# Proximus Group

Results presentation Q2 2021

30 July 2021

pro%Imus



## #inspire2022 strategy is delivering



Build the best **GIGABIT NETWORK** for Belgium

- ✓ Fiber acceleration on track: 10% Fiber coverage: both Fiber JVs launched.
- ✓ First cluster of Mobile antennas consolidated successfully by Mwingz



Operate like a "DIGITAL native" company

- ✓ >1M customers on our digital platforms
- ✓ Launch of Doktr & prelaunch of Banx



#### **GROW PROFITABLY**

through partners & ecosystems

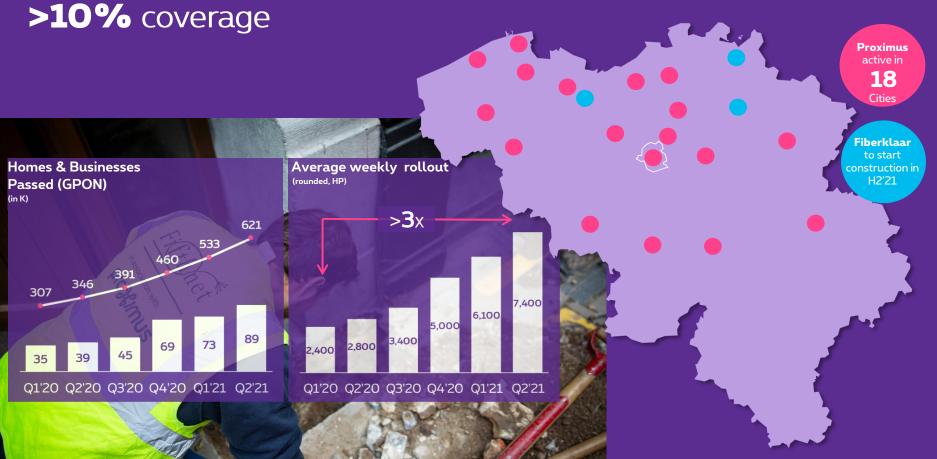
- ✓ Welcoming Mobile Vikings: strengthen multi-brand strategy
- ✓ Continued strong commercial momentum and growing revenue in B2C convergence & B2B ICT services
- ✓ TeleSign strong Q2 sales pipe to support continued double digit revenue & margin growth for H2



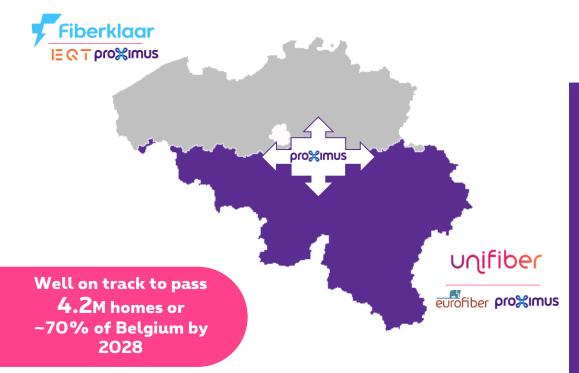
Act for a **GREEN** and digital society

- ✓ Providing support & restored mobile in flooded area
- ✓ Solid progress in key sustainability initiatives e.g., 31.858 mobiles collected for reuse

# Adding +89k HP in Q2 to total 621k HP with Fiber, \*







# unifiber

- ✓ EU clearance on 26 July 2021
- ✓ To build 500K HP at least
- ✓ P2P, open passive Fiber infrastructure

#### We demonstrated the superiority of Fiber:

## $\mathbb{X} \mid \mathbb{R}^{2g}$

## GPON bringing up to 25Gbps, a world premier.

Fiber superiority starts to materialize in our customer numbers with +14,000 Fiber net adds in Q2





Progressing on our Mobile transformation, committed to take a leading role in the deployment of 5G in Belgium.

- Only operator in Belgium to offer public 5G connectivity since April 2020
- 5G-light available in c. **150 sites** in **around 70** cities and municipalities, mainly in Flanders

Launch of dedicated 5G innovation platform e.g., Smart agriculture with drones, 5G concert broadcasting ...

#### **Mwingz**

First cluster of antennas consolidated



#### We are a growing part of our customers digital lives







> 1M Unique visitors Pickx App & Web



4411

> 3M users



> 1M Active users MyProximus App

#### **Mobility services**



> 2M users

Launching new innovative services



Imagined by Proximus, powered by Belfius.

doktr



make us.

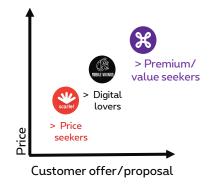


Meet a doctor on your smartphone.

# We welcomed **over 330,000 Mobile Vikings customers** in the Proximus Family



- Complementary brand position
- **Upsell potential** to Fixed offers
- Seamless customer migration in H1'22
   material cost synergies expected



Converting Prepaid to Postpaid

(a) higher ARPU (x 2), improving the customer product mix

#### EOP Park & Net adds (in '000)



# \* (%)|

# Strongly committed to a green, digital and socially inclusive society

# **Sustainable**Finance Framework

- **1st Belgian telecom operator** to publish its Sustainable Finance Framework
- Clear and transparent information about the green & social investment strategy
- Compliant with the Green and Social Principles of the LMA and ICMA

# Progress in **ESG** initiatives in Q2

- + 31,858 mobiles collected for reuse/recycling
- + **19** signed Circular manifesto's
- Joined project CULT green & efficient parcel delivery
- Lean and Green 2 stars label

