

2015 New
Customer
Segmentation

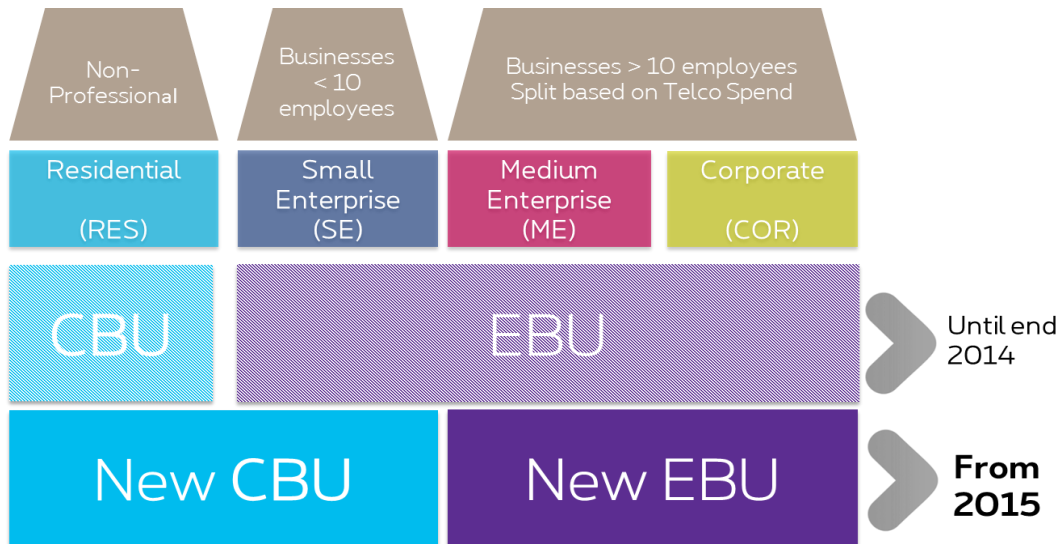
Quarterly
results

Revised 2014 reporting

Changes in reporting – What & Why

1. A new customer segmentation reflecting our new organisation since 2015

- Within our “Fit-for-Growth” strategy, we implemented a **more efficient organisation** and overall simplification
- As consequence of the new organisation, a **new customer segmentation was implemented**
- The main change resides in the **Small Enterprise customers who will be reported within our new Consumer Business Unit** and no longer in our Enterprise Business Unit
- Main drivers for this decision:
 - More **focus on the Medium Enterprise segment**,
 - A **better customer approach** by clearly **separating “account managed” customers from “mass market”**. In the new organisation, EBU mainly focuses on the professional market in an account managed approach.
 - **Residential and Small Enterprise customers share significant similarities** in terms of products and sales channels. A large majority of SE customers use the same Telco operator for their residential usage
 - Addressing the customers in their corresponding CBU and EBU segment **contributes to our simplification & synergy gains programs**



2. Other changes in revenue:

- Revenue related to **installation and connection fees** for Fixed products will be reported in “other revenue”, having a small impact on Fixed Voice, Fixed Internet and TV revenue and ARPU
- **Scarlet revenue now integrated in the different CBU** product lines - aligning revenue with ARPU and customers (which both already included Scarlet)

3. Some changes in cost allocation per customer segment

Optimisation of allocating costs led to a shift in costs: from Staff and Support (S&S) to the new CBU and EBU.

- renting of shops (CBU),
- external data center renting (EBU)
- logistics costs (CBU and EBU)

- ### 4. There are no changes on Group level except for a minor impact on the quarterly split of the Group EBITDA consequently to a new IFRS rule (IFRIC 21).
- Applicable as from 1st January 2015, with retrospective application, IFRIC 21 requires to recognise tax liabilities in the period during which the criteria that triggers those taxes is met, except for taxes related to technical assets that are recognized over the year together with the use of such assets. As a result, some tax charges imposed to the Group for non-technical assets are now recognised on 1st January of the year while such cost was spread over the year in the past.

GROUP FINANCIALS - NEW										
(EUR million)	Q113	Q213	Q313	Q413	2013	Q114	Q214	Q314	Q414	2014
REPORTED										
Revenues	1.586	1.583	1.568	1.582	6.318	1.480	1.631	1.486	1.515	6.112
EBITDA	n/a	n/a	n/a	n/a	n/a	405	559	435	356	1.755
UNDERLYING										
Revenues	1.497	1.499	1.490	1.474	5.960	1.403	1.483	1.472	1.506	5.864
Consumer Business Unit	696	709	691	697	2.793	675	699	705	724	2.803
Enterprise Business Unit	332	329	316	329	1.305	322	327	317	345	1.311
Technology and Carrier & Wholes	68	66	66	65	265	64	60	60	58	242
Staff & Support	7	7	7	5	26	7	8	7	8	29
International Carrier Services	417	413	437	401	1.666	357	415	410	395	1.577
Inter-segment eliminations	-23	-24	-27	-22	-96	-23	-25	-26	-25	-98
Costs of materials and charges						-529	-593	-581	-627	-2.330
Personnel expenses and						-255	-258	-258	-243	-1.014
Other operating expenses						-211	-201	-200	-255	-867
EBITDA						408	431	433	382	1.653
Segment EBITDA margin						29.1%	29.1%	29.4%	25.3%	28.2%

