15,8)</b>
- contract	(€)	26	24	24	24	23	(11,5)	27	24	(11,1)
- prepay	(€)	6	5	5	5	5	(16,7)	6	5	(16,7)
non-voice % of ARPU	(%)	<b>20</b>	<b>20</b>	<b>20</b>	<b>21</b>	<b>21</b>	<b>1,0p</b>	<b>20</b>	<b>21</b>	<b>1,0p</b>
MOU per customer	(min)	<b>130</b>	<b>123</b>	<b>127</b>	<b>123</b>	<b>127</b>	<b>(2,3)</b>	<b>124</b>	<b>125</b>	<b>0,8</b>
- contract	(min)	191	187	196	189	193	1,0	184	191	3,8

## Austria.

### Financials (adjusted for special factors).

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		<b>256</b>	<b>248</b>	<b>243</b>	<b>254</b>	<b>238</b>	<b>(7,0)</b>	<b>1.038</b>	<b>983</b>	<b>(5,3)</b>
<b>EBITDA</b>		<b>78</b>	<b>83</b>	<b>61</b>	<b>69</b>	<b>70</b>	<b>(10,3)</b>	<b>283</b>	<b>283</b>	<b>0,0</b>
EBITDA margin (EBITDA / total revenue)	%	30,5	33,5	25,1	27,2	29,4	(1,1p)	27,3	28,8	1,5p
<b>Cash capex (as reported)</b>		<b>8</b>	<b>27</b>	<b>13</b>	<b>14</b>	<b>62</b>	<b>n.a.</b>	<b>95</b>	<b>116</b>	<b>22,1</b>
<b>Cash contribution</b>		<b>70</b>	<b>56</b>	<b>48</b>	<b>55</b>	<b>8</b>	<b>(88,6)</b>	<b>188</b>	<b>167</b>	<b>(11,2)</b>

### Operational.

		Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
Service revenue	(€ million)	<b>241</b>	<b>235</b>	<b>232</b>	<b>236</b>	<b>223</b>	<b>(7,5)</b>	<b>989</b>	<b>926</b>	<b>(6,4)</b>
Adj. EBITDA Margin (Service Rev.)	(%)	32,4	35,3	26,3	29,2	31,4	(1,0p)	28,6	30,6	2,0p
Customers	('000)	<b>3.446</b>	<b>3.626</b>	<b>3.653</b>	<b>3.683</b>	<b>3.778</b>	<b>9,6</b>	<b>3.446</b>	<b>3.778</b>	<b>9,6</b>
- contract	('000)	2.326	2.328	2.340	2.334	2.382	2,4	2.326	2.382	2,4
- prepaid	('000)	1.119	1.298	1.313	1.349	1.396	24,8	1.119	1.396	24,8
Net Adds	('000)	<b>59</b>	<b>27</b>	<b>26</b>	<b>31</b>	<b>95</b>	<b>61,0</b>	<b>43</b>	<b>179</b>	<b>n.a.</b>
- contract	('000)	53	1	12	(6)	48	(9,4)	56	56	0,0
- prepaid	('000)	6	26	15	36	47	n.a.	(13)	124	n.a.
Average monthly churn	(%)	<b>1,9</b>	<b>1,8</b>	<b>1,5</b>	<b>1,9</b>	<b>1,6</b>	<b>(0,3p)</b>	<b>1,8</b>	<b>1,7</b>	<b>(0,1p)</b>
- contract	(%)	1,0	1,3	0,9	1,4	0,8	(0,2p)	1,1	1,1	0,0p
SAC per gross add	(€)	<b>83</b>	<b>100</b>	<b>82</b>	<b>68</b>	<b>69</b>	<b>(16,9)</b>	<b>84</b>	<b>79</b>	<b>(6,0)</b>
- contract	(€)	145	192	167	151	156	7,6	169	167	(1,2)
- prepay	(€)	8	4	7	7	6	(25,0)	5	6	20,0
SRC per retained customer	(€)	<b>65</b>	<b>81</b>	<b>89</b>	<b>108</b>	<b>102</b>	<b>56,9</b>	<b>87</b>	<b>95</b>	<b>9,2</b>
ARPU	(€)	<b>24</b>	<b>22</b>	<b>21</b>	<b>22</b>	<b>20</b>	<b>(16,7)</b>	<b>24</b>	<b>21</b>	<b>(12,5)</b>
- contract	(€)	31	30	30	31	28	(9,7)	32	30	(6,3)
- prepay	(€)	7	6	6	6	6	(14,3)	8	6	(25,0)
non-voice % of ARPU	(%)	<b>29</b>	<b>31</b>	<b>28</b>	<b>31</b>	<b>31</b>	<b>2,0p</b>	<b>27</b>	<b>30</b>	<b>3,0p</b>
MOU per customer	(min)	<b>245</b>	<b>228</b>	<b>228</b>	<b>220</b>	<b>234</b>	<b>(4,5)</b>	<b>237</b>	<b>228</b>	<b>(3,8)</b>
- contract	(min)	328	320	321	309	326	(0,6)	318	319	0,3