# Belgium hit by unseen **floods**

- Helping impacted employees
  - ✓ Internal HR services & colleagues providing support
- Support for impacted citizens
  - ✓ 50GB of free data to customers living in impacted areas
  - ✓ Supporting the Belgian Red Cross initiative by collecting donations by SMS
- Critical **network** interventions
  - Restored mobile coverage in flooded area
  - ✓ Situation remains very difficult for the fixed network in some areas



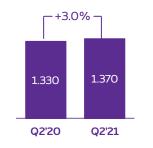
## Key Q2 2021 results on track to deliver guidance

#### Commercial momentum remains solid

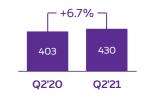
- Main customer bases arowina
  - ✓ Mobile Postpaid +48K
  - ✓ Internet +10K
- Traction **high value** customers continues
  - √ +12KTV
  - √ +18K Convergent
  - √ +14K Fiber
- ARPC Consumer +1.2%

#### € 1,370M Group revenue. **Progress in all segments**

- Domestic +2.4% YoY: +2.0% YoY organic
- **BICS** +2.5% YoY
- TeleSign +22.5% YoY on constant currency



#### Opex up on low comparable base



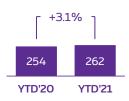
#### **Group EBITDA**



#### Capex (excl. spectrum & football rights)







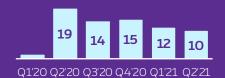
## Solid customer growth, continuing to balance mix to higher-value customers







Net add Group ('000)



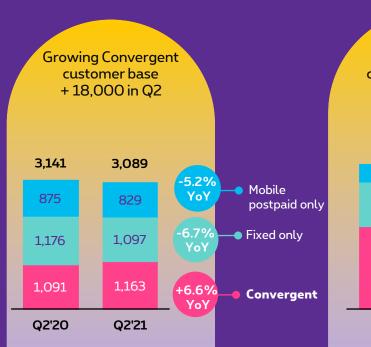




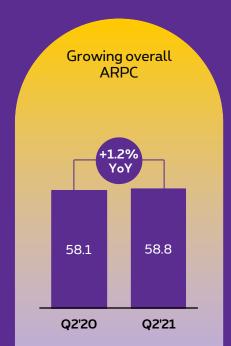
+2.4% YoY to 2.158K +3.0% YoY to 1,702K

+9.0% YoY to 4,553K incl. Mobile Vikings Postpaid customers of 194K EOP June

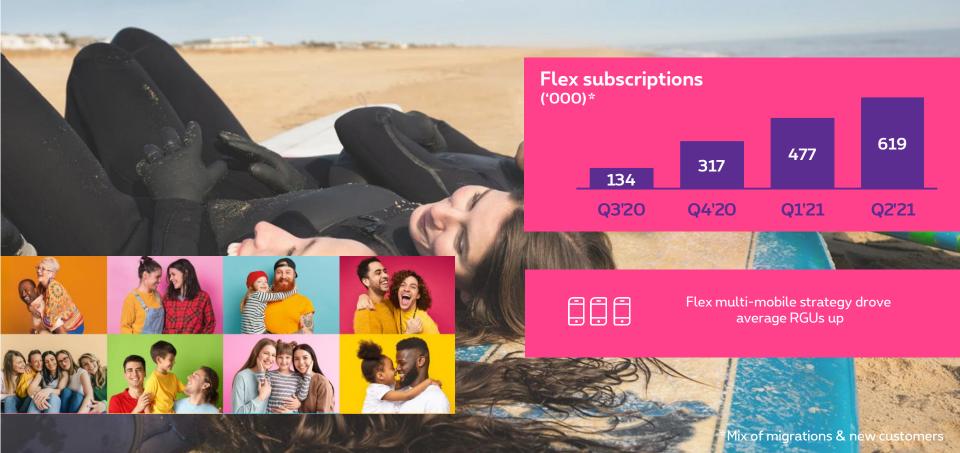
## Driving consumer value through convergence Convergent base +6.6% YoY





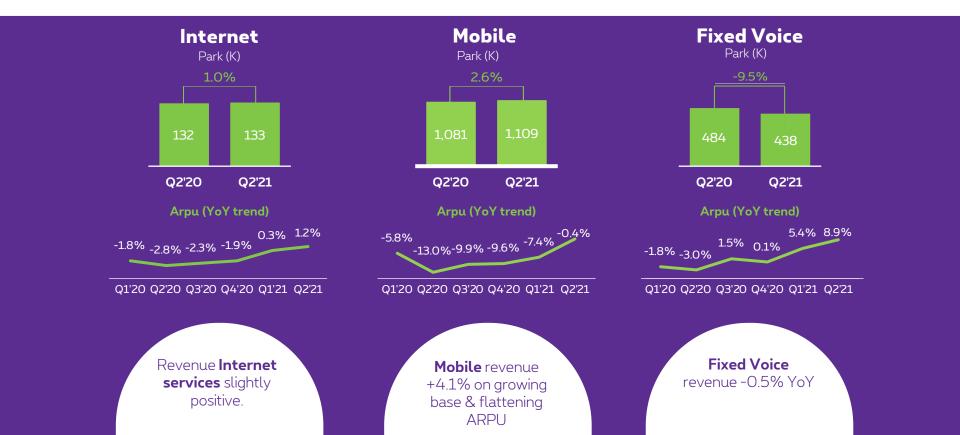


# ...supported by continued strong traction of consumer Flex offer, **+142,000 Flex** in Q2

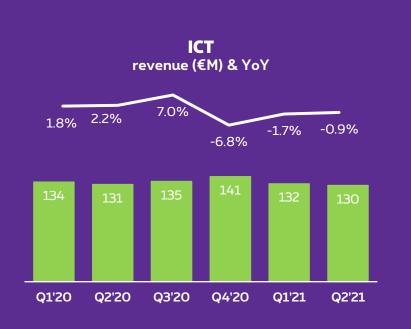




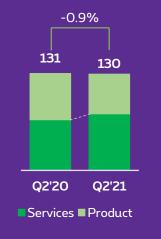
## Our **B2B segment** continued its strong revenue for Telecom services, +2.9% on low comparable base.