YoY variance in % - NEW				
Q114	Q214	Q314	Q414	2014
-6.6%	3.0%	-5.2%	-4.2%	-3.3%
n/a	n/a	n/a	n/a	n/a
-6.3%	-1.1%	-1.2%	2.2%	-1.6%
-2.9%	-1.4%	2.0%	3.8%	0.4%
-3.1%	-0.6%	0.3%	5.0%	0.4%
-5.3%	-9.8%	-9.5%	-10.2%	-8.7%
-6.3%	9.8%	-4.5%	67.7%	11.8%
-14.3%	0.5%	-6.1%	-1.3%	-5.4%
-1.8%	1.9%	-2.4%	11.4%	2.0%
n/a	n/a	n/a	n/a	n/a
n/a	n/a	n/a	n/a	n/a
n/a	n/a	n/a	n/a	n/a
n/a	n/a	n/a	n/a	n/a

GROUP FINANCIALS - OLD										
(EUR million)	Q113	Q213	Q313	Q413	2013	Q114	Q214	Q314	Q414	2014
REPORTED										
Revenues	1.586	1.583	1.568	1.582	6.318	1.480	1.631	1.486	1.515	6.112
EBITDA	441	430	430	398	1.699	411	556	433	354	1.755
UNDERLYING										
Revenues	1.497	1.499	1.490	1.474	5.960	1.403	1.483	1.472	1.506	5.864
Consumer Business Unit	548	562	544	550	2.204	532	551	557	577	2.216
Enterprise Business Unit	480	476	462	476	1.894	466	474	465	493	1.898
Service Delivery Engine & Wholes	68	66	66	65	265	64	60	60	58	241
Staff & Support	7	7	7	5	26	7	8	7	8	30
International Carrier Services	417	413	437	401	1.666	357	415	410	395	1.577
Inter-segment eliminations	-23	-24	-27	-22	-96	-23	-25	-26	-25	-98
Costs of materials and charges	-590	-594	-589	-591	-2,364	-529	-593	-581	-627	-2,330
Personnel expenses and	-266	-258	-265	-259	-1,048	-255	-258	-258	-243	-1,014
Other operating expenses	-205	-213	-209	-226	-852	-205	-203	-202	-257	-867
EBITDA	435	434	427	398	1,695	414	429	431	380	1,653
Segment EBITDA margin	29.1%	29.0%	28.6%	27.0%	28.4%	29.5%	28.9%	29.2%	25.2%	28.2%

YoY variance in % - OLD				
Q114	Q214	Q314	Q414	2014
-6.6%	3.0%	-5.2%	-4.2%	-3.3%
n/a	n/a	n/a	n/a	n/a
-6.3%	-1.1%	-1.2%	2.2%	-1.6%
-3.0%	-1.9%	2.2%	4.8%	0.5%
-3.1%	-0.3%	0.6%	3.6%	0.2%
-5.4%	-9.9%	-9.6%	-10.3%	-8.6%
-1.2%	10.7%	-5.8%	70.1%	13.5%
-14.3%	0.5%	-6.1%	-1.3%	-5.4%
-0.8%	1.7%	-3.0%	11.6%	2.0%
-10.4%	-0.1%	-1.4%	6.1%	-1.4%
-4.0%	-0.2%	-2.6%	-6.3%	-3.3%
-0.4%	-4.7%	-3.1%	13.9%	1.7%
-4.9%	-1.2%	0.9%	-4.7%	-2.5%

GROUP FINANCIALS - Difference										
(EUR million)	Q113	Q213	Q313	Q413	2013	Q114	Q214	Q314	Q414	2014
REPORTED										
Revenues	0	0	0	0	0	0	0	0	0	0
EBITDA	0	0	0	0	0	-6	2	2	2	0
UNDERLYING										
Revenues	0	0	0	0	0	0	0	0	0	0
Consumer Business Unit	148	147	147	147	589	144	148	149	147	588
Enterprise Business Unit	-148	-147	-147	-147	-589	-144	-148	-149	-147	-587
Technology and Carrier & Wholes	0	0	0	0	0	0	0	0	0	1
Staff & Support	0	0	0	0	0	0	0	0	0	-1
International Carrier Services	0	0	0	0	0	0	0	0	0	0
Inter-segment eliminations	0	0	0	0	0	0	0	0	0	0
Costs of materials and charges						0	0	0	0	0
Personnel expenses and						0	0	0	0	0
Other operating expenses						-6	2	2	2	0
EBITDA						-6	2	2	2	0
Segment EBITDA margin						-0.4%	0.1%	0.1%	0.1%	0.0%