1 Effective from January 1, 2010 the tele.ring period of inactivity was extended from 90 days to 180 days, in line with the deregistration rule for prepay customers of the T-Mobile Austria brand.

## Bulgaria.

### Financials (adjusted for special factors).

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		<b>119</b>	<b>104</b>	<b>105</b>	<b>107</b>	<b>106</b>	<b>(10,9)</b>	<b>423</b>	<b>422</b>	<b>(0,2)</b>
<b>EBITDA</b>		<b>44</b>	<b>40</b>	<b>41</b>	<b>42</b>	<b>45</b>	<b>2,3</b>	<b>167</b>	<b>168</b>	<b>0,6</b>
EBITDA margin (EBITDA / total revenue)	%	37,0	38,5	39,0	39,3	42,5	5,5p	39,5	39,8	0,3p
<b>Cash capex (as reported)</b>		<b>18</b>	<b>24</b>	<b>22</b>	<b>11</b>	<b>21</b>	<b>16,7</b>	<b>72</b>	<b>78</b>	<b>8,3</b>
<b>Cash contribution</b>		<b>26</b>	<b>16</b>	<b>19</b>	<b>31</b>	<b>24</b>	<b>(7,7)</b>	<b>95</b>	<b>90</b>	<b>(5,3)</b>

### Operational.

		Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
Service revenue	(€ million)	<b>96</b>	<b>93</b>	<b>95</b>	<b>94</b>	<b>90</b>	<b>(6,3)</b>	<b>354</b>	<b>372</b>	<b>5,1</b>
Adj. EBITDA Margin (Service Rev.)	(%)	45,8	43,0	43,2	44,7	50,0	4,2p	47,2	45,2	(2,0p)
Customers	('000)	<b>3.902</b>	<b>3.845</b>	<b>3.954</b>	<b>3.886</b>	<b>3.920</b>	<b>0,5</b>	<b>3.902</b>	<b>3.920</b>	<b>0,5</b>
- contract	('000)	2.133	2.139	2.183	2.222	2.287	7,2	2.133	2.287	7,2
- prepaid	('000)	1.769	1.706	1.771	1.664	1.633	(7,7)	1.769	1.633	(7,7)
Net Adds	('000)	<b>(64)</b>	<b>(57)</b>	<b>109</b>	<b>(68)</b>	<b>34</b>	<b>n.a.</b>	<b>(111)</b>	<b>17</b>	<b>n.a.</b>
- contract	('000)	71	6	44	39	65	(8,5)	49	154	n.a.
- prepaid	('000)	(135)	(63)	65	(107)	(31)	77,0	(161)	(136)	15,5
Average monthly churn	(%)	<b>4,3</b>	<b>3,2</b>	<b>2,1</b>	<b>3,9</b>	<b>3,4</b>	<b>(0,9p)</b>	<b>3,8</b>	<b>3,2</b>	<b>(0,6p)</b>
- contract	(%)	2,5	2,5	2,0	2,0	2,2	(0,3p)	2,5	2,2	(0,3p)
SAC per gross add	(€)	<b>4</b>	<b>8</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>(50,0)</b>	<b>3</b>	<b>5</b>	<b>66,7</b>
- contract	(€)	4	13	9	6	0	(100,0)	6	7	16,7
- prepay	(€)	3	3	2	3	4	33,3	1	3	n.a.
SRC per retained customer	(€)	<b>13</b>	<b>16</b>	<b>19</b>	<b>22</b>	<b>9</b>	<b>(30,8)</b>	<b>18</b>	<b>16</b>	<b>(11,1)</b>
ARPU	(€)	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>0,0</b>	<b>8</b>	<b>8</b>	<b>0,0</b>
- contract	(€)	13	12	12	12	12	(7,7)	13	12	(7,7)
- prepay	(€)	3	3	3	3	2	(33,3)	3	3	0,0
non-voice % of ARPU	(%)	<b>11</b>	<b>10</b>	<b>12</b>	<b>6</b>	<b>11</b>	<b>0,0p</b>	<b>8</b>	<b>10</b>	<b>2,0p</b>
MOU per customer	(min)	<b>121</b>	<b>121</b>	<b>126</b>	<b>133</b>	<b>143</b>	<b>18,2</b>	<b>114</b>	<b>131</b>	<b>14,9</b>
- contract	(min)	192	187	196	203	214	11,5	186	200	7,5