## Ongoing **B2B transformation well managed** with initial success reflected in **better ICT Services revenue**.

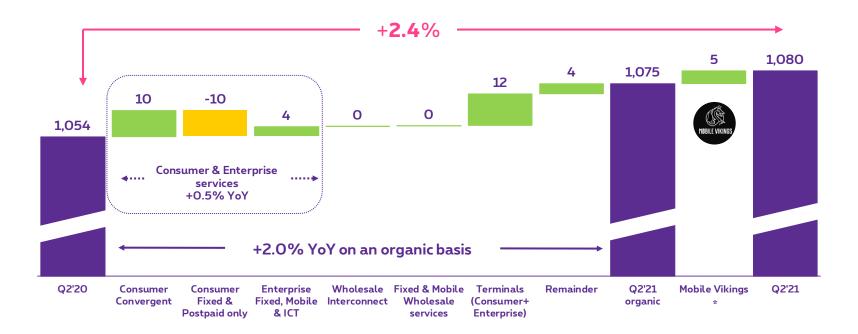






Digital adoption bringing structural opportunities. Growing revenue from highvalue services

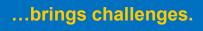
- ✓ Cloud services
- ✓ Smart Networks
- ✓ Advanced Workplace
- ✓ Security services
- ✓ Application & Data integration



# **TeleSign** benefitting from accelerated digitalization and unique position in the market

Every growing digital communication and identification needs...







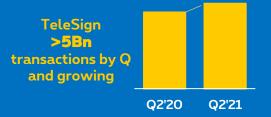
#### TeleSign brings solutions



Fraud management & scoring

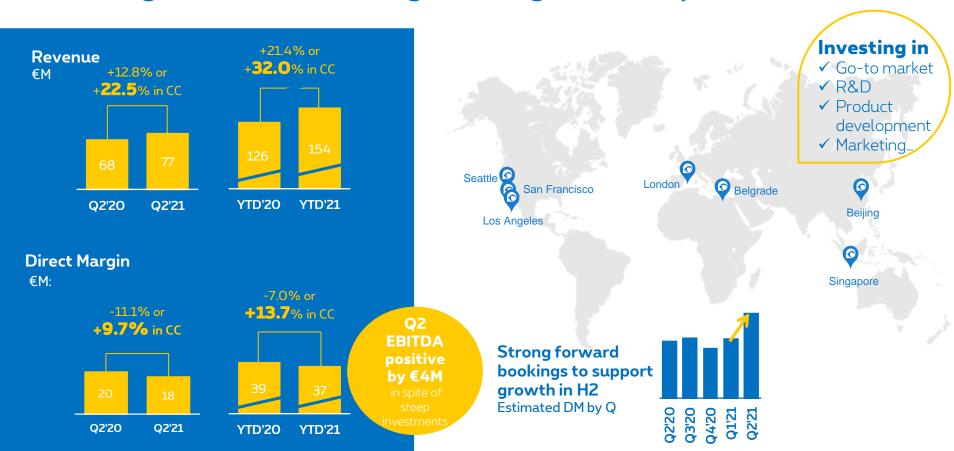
#### Communications

Authentication Secured CPaaS

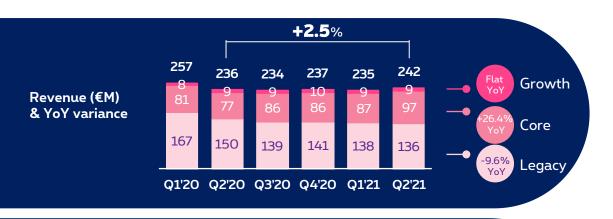


## TeleSign delivering double digit growth.

Investing to become an Integrated Digital Identity Leader



# SOICS Trends improving on annualized Covid-19 headwind



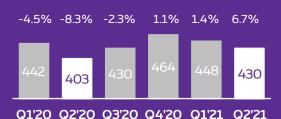
Revenue +2.5% on strong performance in messaging driven by high volumes combined with a favorable destination mix.



EBITDA +2.6% YoY, with cost control offsetting limited Direct Margin decrease of -1.3%

## Group operating costs up on low comparable base

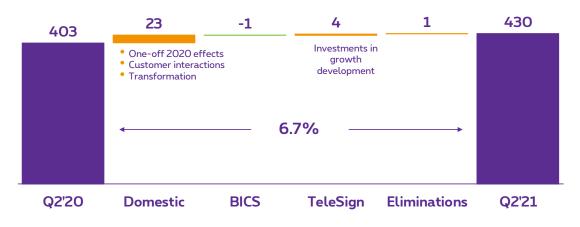
**Group OPEX** quarterly & YoY (underlying, €M)



Incl. favorable one-off cost effects for ~ 20M

**Domestic Opex** +6.4% on exceptionally low Q2'20.

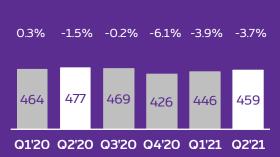




# **Group EBITDA**

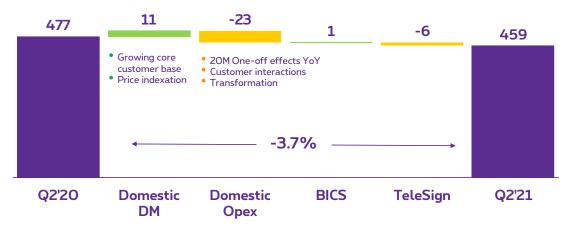
decrease reflecting anticipated rise in costs

**Group EBITDA** quarterly & YoY (underlying, €M)





(underlying, €M)



## Balancing **investments** towards our accelerated Fiber roll out

#### **Group Capex**

€m, accrued, excl. spectrum & football rights



- Fiber roll-out accelerating; +161,000 HP in H1 2021
- Customer related capex up on **more** customer installations
- Stepping up **Digitalization** and **IT** transformation investments.

