

A woman with long brown hair tied back, wearing a light blue t-shirt and grey shorts, is sitting on a mossy rock ledge. She is holding a smartphone up to take a picture of a vast, scenic landscape. The landscape features a large, calm lake in the foreground, a small town nestled in a valley in the middle ground, and towering, forested mountains in the background under a clear blue sky. The scene is bright and sunny.

# SUSTAINABILITY REPORT 2019



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# KEY OPERATING STATISTICS OF MAGYAR TELEKOM GROUP 2019

SUMMARY OF KEY OPERATING STATISTICS ✓			
	2018 31 December	2019 31 December	2019/2018 (% change)
<b>MT HUNGARY</b>			
Number of customers (RPC)	5 329 996	5 368 607	0.7
Number of mobile broadband subscriptions	3 011 938	3 115 130	3.4
<b>NORTH MACEDONIA</b>			
Mobile penetration (%) <sup>(1)</sup>	105.2	103.8	-1.3
Number of customers (RPC)	1 205 728	1 219 797	1.2
Market share of T-Mobile Macedonia (%) <sup>(1)(2)</sup>	49.6	48.7	-1.8
KEY OPERATING STATISTICAL FIGURES OF TELEKOM HUNGARY SEGMENT ✓			
	2018 31 December	2019 31 December	2019/2018 (% change)
<b>MOBILE OPERATIONS</b>			
Number of customers (RPC)	5 329 996	5 368 607	0.7
Postpaid share in the RPC base (%)	67.2	69,5	3.4
MOU	212	218	2.8
ARPU (Ft)	3 440	3 540	2.9
Postpaid	4 670	4 656	-0.3
Prepaid	1 078	1 102	2.2
Overall churn rate (%)	15.5	15,9	2.6
Postpaid (%)	8.2	8,7	6.1
Prepaid (%)	29.5	31,7	7.5
Ratio of non-voice revenues in ARPU (%)	43.6	47,1	8.0
Number of mobile broadband subscriptions	3 011 938	3 115 130	3.4

1 Data published by Macedonian Agency for Electronic Communications (AEC)  
2 Based on active RPC  
3 Data is based on NMAH reports

KEY OPERATING STATISTICAL FIGURES OF TELEKOM HUNGARY SEGMENT ✓			
	2018 31 December	2019 31 December	2019/2018 (% change)
<b>FIXED-LINE OPERATIONS</b>			
<b>VOICE SERVICES</b>			
Total voice customers	1 383 293	1 362 049	-1.5
Total outgoing traffic (thousand minutes)	2 427 220	2 217 492	-8.6
Blended MOU (outgoing)	145	134	-7.6
Blended ARPU (HUF)	2 254	2 192	-2.8
<b>DATA PRODUCTS</b>			
Blended retail broadband market share (%) <sup>(3)</sup>	38,3	n.a.	n.a.
Number of retail DSL customers	542 072	506 596	-6.5
Number of cable broadband customers	396 091	424 572	7.2
Number of fiber optic connections	209 565	299 422	42.9
Total retail broadband customers	1 147 728	1 230 590	7.2
Blended broadband ARPU (HUF)	3 467	3 490	0.7
Number of wholesale DSL access	28 927	22 729	-21.4
<b>TV SERVICES</b>			
Blended TV market share (%) <sup>(3)</sup>	30,6	n.a.	n.a.
Number of IPTV customers	714 980	814 771	14.0
Number of satellite TV customers	263 770	239 274	-9.3
Number of cable TV customers	108 974	103 768	-4.8
Total TV Customers	1 087 724	1 157 813	6.4
Blended TV ARPU (HUF)	3 425	3 295	-3.8

**KEY OPERATING STATISTICAL FIGURES OF MACEDONIA SEGMENT** ✓

	2018 december 31-én	2019 december 31-én	2019/2018 (%-os változás)
<b>MOBILE OPERATIONS</b>			
Number of customers (RPC)	1 205 728	1 219 797	1.2
Postpaid share in the RPC base (%)	50.3	51.9	3.2
MOU	227	224	-1.3
ARPU (HUF)	1 697	1 735	2.2
<b>FIXED-LINED OPERATIONS</b>			
<b>VOICE SERVICES</b>			
Fixed-line penetration (%)	10,6	10,7	0.9
Total voice customers	212 345	215 810	1.6
Total outgoing traffic (thousand minutes)	135 771	119 030	-12.3
<b>DATA AND TV SERVICES</b>			
Number of retail broadband customers	178 760	188 072	5.2
Number of wholesale broadband access	17 503	16 175	-7.6
Number of total broadband access	196 263	204 247	4.1
Number of IPTC customers	128 406	136 372	6.2

<sup>1</sup> Data published by Macedonian Agency for Electronic Communications (AEC)

<sup>2</sup> Based on active RPC

<sup>3</sup> Data is based on NMIAH reports