## Everything Everywhere (Joint Venture Deutsche Telekom - France Telecom).

Financials (adjusted for special factors). <sup>1,2</sup>

millions of GBP	Note	Q4/09	Q2/10	Q3/10	Q4/10	% y.o.y.	H2/09	H2/10	% y.o.y.	9M/09	9M/10	% y.o.y.
<b>Total revenue</b>		<b>1.826</b>	<b>1.721</b>	<b>1.773</b>	<b>1.804</b>	<b>(1,2)</b>	<b>3.598</b>	<b>3.577</b>	<b>(0,6)</b>	<b>5.406</b>	<b>5.298</b>	<b>(2,0)</b>
<b>EBITDA (as reported)</b>		<b>—</b>	<b>309</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>691</b>	<b>528</b>	<b>(23,6)</b>	<b>1.070</b>	<b>837</b>	<b>(21,8)</b>
EBITDA margin												
(EBITDA (as reported) / total revenue)	%	—	<b>18,0</b>	—	—	—	19,2%	14,8%	-4,4%p	19,8%	15,8%	-4,0%p
<b>Restructuring Cost included in EBITDA</b>		<b>—</b>	<b>10</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>6</b>	<b>57</b>	<b>n.a.</b>	<b>9</b>	<b>67</b>	<b>n.a.</b>
<b>EBITDA</b>		<b>—</b>	<b>355</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>759</b>	<b>668</b>	<b>(12,0)</b>	<b>1.170</b>	<b>1.023</b>	<b>(12,6)</b>
EBITDA margin (EBITDA / total revenue)	%	—	<b>20,6</b>	—	—	—	21,1%	18,7%	-2,4%p	21,6%	19,3%	-2,3%p
<b>Capex</b>		<b>—</b>	<b>104</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>277</b>	<b>217</b>	<b>(21,7)</b>	<b>390</b>	<b>321</b>	<b>(17,9)</b>