# Strong cash generation, normalized **FCF of € 262M** YTD-June



- The FCF graph represents a management view. The composition reflects the main components, sometimes in aggregate, and might differ from the Consolidated Cash Flow statement.
- Early leave plan refers to voluntary early leave before retirement and FFP plan to the Fit for Purpose transformation plan
- FCF includes the lease payments
- Other: aggregate of smaller items. Year to date variance mainly reflects deferrals.

## On track for our **2021 outlook**

Guidance metrics	Actuals FY 2020	Outlook FY 2021	Achievement H1 2021 (excl. Mobile Vikings)
Underlying Domestic revenue	€ 4,356M	Close to the 2020 level	€ 2,160M
Underlying Group EBITDA	€ 1,836M	€ 1,750-1,775M	€ 904M
Capex (excl. Spectrum & football rights)	€1Bn	Close to € 1.2Bn	€ 497M
Net debt / EBITDA	1.28X	< 1.6X	nr

2021 progressing well to plan and on track to support our #Inspire2022 ambition

## Q&A

Join the conference call to ask your questions

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Code 77519873#

A more detailed view on the results

#### Table of Content

Group

BICS

**Appendix** 

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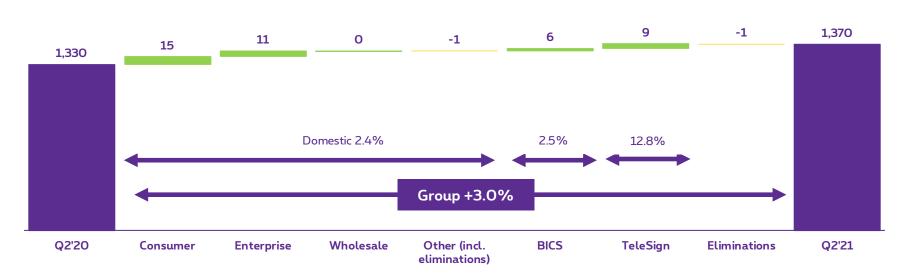
#### Notes

- All figures included in this presentation are on '<u>Underlying</u>' basis, allowing for a meaningful YOY comparison.
- Figures are rounded. Variances are calculated from the source data before rounding, implying that some variances may not add up.



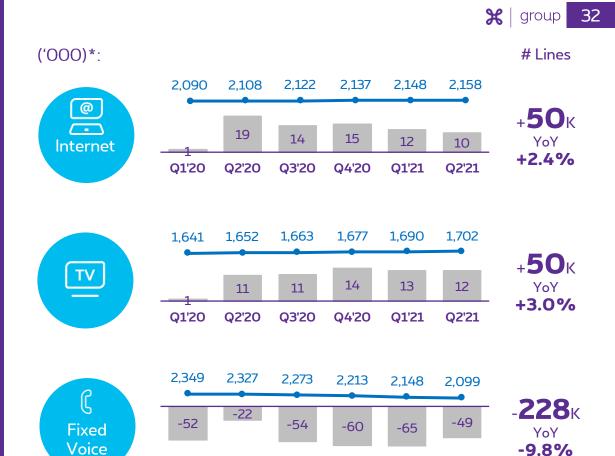
+2.7% organic growth excl. Mobile Vikings





# Further increasing Internet and TV base

- Strong traction of Flex offer
- Fiber activations increasing
- Fixed Voice line further eroded, reflecting ongoing change in customer needs





Q3'20

Q1'20

Q2'20

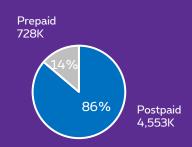
Q4'20

Q1'21

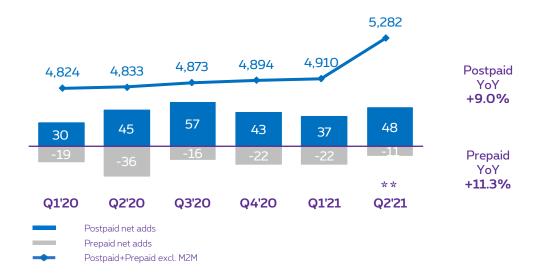
Q2'21

Net adds

# Maintaining a solid Postpaid customer growth



#### # Mobile park & net adds (in '000)\*:



<sup>\*</sup>Group operationals cover Proximus (Consumer and Enterprise), Scarlet, Proximus Luxembourg and Wholesale.

<sup>\*\*</sup> The mobile park includes customers acquired on 1 June 2021 related to the acquisition of Mobile Vikings, raising the Mobile Postpaid base by 191,000 and the Prepaid base by 144,000.

# Group underlying **Direct Margin** +1.1%

#### **Domestic DM**

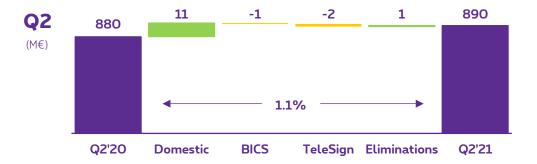
Q2 YoY +1.4%, incl. a 1-month contribution from Mobile Vikings. +1.1% on organic basis.