Consumer Business Unit (CBU) - NEW											YoY variance in % - NEW				
(EUR million)	Q113	Q213	Q313	Q413	2013	Q114	Q214	Q314	Q414	2014	Q114	Q214	Q314	Q414	2014
REPORTED															
Revenues	701	714	696	703	2.814	680	701	705	724	2.810	-3.0%	-1.8%	1.3%	3.0%	-0.1%
Segment Result	n/a	n/a	n/a	n/a		342	357	360	335	1.394	n/a	n/a	n/a	n/a	n/a
UNDERLYING															
Revenues	696	709	691	697	2.793	675	699	705	724	2.803	-2.9%	-1.4%	2.0%	3.8%	0.4%
From Fixed	352	353	354	354	1.412	353	355	357	364	1.430	0.3%	0.6%	1.0%	3.0%	1.2%
Voice	151	149	147	146	592	144	143	142	143	572	-4.1%	-4.0%	-3.5%	-2.1%	-3.4%
Data (Internet & Data)	124	126	128	127	506	127	130	130	132	520	2.3%	2.7%	1.9%	4.3%	2.8%
TV	63	64	65	68	261	68	69	72	76	286	7.9%	7.8%	11.0%	12.4%	9.8%
Terminals (excl. TV)	7	6	6	6	25	6	5	6	6	22	-15.3%	-13.0%	-9.2%	0.9%	-9.5%
ICT	7	7	7	8	29	8	7	7	7	29	6.5%	4.3%	-3.9%	-4.3%	0.5%
From Mobile	288	292	280	280	1.139	268	288	289	298	1.142	-6.9%	-1.3%	3.2%	6.3%	0.3%
Mobile Services	259	268	255	252	1,034	243	253	252	252	1,000	-6.3%	-5.6%	-1.1%	0.0%	-3.3%
Terminals	29	24	24	29	105	25	35	36	46	143	-11.6%	46.0%	48.8%	62.0%	35.3%
Subsidiaries	29	32	32	33	127	28	28	30	31	117	-3.5%	-12.6%	-7.4%	-6.4%	-7.5%
Tango	29	32	32	33	127	28	28	30	31	117	-3.5%	-12.6%	-7.4%	-6.4%	-7.5%
Other	27	32	26	30	115	26	28	30	31	114	-3.0%	-13.7%	14.6%	1.5%	-0.8%
of which Installation/A	5	7	6	6	24	5	5	6	5	21	-7.0%	-22.0%	4.3%	-22.7%	-12.7%
Costs of materials and						-152	-163	-162	-196	-672	n/a	n/a	n/a	n/a	n/a
Personnel expenses and						-102	-102	-102	-95	-400	n/a	n/a	n/a	n/a	n/a
Other operating expenses						-80	-81	-81	-97	-339	n/a	n/a	n/a	n/a	n/a
Segment result						342	353	361	336	1.392	n/a	n/a	n/a	n/a	n/a
Segment contribution						50.7%	50.5%	51.2%	46.4%	49.6%	n/a	n/a	n/a	n/a	n/a

Consumer Business Unit (CBU) - OLD											YoY variance in % - OLD				
(EUR million)	Q113	Q213	Q313	Q413	2013	Q114	Q214	Q314	Q414	2014	Q114	Q214	Q314	Q414	2014
REPORTED															
Revenues	559	567	549	556	2.226	536	553	557	577	2.223	-3.0%	-2.4%	1.3%	3.6%	-0.1%
Segment Result	254	248	263	210	975	251	257	261	242	1,011	n/a	n/a	n/a	n/a	n/a
UNDERLYING															
Revenues	548	562	544	550	2.204	532	551	557	577	2.216	-3.0%	-1.9%	2.2%	4.8%	0.5%
From Fixed	262	264	265	265	1,055	263	264	269	274	1,070	0.5%	0.1%	1.3%	3.5%	1.4%
Voice	104	103	102	101	411	99	98	99	99	395	-4.7%	-5.2%	-3.8%	-1.8%	-3.9%
Internet	87	89	90	89	354	89	91	91	93	363	2.7%	2.3%	1.4%	3.7%	2.5%
TV	64	65	67	69	267	70	71	74	77	292	8.0%	7.1%	10.5%	11.6%	9.3%
Terminals (excl. TV)	7	6	6	5	23	5	5	5	5	20	-21.6%	-18.2%	-15.8%	-4.2%	-15.4%
From Mobile	226	230	218	219	893	209	227	225	235	896	-7.2%	-1.5%	3.0%	7.5%	0.4%
Mobile Services	197	205	193	190	784	183	190	187	186	747	-7.0%	-7.0%	-2.9%	-1.9%	-4.8%
Terminals	29	25	25	29	109	26	36	38	49	149	-8.7%	42.5%	48.7%	68.4%	37.4%
Subsidiaries	41	44	44	45	175	41	40	42	43	167	-1.2%	-9.3%	-3.7%	-4.6%	-4.7%
Scarlet	12	12	12	12	48	13	12	13	12	50	4.5%	-0.3%	6.3%	0.3%	2.7%
Tango	29	32	32	33	127	28	28	30	31	117	-3.5%	-12.6%	-7.4%	-6.4%	-7.5%
Other	19	23	17	22	81	18	20	21	24	83	-4.3%	-14.0%	20.6%	12.3%	2.6%
Costs of materials and charges to revenues	-139	-155	-128	-149	-570	-131	-145	-143	-175	-595	-5.2%	-6.1%	11.8%	17.4%	4.3%
Personnel expenses and pensions	-84	-82	-84	-83	-334	-85	-85	-85	-80	-334	0.8%	3.4%	0.9%	-4.4%	0.2%
Other operating expenses	-65	-70	-67	-80	-282	-64	-67	-67	-79	-277	-2.0%	-3.4%	-0.9%	-0.8%	-1.8%
Segment result	260	255	265	238	1,018	251	254	262	243	1,009	-3.3%	-0.6%	-1.2%	2.0%	-0.8%
Segment contribution margin	47.4%	45.5%	48.7%	43.2%	46.2%	47.3%	46.1%	47.1%	42.1%	45.6%	-0.3%	1.3%	-3.3%	-2.7%	-1.3%