## Operational. <sup>1</sup>

		Q4/09	Q2/10	Q3/10	Q4/10	% y.o.y.	H2/09	H2/10	% y.o.y.	9M/09	9M/10	% y.o.y.
Service revenue	(GBP million)	<b>1.585</b>	<b>1.557</b>	<b>1.586</b>	<b>1.605</b>	<b>1,3</b>	<b>3.173</b>	<b>3.191</b>	<b>0,6</b>	<b>4.816</b>	<b>4.748</b>	<b>(1,4)</b>
Customers	('000)	<b>28.175</b>	<b>27.931</b>	<b>27.896</b>	<b>27.984</b>	<b>(0,7)</b>	<b>28.175</b>	<b>27.984</b>	<b>(0,7)</b>	<b>28.175</b>	<b>27.984</b>	<b>(0,7)</b>
- contract	('000)	10.974	11.463	11.648	11.948	8,9	10.974	11.948	8,9	10.974	11.948	8,9
- prepaid	('000)	16.305	15.630	15.453	15.266	(6,4)	16.305	15.266	(6,4)	16.305	15.266	(6,4)
- home	('000)	896	838	795	770	(14,1)	896	770	(14,1)	896	770	(14,1)
<b>Net Adds</b>	<b>('000)</b>	<b>739</b>	<b>72</b>	<b>8</b>	<b>88</b>	<b>(88,1)</b>	<b>1.301</b>	<b>96</b>	<b>(92,6)</b>	<b>1.299</b>	<b>168</b>	<b>(87,1)</b>
- contract	('000)	267	267	185	300	12,4	422	485	14,9	567	752	32,6
- prepaid	('000)	471	(195)	(177)	(187)	n.a.	879	(364)	n.a.	732	(559)	n.a.
Average monthly churn	(%)	<b>2,9</b>	<b>2,5</b>	<b>2,9</b>	<b>3,2</b>	<b>0,3p</b>	—	—	—	—	—	—
- contract	(%)	<b>1,7</b>	<b>1,4</b>	<b>1,4</b>	<b>1,3</b>	<b>(0,4p)</b>	—	—	—	—	—	—
SAC per gross add	(GBP)	<b>49</b>	<b>55</b>	—	<b>51</b>	<b>4,1</b>	—	—	—	—	—	—
- contract	(GBP)	148	148	—	150	1,4	—	—	—	—	—	—
- prepay	(GBP)	20	14	—	18	(10,0)	—	—	—	—	—	—
SRC per retained customer	(GBP)	<b>149</b>	<b>155</b>	—	<b>148</b>	<b>(0,7)</b>	—	—	—	—	—	—
ARPU	(GBP)	<b>20</b>	<b>19</b>	<b>19</b>	<b>20</b>	<b>0,5</b>	—	—	—	—	—	—
- contract	(GBP)	37	36	36	35	(3,6)	—	—	—	—	—	—
- prepay	(GBP)	8	7	7	8	(7,3)	—	—	—	—	—	—
Voice ARPU	(GBP)	<b>14</b>	<b>14</b>	<b>14</b>	<b>14</b>	<b>0,7</b>	—	—	—	—	—	—
non-voice % of ARPU	(%)	<b>27</b>	<b>26</b>	<b>26</b>	<b>26</b>	<b>0,0p</b>	—	—	—	—	—	—
MOU per customer	(min)	<b>195</b>	<b>197</b>	<b>191</b>	<b>196</b>	<b>0,5</b>	—	—	—	—	—	—
- contract	(min)	371	372	361	371	0,0	—	—	—	—	—	—

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

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

## Systems Solutions.

### Financials (adjusted for special factors).

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		<b>2.388</b>	<b>2.131</b>	<b>2.242</b>	<b>2.205</b>	<b>2.479</b>	<b>3,8</b>	<b>8.798</b>	<b>9.057</b>	<b>2,9</b>
of which international		712	670	707	715	776	9,0	2.645	2.868	8,4
<b>Net revenue</b>		<b>1.618</b>	<b>1.532</b>	<b>1.610</b>	<b>1.555</b>	<b>1.714</b>	<b>5,9</b>	<b>6.083</b>	<b>6.411</b>	<b>5,4</b>
<b>EBITDA</b>		<b>250</b>	<b>196</b>	<b>231</b>	<b>222</b>	<b>299</b>	<b>19,6</b>	<b>923</b>	<b>948</b>	<b>2,7</b>
EBITDA margin (EBITDA / total revenue)	%	10,5	9,2	10,3	10,1	12,1	1,6p	10,5	10,5	0,0p
Depreciation, amortization and impairment losses		(177)	(149)	(155)	(149)	(162)	8,5	(694)	(615)	11,4
Profit (loss) from operations = EBIT		73	47	76	73	137	87,7	229	333	45,4
<b>EBIT margin</b>	%	<b>3,1</b>	<b>2,2</b>	<b>3,4</b>	<b>3,3</b>	<b>5,5</b>	<b>2,4p</b>	<b>2,6</b>	<b>3,7</b>	<b>1,1p</b>
<b>Cash capex (as reported)</b>		<b>205</b>	<b>148</b>	<b>220</b>	<b>207</b>	<b>150</b>	<b>(26,8)</b>	<b>681</b>	<b>725</b>	<b>6,5</b>
<b>Cash contribution</b>		<b>45</b>	<b>48</b>	<b>11</b>	<b>15</b>	<b>149</b>	<b>n.a.</b>	<b>242</b>	<b>223</b>	<b>(7,9)</b>
<b>Order entry</b>		<b>3.350</b>	<b>2.156</b>	<b>2.294</b>	<b>1.625</b>	<b>3.206</b>	<b>(4,3)</b>	<b>9.364</b>	<b>9.281</b>	<b>(0,9)</b>