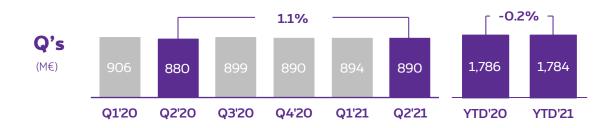
#### **BICS DM**

Q2 YoY -1.3%, substantial trend improvement resulting from the lapping of the pandemic impact and limited MTN insourcing impact.

#### TeleSign DM

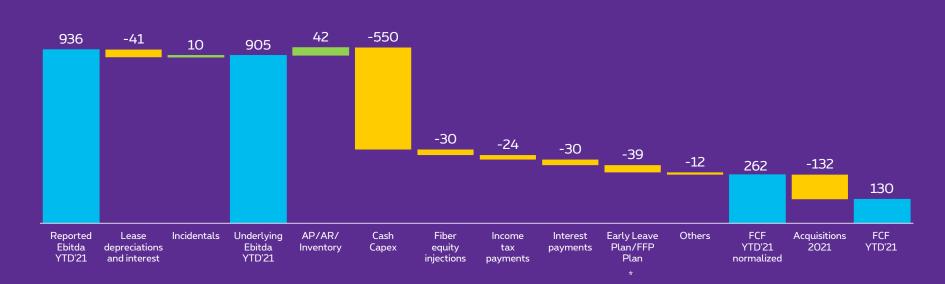
Q2 YoY -11.1%, incl. USD/EUR effect. At constant currency, +9.7% direct margin.





## From **EBITDA** to FCF, YTD Q2 2021

(€ M)



<sup>•</sup> Early leave plan refers to voluntary early leave before retirement and FFP plan to the Fit for Purpose transformation plan

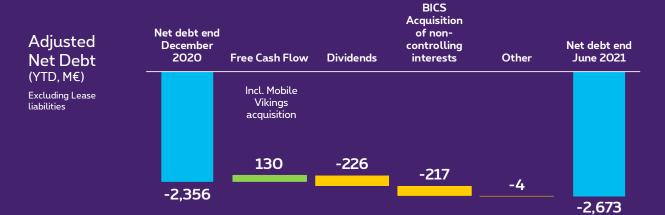


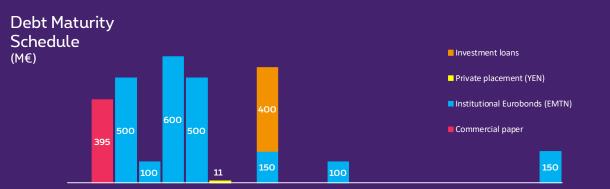
<sup>\*</sup> Excluding Lease depreciations

<sup>\*\*</sup> Excluding Lease interests

<sup>\*\*\*</sup> Includes Non-controlling interests and Share of loss from associates

# Keeping a **sound financial position** (situation end June 2021)





2021 2022 2023 2024 2025 2026 2027 2028 2029 2030 2031 2032 2033 2034 2035 2036 2037 2038 2039 2040

**4.2** Yr Average debt duration

**1.76** % Weighted average coupon

#### **Credit ratings:**

Standard & Poor's A (negative outlook) Moody's A1 (stable outlook)

#### Liquidity end June 2021:

- €243M investments, cash & cash equivalents (incl. derivatives)
- EMTN Program €3,500M (€2,100m outstanding).
- CP Program €1,000M (€395M outstanding)
- Committed credit facilities: €750M (€0M outstanding)

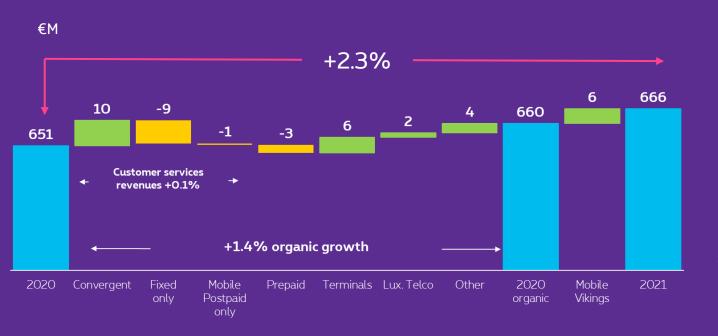
# Q2 Consumer highlights

- Continued strong commercial performance: +37K Mobile postpaid, 10K Internet & 12K TV subscriptions in Q2'21.
- With **+14,000 Fiber activations** Fiber park reaches 90,000, a +85% year-on-year growth.
- Success for Flex offers continuing: 619K Flex subscriptions end-June '21.
- **Convergent** customer base +18K in Q2'21, convergent revenue up by +3.3% YoY.
- Traction for 3-Play convergent offers excl. Fixed Voice driving change in customer product mix.
- Total Consumer revenue +2.3% YoY, incl. a stable Customer services revenue. ARPC +1.2% YoY to EUR 58.8.



### **Q2 Consumer revenue +2.3%**

## +1.4% organic growth excl. Mobile Vikings



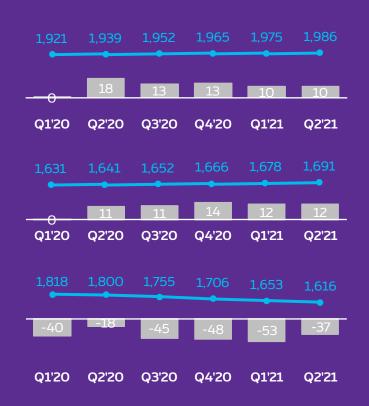
Keeping up a strong commercial performance, solidly growing core subscriber bases, with especially good traction in high-value offers, combining Fixed with multiple mobile subscriptions, and Fiber-based offers.