Consumer Business Unit (CBU) - Difference										
(EUR million)	Q113	Q213	Q313	Q413	2013	Q114	Q214	Q314	Q414	2014
REPORTED										
Revenues	148	147	147	147	588	144	148	149	147	588
Segment Result										
UNDERLYING										
Revenues	148	147	147	147	589	144	148	149	147	588
From Fixed	91	89	89	89	357	90	91	89	90	360
Voice	46	45	45	45	181	45	45	43	44	177
Data (Internet & Data)	38	38	38	38	152	38	39	39	40	157
TV	-1	-2	-2	-2	-6	-1	-1	-1	-1	-5
Terminals (excl. TV)	0	0	0	0	1	1	1	1	1	3
ICT	7	7	7	8	29	8	7	7	7	29
From Mobile	62	62	61	61	246	58	61	64	63	246
Mobile Services	62	63	62	62	250	59	63	65	66	253
Terminals	0	-2	-1	-1	-3	-1	-1	-1	-3	-7
Subsidiaries	-12	-12	-12	-12	-48	-13	-12	-13	-12	-50
Scarlet	-12	-12	-12	-12	-48	-13	-12	-13	-12	-50
Tango	0	0	0	0	0	0	0	0	0	0
Other	7	9	9	9	36	7	7	9	7	31
of which Installation/A	5	7	6	6	24	5	5	6	5	21
Costs of materials and						-20	-18	-19	-21	-77
Personnel expenses and						-17	-17	-17	-15	-66
Other operating expenses						-16	-14	-14	-18	-62
Segment result						91	99	99	93	382
Segment contribution						3.4% p.p.	4.4% p.p.	4.1% p.p.	4.3% p.p.	4.1% p.p.

X-play reporting (CBU)

The new X-play reporting now also includes Small Enterprise customers.

	OLD					NEW					Variance				
	Q114	Q214	Q314	Q414	2014	Q114	Q214	Q314	Q414	2014	Q114	Q214	Q314	Q414	2014
Households and Small businesses pr	2,352	2,332	2,312	2,309	2,309	2,851	2,831	2,806	2,804	2,804	499	499	494	495	495
1-Play	1,087	1,060	1,031	1,020	1,020	1,293	1,265	1,232	1,221	1,221	206	205	201	201	201
Fixed Voice	460	445	428	413	413	534	516	497	479	479	74	71	69	66	66
Fixed Internet	66	66	67	69	69	73	73	75	77	77	7	7	8	8	8
TV	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Mobile Postpaid	561	549	536	538	538	686	675	660	665	665	125	126	124	127	127
2-Play	394	390	383	374	374	487	481	472	462	462	93	91	89	88	88
3-Play	515	514	518	522	522	634	633	637	641	641	119	119	119	119	119
4-Play	356	368	379	392	392	436	451	465	480	480	80	83	86	88	88
Revenues per x - play (EUR million)	366	374	381	386	1,507	515	529	537	539	2,119	149	155	156	153	612
1-Play	96	96	97	97	385	128	131	132	130	520	32	35	35	33	135
2-Play	56	56	56	55	223	85	85	84	83	336	29	29	28	28	113
3-Play	108	109	111	113	441	156	159	161	162	638	48	50	50	49	197
4-Play	106	113	117	122	458	146	154	160	165	625	40	41	43	43	167
Average revenue per x - play, household and small	51.8 €	53.3 €	54.7 €	55.7 €	53.8 €	60.1 €	62.0 €	63.5 €	64.1 €	62.4 €	8.3 €	8.7 €	8.8 €	8.4 €	8.6 €
1-Play	29.2 €	29.9 €	30.8 €	31.3 €	30.3 €	32.7 €	34.1 €	35.1 €	35.2 €	34.3 €	3.5 €	4.2 €	4.3 €	3.9 €	4.0 €
2-Play	46.8 €	47.4 €	48.1 €	48.5 €	47.7 €	57.7 €	58.1 €	58.6 €	59.0 €	58.3 €	10.9 €	10.7 €	10.5 €	10.5 €	10.6 €
3-Play	69.6 €	70.9 €	71.8 €	72.1 €	71.1 €	82.1 €	83.7 €	84.6 €	84.5 €	83.7 €	12.5 €	12.8 €	12.8 €	12.4 €	12.6 €
4-Play	101.6 €	103.9 €	105.0 €	105.3 €	104.0 €	113.4 €	115.8 €	116.9 €	116.5 €	115.7 €	11.8 €	11.9 €	11.9 €	11.2 €	11.7 €
Average #RGUs per household and small businesses - Total	2.26	2.29	2.32	2.35	2.35	2.41	2.44	2.47	2.50	2.50	0.15	0.15	0.15	0.15	0.15
1-Play	1.15	1.16	1.16	1.16	1.16	1.21	1.21	1.22	1.22	1.22	0.06	0.05	0.06	0.06	0.06
2-Play	2.04	2.04	2.04	2.04	2.04	2.23	2.22	2.22	2.23	2.23	0.19	0.18	0.18	0.19	0.19
3-Play	3.15	3.16	3.16	3.17	3.17	3.36	3.37	3.37	3.38	3.38	0.21	0.21	0.21	0.21	0.21
4-Play	4.61	4.63	4.63	4.64	4.64	4.78	4.80	4.80	4.81	4.81	0.17	0.17	0.17	0.17	0.17
Annualized full churn rate, household & small businesses	12.9%	12.2%	14.1%	14.8%	13.6%	12.9%	12.0%	14.1%	14.4%	13.3%	0.0%	-0.2%	0.0%	-0.4%	-0.3%
1-Play	20.4%	19.4%	21.7%	23.0%	21.2%	20.9%	19.3%	22.1%	22.6%	21.2%	0.5%	-0.1%	0.4%	-0.4%	0.0%
2-Play	9.4%	9.7%	13.0%	12.4%	11.1%	9.3%	9.3%	12.5%	11.8%	10.7%	-0.1%	-0.4%	-0.5%	-0.6%	-0.4%
3-Play	6.9%	6.4%	8.1%	9.3%	7.7%	6.7%	6.1%	7.8%	8.8%	7.4%	-0.2%	-0.3%	-0.3%	-0.5%	-0.3%
4-Play	2.1%	1.9%	2.5%	2.9%	2.4%	2.1%	2.0%	2.6%	2.9%	2.4%	0.0%	0.1%	0.1%	0.0%	0.0%
% Convergent households and small (i.e. % of HH having Mobile + Fixed component)	49.2%	50.1%	51.0%	51.8%	51.8%	50.7%	51.7%	52.5%	53.3%	53.3%	1.5%	1.6%	1.5%	1.5%	1.5%
1-Play															
2-Play	22.7%	22.4%	22.7%	22.9%	22.9%	23.3%	23.2%	23.5%	23.7%	23.7%	0.6%	0.8%	0.8%	0.8%	0.8%
3-Play	34.4%	35.5%	36.1%	36.2%	36.2%	37.7%	38.8%	39.4%	39.7%	39.7%	3.3%	3.3%	3.3%	3.5%	3.5%
4-Play	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Enterprise Business Unit (EBU) - NEW **YoY variance in % - NEW**