### Financials (as reported).

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		<b>2.388</b>	<b>2.131</b>	<b>2.242</b>	<b>2.205</b>	<b>2.479</b>	<b>3,8</b>	<b>8.798</b>	<b>9.057</b>	<b>2,9</b>
<b>Net revenue</b>		<b>1.618</b>	<b>1.532</b>	<b>1.610</b>	<b>1.555</b>	<b>1.714</b>	<b>5,9</b>	<b>6.083</b>	<b>6.411</b>	<b>5,4</b>
<b>EBITDA</b>		<b>139</b>	<b>168</b>	<b>211</b>	<b>126</b>	<b>162</b>	<b>16,5</b>	<b>710</b>	<b>667</b>	<b>(6,1)</b>
EBITDA margin (EBITDA / total revenue)	%	5,8	7,9	9,4	5,7	6,5	0,7p	8,1	7,4	(0,7p)
Depreciation, amortization and impairment losses		(204)	(150)	(155)	(151)	(167)	18,1	(721)	(623)	13,6
Profit (loss) from operations = EBIT		(65)	18	56	(25)	(5)	92,3	(11)	44	n.a.
<b>Cash capex</b>		<b>205</b>	<b>148</b>	<b>220</b>	<b>207</b>	<b>150</b>	<b>(26,8)</b>	<b>681</b>	<b>725</b>	<b>6,5</b>
<b>Cash contribution</b>		<b>45</b>	<b>48</b>	<b>11</b>	<b>15</b>	<b>149</b>	<b>n.a.</b>	<b>242</b>	<b>223</b>	<b>(7,9)</b>

## Systems Solutions.

### EBITDA reconciliation.

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		<b>2.388</b>	<b>2.131</b>	<b>2.242</b>	<b>2.205</b>	<b>2.479</b>	<b>3,8</b>	<b>8.798</b>	<b>9.057</b>	<b>2,9</b>
Profit (loss) from operations = EBIT		(65)	18	56	(25)	(5)	92	(11)	44	n.a.
- Depreciation, amortization and impairment losses		(204)	(150)	(155)	(151)	(167)	18,1	(721)	(623)	13,6
<b>= EBITDA</b>		<b>139</b>	<b>168</b>	<b>211</b>	<b>126</b>	<b>162</b>	<b>16,5</b>	<b>710</b>	<b>667</b>	<b>(6,1)</b>
EBITDA margin	%	5,8	7,9	9,4	5,7	6,5	(0,7p)	8,1	7,4	(0,7p)
- Special factors affecting EBITDA		(111)	(28)	(20)	(96)	(137)	(23,4)	(213)	(281)	(31,9%)
<b>= EBITDA adjusted for special factors</b>		<b>250</b>	<b>196</b>	<b>231</b>	<b>222</b>	<b>299</b>	<b>19,6</b>	<b>923</b>	<b>948</b>	<b>2,7</b>
EBITDA margin (adjusted for special factors)	%	10,5	9,2	10,3	10,1	12,1	(1,6p)	10,5	10,5	0,0p

### Special factors.

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	FY/09	FY/10
<b>Effects on EBITDA</b>		<b>(111)</b>	<b>(28)</b>	<b>(20)</b>	<b>(96)</b>	<b>(137)</b>	<b>(213)</b>	<b>(281)</b>
- of which personnel		(44)	(9)	19	(58)	(65)	(68)	(113)
- of which other		(67)	(19)	(39)	(38)	(72)	(145)	(168)
<b>Effects on profit (loss) from operations = EBIT</b>		<b>(138)</b>	<b>(29)</b>	<b>(20)</b>	<b>(98)</b>	<b>(142)</b>	<b>(240)</b>	<b>(289)</b>
- of which personnel		(44)	(9)	19	(58)	(65)	(68)	(113)
- of which other		(94)	(20)	(39)	(40)	(77)	(172)	(176)