## Sustained **solid** performance for **TV** and **Internet** Fixed voice declines on changing customer needs



TV customers

**Fixed** voice ('000)



Broadband **+46,000** YoY +2.4%

> +49,000 YoY TV households +3.0%

-10.2% YoY Fixed Voice lines. reflecting ongoing change in customer needs

### Continued strong mobile postpaid trajectory

Incl. Mobile



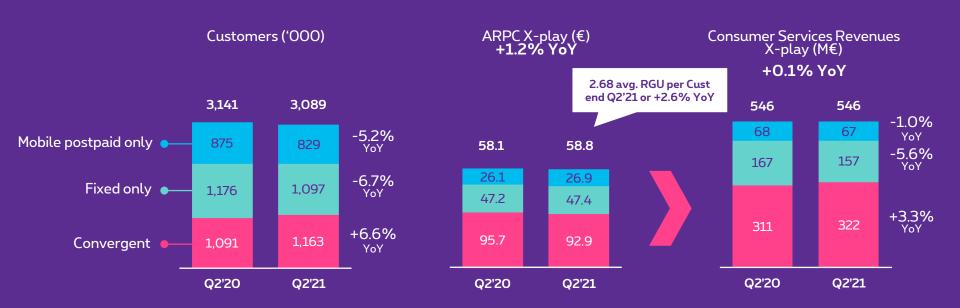


Mobile Postpaid customer base +5% YoY

(excl. 194K Mobile Vikings customers EOP June)

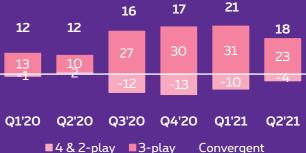






# Convergent revenues +3.3% YoY, driven by growing convergent customer base

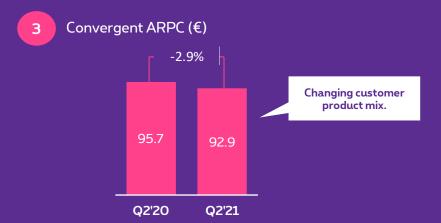
Growing convergent customer base to 1,163,000. Net adds in '000



2 Leading to an increasing convergence rate\*











# Q2 Enterprise highlights

- **Q2 revenue +3.5%** on low comparable base.
- Mobile services revenue +4.1% on growing customer base and moderating ARPU decline.
- Fixed services revenue +2.0%:
  - ✓ Fixed Data revenue +3.9%;
  - ✓ Fixed Voice revenue nearly stable with ARPU up by +8.9% on low comparable base.
- ICT revenue -0.9%: better services revenue nearly fully offsetting the decline in low-margin products.



# B2B Q2 revenue +3.5%, sequential trend change







- $^{ullet}$  Price indexation Jan'21





## Mobile revenue up by 4.1%,

### growing base by +2.6% YoY, ARPU trend flattening.







#### Mobile Services revenue (€M) & YoY variance



€ 19.7

Mobile postpaid ARPU, -0.4% YoY

Competitive pricing pressure, partly offset by a favorable evolution in mobile managed & network services

### Fixed Voice revenue nearly stable, ARPU +8.9% YoY.

Fixed Voice revenue (M€) & YoY variance

Voice line loss/gain & EOP Park ('000)

Fixed voice ARPU(€) & YoY variance



-0.5%

Fixed Voice revenue erosion limited to -0.5% YoY, on a low

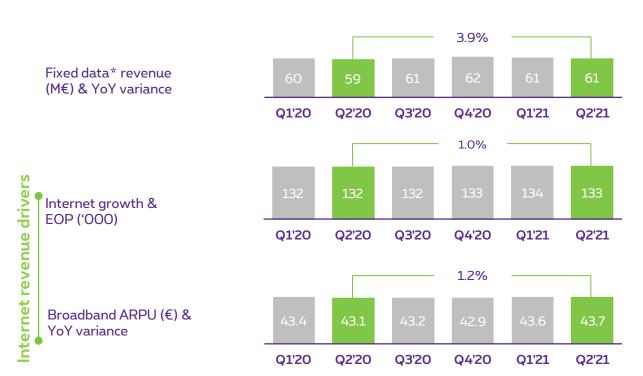
Sequentially stable line loss,

-9.5% YoY

#### FV ARPU +8.9% YoY

### Fixed Data revenue +3.9% YoY,

driven by both data connectivity & internet.



#### Fixed data revenue +3.9% YoY

#### Internet revenue remained slightly positive

## ICT revenue -0.9% in Q2 YoY, better services revenue offset by decline in low-margin products.





- High-value services revenues
- **Product revenues** at lower















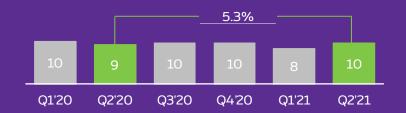




### Advanced Business Services

ABS includes revenue from Proximus' convergent solutions and Smart mobility revenue from Be-Mobile, for which the Covid-19 exposure on its automotive and parking revenues annualized.