(EUR million)	Q113	Q213	Q313	Q413	2013	Q114	Q214	Q314	Q414	2014	Q114	Q214	Q314	Q414	2014
REPORTED															
Revenues	406	407	386	410	1,609	395	407	330	355	1,487	-2.5%	0.1%	-14.6%	-13.6%	-7.6%
Segment Result	n/a	n/a	n/a	n/a		142	194	143	115	594	n/a	n/a	n/a	n/a	n/a
UNDERLYING															
Revenues	332	329	316	329	1,305	322	327	317	345	1,311	-3.1%	-0.6%	0.3%	5.0%	0.4%
From Fixed	247	242	235	245	969	239	241	233	257	971	-3.0%	-0.4%	-1.0%	5.2%	0.2%
Voice	68	67	65	66	266	67	65	63	64	259	-2.0%	-3.0%	-2.6%	-2.9%	-2.6%
Data (Internet & Da	66	65	63	64	257	63	62	61	62	248	-3.6%	-4.9%	-3.5%	-2.7%	-3.7%
Terminals (excl. TV	5	5	5	5	20	5	5	5	5	20	-1.3%	-4.7%	-4.2%	-1.1%	-2.8%
ICT	108	104	102	111	425	105	109	104	127	444	-3.3%	4.4%	1.8%	14.8%	4.5%
From Mobile	82	82	77	80	322	79	83	81	83	326	-2.9%	0.3%	4.1%	4.0%	1.3%
Mobile Services	80	79	74	76	309	76	79	77	75	307	-4.6%	-0.1%	3.8%	-1.4%	-0.6%
Terminals	2	4	3	4	13	3	4	4	9	19	74.4%	9.2%	11.1%	96.0%	47.4%
Other	4	5	3	4	15	3	3	3	5	14	2.7%	2.0%	-25.3%	-28.5%	-12.5%
of which Installation	1	1	1	1	4	1	1	1	1	4					
Costs of materials and						-87	-89	-85	-107	-368	n/a	n/a	n/a	n/a	n/a
Personnel expenses						-67	-69	-67	-65	-268	n/a	n/a	n/a	n/a	n/a
Other operating						-23	-23	-21	-26	-92	n/a	n/a	n/a	n/a	n/a
Segment result						146	147	143	148	583	n/a	n/a	n/a	n/a	n/a
Segment contribution						45.2%	44.9%	45.1%	42.8%	44.5%	n/a	n/a	n/a	n/a	n/a