## Systems Solutions. Computing Services.

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		<b>807</b>	<b>750</b>	<b>777</b>	<b>766</b>	<b>835</b>	<b>3,5</b>	<b>2.925</b>	<b>3.128</b>	<b>6,9</b>
EBIT (adjusted for special factors)		18	20	14	0	37	n.a.	67	71	6,9
EBIT margin (adjusted for special factors)	%	2,2	2,6	1,8	0,1	4,4	2,2p	2,3	2,3	0,0p
<b>EBITDA (adjusted for special factors)</b>		<b>123</b>	<b>110</b>	<b>110</b>	<b>90</b>	<b>139</b>	<b>13,5</b>	<b>484</b>	<b>450</b>	<b>(7,0)</b>
EBITDA margin (adjusted for special factors)	%	15,2	14,7	14,2	11,8	16,7	1,5p	16,5	14,4	(2,2)
<b>Capex</b>		<b>112</b>	<b>138</b>	<b>147</b>	<b>116</b>	<b>138</b>	<b>23,1</b>	<b>382</b>	<b>538</b>	<b>40,8</b>
<b>Cash contribution</b>		<b>10</b>	<b>(28)</b>	<b>(37)</b>	<b>(25)</b>	<b>1</b>	<b>(92,6)</b>	<b>102</b>	<b>(88)</b>	<b>n.a.</b>

Value driver										
<b>MIPS capacity (number)</b>		<b>116.518</b>	<b>121.508</b>	<b>124.991</b>	<b>116.351</b>	<b>118.603</b>	<b>1,8</b>	<b>116.518</b>	<b>118.603</b>	<b>1,8%</b>

## Desktop Services.

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		<b>381</b>	<b>344</b>	<b>361</b>	<b>348</b>	<b>409</b>	<b>7,3</b>	<b>1.404</b>	<b>1.461</b>	<b>4,1</b>
EBIT (adjusted for special factors)		21	8	8	10	15	(29,0)	44	40	(10,0)
EBIT margin (adjusted for special factors)	%	5,6	2,2	2,1	2,7	3,7	(1,9p)	3,1	2,7	0,4p
<b>EBITDA (adjusted for special factors)</b>		<b>52</b>	<b>31</b>	<b>29</b>	<b>34</b>	<b>39</b>	<b>(24,6)</b>	<b>145</b>	<b>133</b>	<b>(8,2)</b>
EBITDA margin (adjusted for special factors)	%	13,7	9,0	8,0	9,9	9,6	(4,1p)	10,4	9,1	1,2p
<b>Capex</b>		<b>37</b>	<b>18</b>	<b>28</b>	<b>26</b>	<b>25</b>	<b>(31,5)</b>	<b>135</b>	<b>93</b>	<b>(31,1)</b>
<b>Cash contribution</b>		<b>15</b>	<b>13</b>	<b>1</b>	<b>9</b>	<b>14</b>	<b>(8,0)</b>	<b>10</b>	<b>40</b>	<b>n.a.</b>

Value driver										
<b>Desktop under service ('000)</b>		<b>1.858</b>	<b>1.849</b>	<b>1.961</b>	<b>1.957</b>	<b>1.950</b>	<b>5,0</b>	<b>1.858</b>	<b>1.950</b>	<b>5,0</b>

The total was calculated on the basis of precise figures. Percentages calculated on the basis of precise figures.