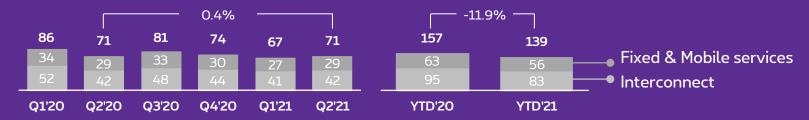




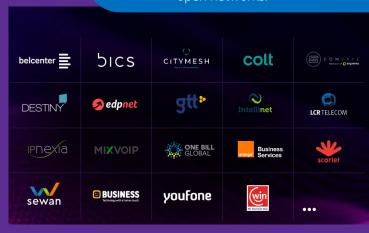
#### Q2 revenue of € 71M, +0.4% YoY:

- Fixed and Mobile wholesale services +0.7% YoY: With Covid-19-driven travel effects annualized, Visitor roaming revenue turned positive YoY, further supported by wholesale Mobile and Internet services, partly offset by the ongoing erosion in legacy services.
- Interconnect (margin-neutral) +0.3% YoY on a low comparable base (the ongoing shift from regular SMS usage to the usage of OTT applications and reduced SMS usage was amplified during the 2020 Covid-19 lockdown).

#### Revenue (M€) & YoY



Proximus Carrier and Wholesale Solutions welcomes all operators on the Proximus open networks.

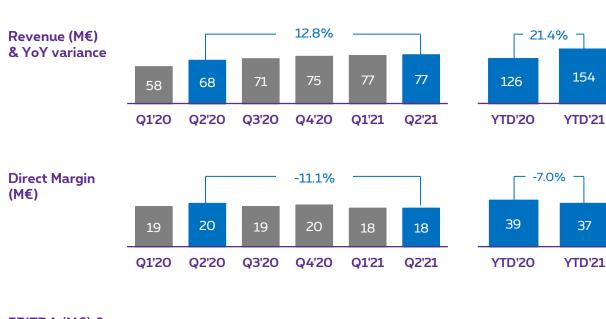


# Q2 TeleSign results

- Q2 2021 **revenue up** +22.5% on a constant currency basis.
- Both Programmable Communication and Digital Identity services show revenue growth.
- **Direct margin up** YoY+9.7% on constant currency basis.
- In view of its **growth ambitions**, TeleSign's operating expenses increased, impacting EBITDA.



# **TeleSign** revenue remains strong, fueled by both CPaaS and Digital Identity services



Revenue **+12.8%** 

(+22.5% on constant currency)

Revenue starting to cycle against stronger 2020 revenue (customer acquisition and strong volumes, amplified by sanitary crisis).

Direct Margin -11.1%

(+9.7% on constant currency)

Underlying growth & overall margin profile of the business remains very solid.







EBITDA at € 4M in Q2'21

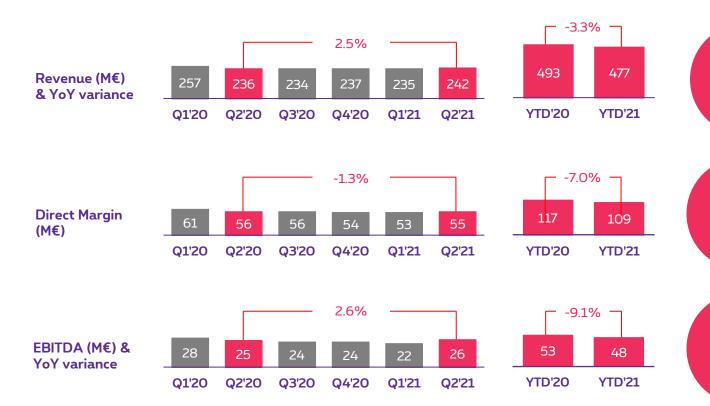
Following anticipated headcount investments to support its growth development.

# Q2 **BICS** results

- Noticeable trend improvement in Q2'21 due to annualized Covid-19 headwind.
- **Q2'21 revenue +2.5%** driven by 26.4% growth in Core services, while Legacy services revenue continued to decline.
- Sustained strong performance in messaging driven by high A2P volumes combined with a favorable destination mix.
- **Q2'21 Ebitda** up by 2.6% to EUR 26 million.



### Noticeable **trend improvement** in Q2 due to annualized Covid-19 headwinds.



Q2'21 revenue +2.5% driven by 26.4% growth in Core services, while Legacy services revenue continued to decline.

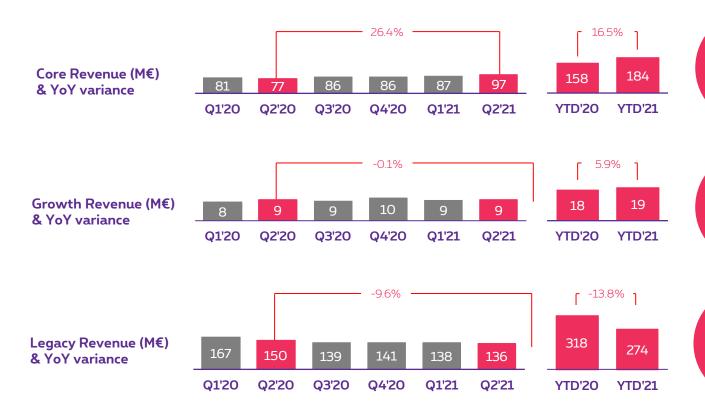
Higher DM from Core and Growth services more than offset by the erosion in Legacy direct margin, following the revenue trend.

Q2 YoY decrease in Direct Margin more than compensated for by lower operating expenses.

# **BICS** Q2'21 **revenue +2.5%**, driven by growth in its Core services revenue.







### Revenue from **Core** services +26.4% in Q2 YoY

Resulted from strong Messaging revenue driven by high A2P volumes combined with a favorable destination mix, reflecting the trading nature of this part of BICS' business

### Stable revenue from **Growth** services

Cloud communication & IOT growing, off-set by decline in fraud prevention services (loss of a top customer in July 2020)

## **Legacy** Voice revenue -9.6% in Q2 YoY

Reflecting the effect of MTN's insourcing of the transport & management of its traffic as well as continued market pressure in declining market.