Enterprise Business Unit (EBU) - OLD **YoY variance in % - OLD**

(EUR million)	Q113	Q213	Q313	Q413	2013	Q114	Q214	Q314	Q414	2014	Q114	Q214	Q314	Q414	2014
REPORTED															
Revenues	554	554	533	557	2,198	539	555	479	502	2,075	-2.6%	0.2%	-10.2%	-10.0%	-5.6%
Segment Result	260	263	245	256	1,024	245	301	250	218	1,015	-5.9%	14.6%	2.4%	-14.8%	-0.9%
UNDERLYING															
Revenues	480	476	462	476	1,894	466	474	465	493	1,898	-3.1%	-0.3%	0.6%	3.6%	0.2%
From Fixed	333	327	320	330	1,311	326	327	319	343	1,315	-2.2%	-0.1%	-0.6%	4.0%	0.3%
Voice	117	116	113	113	460	114	113	110	110	446	-3.1%	-3.3%	-3.2%	-2.9%	-3.1%
Data (Internet & Da	96	96	94	95	380	94	94	93	94	374	-1.7%	-2.2%	-1.6%	-0.9%	-1.6%
Terminals (excl. TV	6	6	6	6	23	6	6	5	6	22	-2.8%	-5.8%	-5.2%	-2.4%	-4.1%
ICT	114	110	107	117	448	112	116	111	134	473	-1.8%	5.5%	3.4%	15.0%	5.6%
From Mobile	143	144	137	141	565	137	143	143	145	568	-4.4%	-0.4%	4.0%	2.9%	0.5%
Mobile Services	141	142	135	137	555	135	140	141	139	555	-4.7%	-0.8%	4.1%	1.5%	0.0%
Terminals	2	2	2	4	10	2	3	2	6	13	27.1%	26.0%	-2.9%	52.1%	29.1%
Other	4	5	5	5	19	3	4	4	5	16	-23.6%	-15.1%	-16.2%	-7.6%	-15.3%
Costs of materials and	-104	-101	-104	-111	-420	-107	-108	-104	-128	-447	2.8%	6.5%	0.6%	15.8%	6.6%
charges to revenues															
Personnel expenses	-86	-85	-85	-82	-338	-80	-82	-80	-77	-319	-6.9%	-2.9%	-5.6%	-6.5%	-5.5%
and pensions															
Other operating	-30	-29	-29	-32	-120	-31	-31	-30	-37	-128	1.5%	6.6%	2.7%	14.3%	6.5%
expenses															
Segment result	260	261	244	251	1,017	248	254	251	251	1,004	-4.7%	-2.9%	2.6%	0.1%	-1.3%
Segment contribution	54.2%	54.9%	52.9%	52.7%	53.7%	53.3%	53.5%	53.9%	51.0%	52.9%					
margin															

Enterprise Business Unit (EBU) - Difference

(EUR million)	Q113	Q213	Q313	Q413	2013	Q114	Q214	Q314	Q414	2014
REPORTED										
Revenues	145	144	142	154	585	150	106	80	136	472
Segment Result	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
UNDERLYING										
Revenues	-148	-147	-147	-147	-589	-144	-148	-149	-147	-587
From Fixed	-86	-86	-85	-85	-342	-86	-87	-85	-86	-344
Voice	-50	-49	-48	-48	-194	-47	-47	-46	-46	-187
Data (Internet & Da	-30	-31	-31	-31	-123	-31	-32	-32	-32	-126
Terminals (excl. TV	-1	-1	-1	-1	-3	-1	-1	-1	-1	-3
ICT	-6	-5	-5	-6	-22	-7	-7	-7	-7	-28
From Mobile	-61	-61	-60	-61	-243	-58	-60	-62	-61	-241
Mobile Services	-61	-63	-61	-61	-246.28	-58	-62	-64	-64	-248
Terminals	0	2	1	1	3.21	1	1	1	3	7
Other	0	0	-2	-1	-3.63	0	-1	-1	0	-2
of which Installation	1	1	1	1	4	1	1	1	1	4
Costs of materials and						20	19	19	21	80
Personnel expenses						13	13	13	12	51
Other operating						8	8	9	11	36
expenses										
Segment result						-102	-107	-108	-103	-421
Segment contribution						-8.0% p.p.	-8.6% p.p.	-8.8% p.p.	-8.2% p.p.	-8.4% p.p.

Operational Enterprise Business Unit (EBU) - NEW											YoY variance in % - NEW					
	Q113	Q213	Q313	Q413	2013	Q114	Q214	Q314	Q414	2014	Q114	Q214	Q314	Q414	2014	
FROM FIXED																
Number of access channels (thousands)	897	883	877	869	869		862	854	845	837	837	-3.9%	-3.2%	-3.6%	-3.8%	-3.8%
Voice	749	737	732	726	726		720	712	704	695	695	-3.8%	-3.3%	-3.8%	-4.2%	-4.2%
Broadband	148	146	144	143	143		143	142	141	141	141	-4.0%	-2.7%	-2.3%	-1.3%	-1.3%
ARPU (EUR)																
ARPU Voice	30.1	30.2	29.6	30.0	30.0		30.7	30.4	29.8	30.3	30.3	20%	0.7%	0.9%	11%	12%
ARPU Broadband	44.8	44.3	44.0	43.8	44.2		43.9	43.2	42.7	41.9	42.9	-2.0%	-2.5%	-2.9%	-4.4%	-3.0%
FROM MOBILE																
Number of active customers (thousands)	984	1001	1019	1031	1031		1069	1095	1121	1140	1140	8.7%	9.4%	10.0%	10.6%	10.6%
Among which other than M2M and Free di	796	808	810	814	814		827	844	854	863	863	3.9%	4.5%	5.4%	6.0%	6.0%
Among which M2M	182	187	203	209	209		234	243	258	268	268	28.6%	29.9%	27.5%	27.9%	27.9%
Among which Internet Everywhere Cards	5	6	7	7	7		8	8	9	9	9	52.9%	40.1%	32.6%	26.6%	26.6%
Annualized churn rate (blended - variance in p.p.)	11.0%	10.8%	9.2%	10.2%	10.3%		10.3%	10.1%	8.4%	10.0%	9.8%	-0.6% p.p.	-0.7% p.p.	-0.7% p.p.	-0.2% p.p.	-0.6% p.p.
Net ARPU (EUR)																
Postpaid	33.8	32.8	30.4	31.0	32.0		30.1	30.5	29.4	28.2	29.5	-10.9%	-6.9%	-3.2%	-9.2%	-7.6%