## Systems Solutions. Systems Integration.

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		<b>483</b>	<b>426</b>	<b>437</b>	<b>436</b>	<b>503</b>	<b>4,1</b>	<b>1.741</b>	<b>1.801</b>	<b>3,5</b>
EBIT (adjusted for special factors)		12	11	29	30	35	n.a.	51	106	n.a.
EBIT margin (adjusted for special factors)	%	2,6	2,7	6,7	6,8	7,1	4,5p	2,9	5,9	(2,9p)
<b>EBITDA (adjusted for special factors)</b>		<b>20</b>	<b>21</b>	<b>39</b>	<b>38</b>	<b>54</b>	<b>n.a.</b>	<b>83</b>	<b>153</b>	<b>83,1</b>
EBITDA margin (adjusted for special factors)	%	4,1	5,0	9,0	8,8	10,8	6,6p	4,8	8,5	(3,7p)
<b>Capex</b>		<b>5</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>(4,8)</b>	<b>20</b>	<b>17</b>	<b>(17,2)</b>
<b>Cash contribution</b>		<b>15</b>	<b>15</b>	<b>36</b>	<b>36</b>	<b>50</b>	<b>n.a.</b>	<b>63</b>	<b>136</b>	<b>n.a.</b>

Value driver											
<b>Utilization rate</b>	%	<b>1</b>	<b>0,83</b>	<b>0,83</b>	<b>0,82</b>	<b>0,83</b>	<b>0,84</b>	<b>1,5p</b>	<b>0,81</b>	<b>0,84</b>	<b>-2,7p</b>

## Telecommunications.

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		<b>874</b>	<b>745</b>	<b>748</b>	<b>761</b>	<b>832</b>	<b>(4,8)</b>	<b>3.225</b>	<b>3.086</b>	<b>(4,3)</b>
EBIT (adjusted for special factors)		12	10	1	7	6	(51,0)	42	24	(44,0)
EBIT margin (adjusted for special factors)	%	1,4	1,3	0,2	0,9	0,7	(0,7p)	1,3	0,8	(0,5p)
<b>EBITDA (adjusted for special factors)</b>		<b>41</b>	<b>31</b>	<b>24</b>	<b>28</b>	<b>19</b>	<b>(54,1)</b>	<b>166</b>	<b>102</b>	<b>(38,1)</b>
EBITDA margin (adjusted for special factors)	%	4,7	4,2	3,2	3,7	2,3	(2,4p)	5,1	3,3	(1,8p)
<b>Capex</b>		<b>27</b>	<b>14</b>	<b>23</b>	<b>31</b>	<b>(6)</b>	<b>n.a.</b>	<b>91</b>	<b>63</b>	<b>(31,6)</b>
<b>Cash contribution</b>		<b>14</b>	<b>17</b>	<b>1</b>	<b>(3)</b>	<b>25</b>	<b>70,9</b>	<b>74</b>	<b>40</b>	<b>(46,2)</b>

1 national without changes in the composition of the group.

The total was calculated on the basis of precise figures. Percentages calculated on the basis of precise figures.



## Group Headquarters & Shared Services.

Financials (adjusted for special factors).

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		587	565	583	567	451	(23,2)	2.410	2.166	(10,1)
<b>Net revenue</b>		56	53	61	56	59	5,4	253	229	(9,5)
<b>EBITDA</b>		(11)	(172)	(182)	(192)	(324)	n.a.	(315)	(870)	n.a.
of which Vivento		(95)	(117)	(111)	(116)	(238)	n.a.	(362)	(582)	(60,8)
EBITDA margin (EBITDA / total revenue)	%	(1,9)	(30,4)	(31,2)	(33,9)	(71,8)	(69,9p)	(13,1)	(40,2)	(27,1p)
Depreciation, amortization and impairment losses		(185)	(188)	(181)	(231)	(240)	(29,7)	(833)	(840)	(0,8)
<b>Profit (loss) from operations = EBIT</b>		(196)	(360)	(363)	(423)	(564)	n.a.	(1.148)	(1.710)	(49,0)
<b>Cash capex (as reported)</b>		120	109	70	99	128	6,7	449	406	(9,6)
<b>Cash contribution</b>		(131)	(281)	(252)	(291)	(452)	n.a.	(764)	(1.276)	(67,0)

Financials (as reported).