# **Appendix**

Contact information

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Shareholder structure	P 61

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# From reported to underlying figures

	GROUP Revenue	
(EUR million)	Q2 '20	Q2 '21
Reported	1,330	1,370
Lease Depreciations	0	0
Lease Interest	0	0
Incidentals	0	0
Underlying	1,330	1,370
Incidentals	0	0
Early Leave Plan and Collective Agreement		
Fit For Purpose Transformation Plan		
M&A-related transaction costs		
Pylon Tax provision update (re. past years)		

GROUP EŖITDA	
Q2 '20	Q2 '21
501	476
-21	-20
-1	0
-2	<b>476</b> -20 0 4 <b>459</b>
477	459
-2	<b>4</b> 1 3
-9	1
2	3
5	

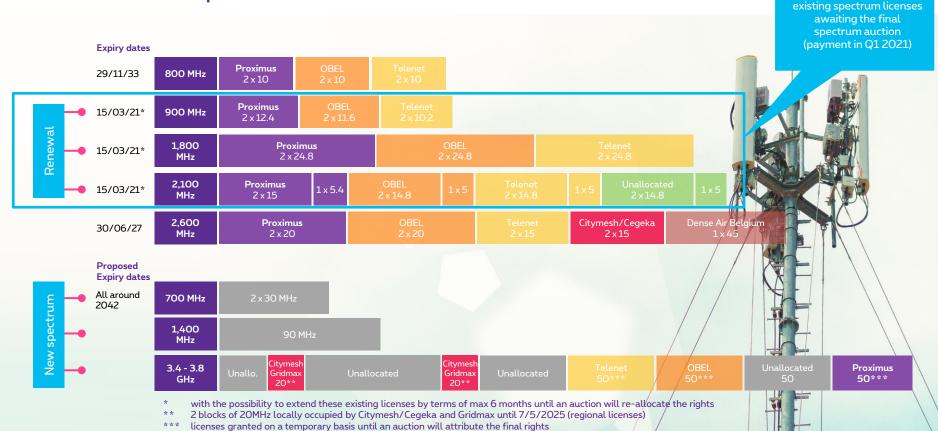
GROUP Revenue		
YTD '20	YTD '21	
2,723 0 0 0 0 2,723	2,737	
0	0	
0	0	
0	0	
0	Ο	

GROUP EBIŢDA		
YTD '20	YTD '21	
996	936 -40 -1 10 905	
-41	-40	
-1	-1	
-13	10	
941	905	
-13	10	
1		
-7	3	
4	8	
-11		

6-months extension of

# Spectrum

The multi-band spectrum auction still on hold



# Temporary 5G Spectrum

# Awaiting the multiband auction, temporary licenses have been allocated in the 3600-3800MHz band

#### **Allocation process**

• By a decision dated 14<sup>th</sup> July 2020, the BIPT attributed 40MHz on a temporary basis to each valid candidates (Proximus, Orange Belgium, Telenet, Cegeka and Entropia)

• 13 October 2020, after Entropia exit, BIPT redistributed the released 40MHz among the other actors. Only Proximus, Orange Belgium and Telenet requested an additional part of 10MHz.

As from 1<sup>st</sup> January 2021, Cegeka released its 40MHz spectrum rights.

#### License conditions

- · Right will be valid until an auction is organized
- Yearly fee of € 105,000 per block of 10 MHz
- No coverage obligations and no unique fee
- Spectrum had to be put in service by 1 March 2021 at the latest

Final attributions (situation as from January 1st, 2021)

3600-3800 MHz Proximus 50 MHz Telenet 50 MHz OBEL 50 MHz



### Shareholder structure Situation 30/06/2021

Total number of shares

**Belgian state** 

Free-float

**Total** 

Proximus own shares

338,025,135

Free-float

Belgian Government

Market Capitalization\*

Dividend yield\*

42%

54%

~**€ 5.3**Bn

~7.4%

Number of shares

180.887.569

15.351.903

141.785.663

338,025,135

% shares

53.51%

4.54%

41.95%

100,00%

% Voting rights

56.06%

43.94%

100.00%

55.94%

0.21%

43.85%

100.00%

180.887.569

141.785.663

322.673.232

Number of shares % Dividend rights with voting rights

Number of shares with dividend rights

180.887.569

693,702

141.785.663

323.366.934

## The voting rights of all treasury shares are suspended by law. Proximus has 14,658,201 treasury shares that are not entitled to dividend rights and 693,702 treasury shares that are entitled to dividend rights.

Transparency declarations: According to Proximus' bylaws, the thresholds as from which a shareholding needs to be disclosed have been set at 3% and 7.5%, in addition to the legal thresholds of 5% and each multiple of 5%.

# Cautionary statement

"This communication may include some forward-looking statements, without limitation, regarding Proximus' financial or operational results, certain strategic plans or objectives, macro-economic trends, regulation, future market conditions and other risk factors. These forward-looking statements rely on a number of assumptions concerning future events and are subject to uncertainties and other factors, many of which are outside Proximus' control. Therefore, the actual future results may differ materially from those expressed in or implied by the statements. Readers are cautioned not to put undue reliance on forward-looking statements, which speak only of the date of this communication. Except as required by applicable law, Proximus disclaims any intention or obligation to update and revise any forward-looking statements, whether as a result of new information, future events or otherwise.

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## For further information...

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