Operational Enterprise Business Unit (EBU) - OLD											YoY variance in % - OLD					
	Q113	Q213	Q313	Q413	2013	Q114	Q214	Q314	Q414	2014	Q114	Q214	Q314	Q414	2014	
FROM FIXED																
Number of access channels (thousands)	1781	1760	1746	1732	1732		1719	1707	1692	1678	1678	-3.5%	-3.0%	-3.1%	-3.1%	-3.1%
Voice	1338	1318	1305	1292	1292		1277	1264	1249	1234	1234	-4.5%	-4.1%	-4.3%	-4.5%	-4.5%
Broadband	444	442	441	441	441		442	443	443	445	445	-0.4%	0.3%	0.4%	0.8%	0.8%
ARPU (EUR)																
ARPU Voice	28.5	28.6	28.2	28.5	28.5		29.1	29.1	28.6	29.0	28.9	20%	15%	14%	19%	17%
ARPU Broadband	39.0	39.3	39.5	39.2	39.3		39.3	39.7	39.4	39.1	39.4	0.8%	0.9%	-0.2%	-0.4%	0.3%
FROM MOBILE																
Number of active customers (thousands)	1512	1545	1584	1615	1615		1679	1724	1760	1798	1798	11.0%	11.6%	11.1%	11.3%	11.3%
Among which other than M2M and Free di	1272	1292	1318	1328	1328		1359	1391	1407	1430	1430	6.8%	7.6%	6.7%	7.7%	7.7%
Among which M2M	184	188	196	211	211		236	244	260	270	270	28.3%	29.8%	32.6%	27.9%	27.9%
Among which Internet Everywhere Cards	56	64	70	76	76		83	89	93	98	98	47.9%	37.8%	32.4%	29.3%	29.3%
Annualized churn rate (blended - variance in p.p.)	14.2%	13.6%	10.0%	10.4%	11.9%		11.4%	9.8%	8.8%	12.3%	10.7%	-2.9% p.p.	-3.8% p.p.	-1.3% p.p.	1.9% p.p.	-1.3% p.p.
Net ARPU (EUR)																
Postpaid	36.8	36.3	34.1	34.2	35.3		33.0	33.6	33.1	32.1	32.9	-10.4%	-7.4%	-3.0%	-6.0%	-6.8%

Operational Enterprise Business Unit (EBU) - Difference											
	Q113	Q213	Q313	Q413	2013	Q114	Q214	Q314	Q414	2014	
FROM FIXED											
Number of access channels (thousands)	-884	-877	-870	-863	-863		-856	-853	-847	-841	-841
Voice	-599	-581	-573	-565	-565		-557	-551	-545	-538	-538
Broadband	-295	-296	-297	-298	-298		-299	-301	-302	-303	-303
ARPU (EUR)											
ARPU Voice	1.5	1.6	1.4	1.5	1.5		1.6	1.4	1.2	1.3	1.4
ARPU Broadband	5.8	4.9	4.5	4.6	5.0		4.6	3.5	3.3	2.9	3.5
FROM MOBILE											
Number of active customers (thousands)	-529	-544	-565	-584	-584		-609	-629	-639	-658	-658
Among which other than M2M and Free di	-476	-484	-508	-514	-514		-532	-547	-553	-568	-568
Among which M2M	-2	-1	7	-1	-1		-2	-2	-1	-2	-2
Among which Internet Everywhere Cards	-51	-58	-64	-69	-69		-75	-80	-84	-89	-89
Annualized churn rate (blended - variance in p.p.)	-3.3% p.p.	-2.8% p.p.	-0.9% p.p.	-0.2% p.p.	-1.6% p.p.		-1.0% p.p.	0.3% p.p.	-0.3% p.p.	-2.3% p.p.	-0.9% p.p.
Net ARPU (EUR)											
Postpaid	-3.0	-3.5	-3.7	-3.1	-3.3		-2.8	-3.0	-3.7	-3.9	-3.4

Technology and Carrier & Wholesale Business Unit (TEC) - NEW											YoY variance in % - NEW				
(EUR million)	Q113	Q213	Q313	Q413	2013	Q114	Q214	Q314	Q414	2014	Q114	Q214	Q314	Q414	2014
REPORTED															
Revenues	68	66	66	65	265	64	60	60	58	242	-5.3%	-9.8%	-9.5%	-10.2%	-8.7%
Segment Result						-34	-28	-38	-43	-143	n/a	n/a	n/a	n/a	n/a
UNDERLYING															
Revenues	68	66	66	65	265	64	60	60	58	242	-5.3%	-9.8%	-9.5%	-10.2%	-8.7%
Costs of materials and charges to revenues						-9	-9	-9	-9	-36	n/a	n/a	n/a	n/a	n/a
Personnel expenses and pensions						-41	-42	-44	-40	-168	n/a	n/a	n/a	n/a	n/a
Other operating expenses						-48	-45	-45	-67	-204	n/a	n/a	n/a	n/a	n/a
Segment result						-34	-35	-39	-57	-165	n/a	n/a	n/a	n/a	n/a