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		587	565	583	567	451	(23,2)	2.410	2.166	(10,1)
<b>Net revenue</b>		56	53	61	56	59	5,4	253	229	(9,5)
<b>EBITDA</b>		(100)	(177)	(245)	(231)	(986)	n.a.	(416)	(1.639)	n.a.
EBITDA margin (EBITDA / total revenues)	%	(17,0)	(31,3)	(42,0)	(40,7)	n.a.	n.a.	(17,3)	(75,7)	(58,4p)
Depreciation, amortization and impairment losses		(185)	(188)	(181)	(231)	(240)	(29,7)	(833)	(840)	(0,8)
<b>Profit (loss) from operations = EBIT</b>		(285)	(365)	(426)	(462)	(1.226)	n.a.	(1.249)	(2.479)	(98,5)
<b>Cash capex</b>		120	109	70	99	128	6,7	449	406	(9,6)
<b>Cash contribution</b>		(220)	(286)	(315)	(330)	(1.114)	n.a.	(865)	(2.045)	n.a.

## Group Headquarters & Shared Services.

### EBITDA reconciliation.

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	y.o.y. %	FY/09	FY/10	y.o.y. %
<b>Total revenue</b>		<b>587</b>	<b>565</b>	<b>583</b>	<b>567</b>	<b>451</b>	<b>(23,2)</b>	<b>2.410</b>	<b>2.166</b>	<b>(10,1)</b>
Profit (loss) from operations = EBIT		(285)	(365)	(426)	(462)	(1.226)	n.a.	(1.249)	(2.479)	(98,5)
- Depreciation, amortization and impairment losses		(185)	(188)	(181)	(231)	(240)	(29,7)	(833)	(840)	(0,8)
<b>= EBITDA</b>		<b>(100)</b>	<b>(177)</b>	<b>(245)</b>	<b>(231)</b>	<b>(986)</b>	<b>n.a.</b>	<b>(416)</b>	<b>(1.639)</b>	<b>n.a.</b>
EBITDA margin	%	(17,0)	(31,3)	(42,0)	(40,7)	n.a.	n.a.	(17,3)	(75,7)	(58,4p)
- Special factors affecting EBITDA		(89)	(5)	(63)	(39)	(662)	n.a.	(101)	(769)	n.a.
<b>= EBITDA adjusted for special factors</b>		<b>(11)</b>	<b>(172)</b>	<b>(182)</b>	<b>(192)</b>	<b>(324)</b>	<b>n.a.</b>	<b>(315)</b>	<b>(870)</b>	<b>n.a.</b>
EBITDA margin (adjusted for special factors)	%	(1,9)	(30,4)	(31,2)	(33,9)	(71,8)	69,9p	(13,1)	(40,2)	(27,1p)

### Special factors.

millions of €	Note	Q4/09	Q1/10	Q2/10	Q3/10	Q4/10	FY/09	FY/10
<b>Effects on EBITDA</b>		<b>(89)</b>	<b>(5)</b>	<b>(63)</b>	<b>(39)</b>	<b>(662)</b>	<b>(101)</b>	<b>(769)</b>
- of which personnel		(96)	(3)	(37)	(31)	(210)	(109)	(281)
- of which other		7	(2)	(26)	(8)	(452)	8	(488)
<b>Effects on profit (loss) from operations = EBIT</b>		<b>(89)</b>	<b>(5)</b>	<b>(63)</b>	<b>(39)</b>	<b>(662)</b>	<b>(101)</b>	<b>(769)</b>
- of which personnel		(96)	(3)	(37)	(31)	(210)	(109)	(281)
- of which other		7	(2)	(26)	(8)	(452)	8	(488)

## Group Headquarters & Shared Services.

### Vivento.

End of Period.	Note	31/12/09	31/03/10	30/06/10	30/09/10	31/12/2010
<b>Employees Vivento in total</b>	<b>1</b>	<b>9.600</b>	<b>9.700</b>	<b>9.700</b>	<b>9.900</b>	<b>8.900</b>
Employment external	2	4.200	4.200	4.200	4.200	3.600
Employment internal		2.600	2.700	2.900	3.200	3.300
Others	3	2.800	2.800	2.600	2.500	2.100
<b>Attrition Vivento</b>		<b>2.300</b>	<b>400</b>	<b>1.000</b>	<b>1.500</b>	<b>2.800</b>
- of which left the DT Group		1.200	300	700	1.000	2.300

1 Rounded figures; including Vivento management.

2 Mainly in public sector.

3 Management, Operations, temp. unemployed, unemployed, in qualification etc.