Service Delivery Engine & Wholesale Business Unit (SDE) - OLD											YoY variance in % - OLD				
(EUR million)	Q113	Q213	Q313	Q413	2013	Q114	Q214	Q314	Q414	2014	Q114	Q214	Q314	Q414	2014
REPORTED															
Revenues	67	66	66	65	264	64	60	60	58	241	-4.5%	-9.1%	-9.1%	-10.8%	-8.7%
Segment Result	-36	-36	-37	-34	-143	-36	-27	-38	-42	-143	0.0%	-25.0%	2.7%	23.5%	0.0%
UNDERLYING															
Revenues	68	66	66	65	265	64	60	60	58	241	-5.9%	-9.1%	-9.1%	-10.8%	-9.1%
Costs of materials and charges to revenues	-10	-9	-9	-10	-38	-9	-9	-9	-9	-35	-10.0%	0.0%	0.0%	-10.0%	-7.9%
Personnel expenses and pensions	-45	-42	-45	-42	-174	-42	-42	-44	-40	-168	-6.7%	0.0%	-2.2%	-4.8%	-3.4%
Other operating expenses	-50	-52	-50	-49	-200	-49	-44	-45	-66	-204	-2.0%	-15.4%	-10.0%	34.7%	2.0%
Segment result	-37	-37	-38	-36	-147	-36	-35	-38	-57	-166	-2.7%	-5.4%	0.0%	58.3%	12.9%

Technology and Carrier & Wholesale Business Unit (TEC) - Difference

(EUR million)	Q113	Q213	Q313	Q413	2013	Q114	Q214	Q314	Q414	2014
REPORTED										
Revenues	1	0	0	0	1	0	0	0	0	1
Segment Result	n.a	n.a	n.a	n.a	n.a	n.a	n.a	n.a	n.a	n.a
UNDERLYING										
Revenues						0	0	0	0	1
Costs of materials and charges to revenues						0	0	0	0	-1
Personnel expenses and pensions						1	0	0	0	0
Other operating expenses						1	-1	0	-1	0
Segment result						2	0	-1	0	1

S&S - NEW											YoY variance in % - NEW					
(EUR million)	Q113	Q213	Q313	Q413	2013	Q114	Q214	Q314	Q414	2014	Q114	Q214	Q314	Q414	2014	
REPORTED																
Revenues Segment Result	18	7	10	25	60	7	64	7	8	85	-62.1%	>100%	-30.4%	-68.9%	42.4%	
						-75	-17	-67	-83	-242	n/a	n/a	n/a	n/a	n/a	
UNDERLYING																
Revenues	7	7	7	5	26	7	8	7	8	29	-6.3%	>100%	-4.5%	67.7%	11.8%	
Costs of materials and charges to revenues						0	0	0	0	0	n/a	n/a	n/a	n/a	n/a	
Personnel expenses and pensions						-34	-34	-34	-31	-132	n/a	n/a	n/a	n/a	n/a	
Other operating expenses						-49	-41	-44	-53	-187	n/a	n/a	n/a	n/a	n/a	
Segment result						-76	-67	-71	-76	-290	n/a	n/a	n/a	n/a	n/a	

S&S - OLD											YoY variance in % - OLD					
(EUR million)	Q113	Q213	Q313	Q413	2013	Q114	Q214	Q314	Q414	2014	Q114	Q214	Q314	Q414	2014	
REPORTED																
Revenues Segment Result	18	7	10	25	60	7	64	7	8	86	-59.9%	>100%	-30.8%	-67.9%	43.0%	
	-71	-82	-78	-64	-296	-78	-28	-79	-95	-280	8.8%	-65.6%	0.8%	49.0%	-5.3%	
UNDERLYING																
Revenues	7	7	7	5	26	7	8	7	8	30	-1.2%	10.7%	-5.8%	70.1%	13.5%	
Costs of materials and charges to revenues	0	0	0	0	0	0	1	0	0	1	-	-	-	-	-	
Personnel expenses and pensions	-40	-38	-40	-40	-157	-37	-37	-37	-34	-145	-6.9%	-3.1%	-6.4%	-13.8%	-7.6%	
Other operating expenses	-50	-50	-50	-50	-201	-49	-50	-52	-63	-214	-1.9%	-1.6%	4.3%	24.9%	6.4%	
Segment result	-82	-82	-82	-85	-332	-79	-78	-82	-89	-328	-4.2%	-4.8%	0.3%	4.1%	-1.1%	

S&S - Difference										
(EUR million)	Q113	Q213	Q313	Q413	2013	Q114	Q214	Q314	Q414	2014
REPORTED										
Revenues Segment Result	0	0	0	0	0	0	0	0	0	-1
UNDERLYING										
Revenues	0	0	0	0	0	0	0	0	0	-1
Costs of materials and charges to revenues						0	-1	0	0	-1
Personnel expenses and pensions						3	4	4	3	14
Other operating expenses						0	9	8	9	26
Segment result						3	11	12	13	38