Simply A1
Corporate Presentation 2017
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Telekom Austria Group

- Telekom Austria Group: leading telecommunications provider in the CEE
- 7 countries, more than 24 million customers
- A1 is the largest company within the Group, generating more than 60% revenues

<table>
<thead>
<tr>
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<th>FY 2016</th>
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<tbody>
<tr>
<td><strong>Revenues</strong></td>
<td></td>
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<tr>
<td>4,211.5 Mio.</td>
<td>1,354.3 Mio.</td>
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<tr>
<td>2,575.5 Mio.</td>
<td>897.5 Mio.</td>
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<tr>
<td><strong>Employees</strong></td>
<td></td>
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<tr>
<td>18,203</td>
<td>8,352</td>
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A1 Leadership Team

Marcus Grausam
A1 CTO
interimistic CEO

Sonja Wallner
A1 CFO

Martin Resel
Senior Director
Business Unit
Enterprise

Natascha Kantauer-Gansch
Senior Director
Business Unit
Consumer

Matthias Lorenz
Senior Director
Transformation,
Market & Corporate
Functions
The Austrian Market

- A1 is market leader in a highly developed information and telecommunications market.

- As the only fully integrated operator in Austria, A1 offers its customers product bundles comprising fixed line, mobile communications, broadband and TV services.

**Broadband**

- A1 mobile communications: 17.7%
- Competitors mobile communications: 34.2%
- Competitors fixed line: 20.4%
- A1 fixed line: 27.7%

**Voice Telephony**

- A1 mobile communications: 50.7%
- Competitors mobile communications: 38.1%
- Competitors fixed line: 7%
- A1 fixed line: 4.3%

Source: A1; Market Development; December 2016

measured in fixed line and cable broadband access lines as well as mobile broadband data cards

measured in minutes
Four Strong Brands

A total of 6 million mobile customers and 2.2 million fixed access lines
We shape our customers’ digital lives

- From security, to comfort, energy and entertainment: everything is connected
- A1 provides the basis for digitalisation in Austria with its networks, smart solutions and products
- The Internet of Things (IoT) and Machine-to-Machine communication are steadily increasing in importance
- Companies value the potential offered by IT innovations
- A1 supports Austrian companies and connects them today with tomorrow’s technologies, products and services
A1 Business Areas
Everything From One Single Source

Consumer
SME
Enterprise
Consumer

A suitable offer for every household

- Combi packages, Internet, TV, mobile phones and telephony
- Communication and information on Smartphones, tablets, PCs and TV sets
- A1 TV with more than 200 channels, HD TV, online video recorder, Internet apps and more than 7,500 films and series in the A1 video library
- Smart home: intelligent “thinking” products and services for smart connections between people, things and places
- M-Payment Services: A1 Visa card and payment by mobile phone
Consumer

A1 Customer Service

- Business Unit Consumer – You can find us where the customer is
- 4,200 employees working at A1 Customer Service handling over 100,000 customer queries per day
- Personal and Online – 24/7
- A1 Support Community with 185,000 registered members
Customised Offers for Entrepreneurs

**working at home**
Home Office products offering fixed line, Internet, mobile and a personal cloud at home

**working on the go**
always in touch with mobile business products

**Commercial**
high security standards and reliable availability: on the phone, via Internet and e-mail

**Healthcare Providers & Pharmacies**
Networks and data protection: Healthcare solutions from A1 have simply everything for health

**Hotels & Catering**
Safe, fast and reliable
A1 services satisfy the highest standards
Enterprise
The right solution for every business

Connection
The ideal connection of all business units allows efficient and cost-saving working

Communication
Communication solutions, interwining seamlessly

Business Service
Everything from a single source. A1 experts find the right solution for each problem

Security
Comprehensive protection for enterprise networks, Server and devices. Also for the premises

IT-Services
A1 takes care about the whole IT infrastructure
Enterprise
Ready for the digital future

**Largest Infrastructure**
- Fiber optic network: we connect Austria
- More than 4,500 4G/LTE base stations
- Largest data center operator with a total floor area of 12,000m²

**Comprehensive Service**
- 1,000 technicians and experts
- Country-wide technical support for
  - 100,000 data lines and corporate networks
  - 60,000 telephone systems
  - 55,000 desktops
  - 40,000 PIN-pad POS terminals

**Highest Level of Security**
- 100% of data stored in Austria
- ISO 27001 – highest level of certification in terms of information security
Cloud Services
Fit for the future with A1

Always at hand
Remote access to documents and services

Cost-efficient
Low costs for comprehensive solutions

To grow future-proof
Technology flexibly customized for company’s demands

Data security and data protection
Maximum protection according to European laws and standards

Service around the clock
Accessible day and night

Reliable partner at equal terms
Digitale Services für Unternehmen aller Größen
Infrastructure
Broadband in Austria

A1 Fiber Optic Network

The A1 fiber optic network is the technical backbone for the knowledge-based society and high-performance network infrastructure of the future

- A1 Highspeed Internet for more than 90% of Austrian households
- Data transmission up to 150 Mbit/s and cable TV in high resolution quality.
- A1 Hybrid: Smart technology combination of fixed line internet and 4G/LTE

uninhabited
A1 Internet < 8 Mbit
A1 fiber optic power
Mobile Broadband for more Flexibility

A1 Mobile Networks

A1 mobile networks provide full-coverage voice and mobile broadband services.

- Mobile broadband coverage across Austria
- A1 4G/LTE roll-out almost finished
- LTE carrier aggregation allows up to 300 Mbit/s in rural areas

![Map of Austria with mobile network coverage](image)

- **LTE Carrier Aggregation** (up to 300 Mbit/s)
- **LTE** (up to 150 Mbit/s)
- **HSPA+ Dual Carrier** (up to 42 Mbit/s)
- **HSPA+** (up to 21 Mbit/s)
- **HSPA/UMTS** (up to 14.4 Mbit/s)
- **EDGE** (up to 236 Kbit/s)
A1 Business Areas

Wholesale

One of the world’s largest fiber networks

- Technological and local know-how of Telekom Austria Group and América Móvil to leverage synergies
- Joint footprint with 200 Points of Presence (PoP) within 47 countries
- Global wholesale presence of Telekom Austria Group strengthened through additional coverage in the Americas

Joint Footprint with América Movil
The Best Network 2017

A1 – Simply excellent

A1 wins all Network Contests

- A1 wins futurezone, connect, Sytemics and Chip network competition contest
- A1 customers call and surf in the best network of Austria
- Huge lead by reliable and fast 4G/LTE network
Responsibility
Media Literacy Initiative „A1 Internet for All“

- Training initiative across Austria to promote competent and safe usage of Internet
- Free Internet training for kids, teenagers, adults and seniors
  - 3 permanent locations: Vienna, Klagenfurt, Salzburg
  - Tour across 40 communities per year
  - In social institutions like Caritas, Augustin, Ute Bock and many more
- More than 120,000 participants after 6 years: 3,000 employees have supported more than 8,000 trainings; 98% recommendation rate

www.A1internetfueralle.at
Support for Start-Up Businesses

We Foster Young Entrepreneurs

- With our A1 Startup Initiative we support young entrepreneurs
- Provision of a fully-equipped office at A1 Startup Campus as well as comprehensive support from A1 experts ranging from marketing concepts to sales strategies
- At present, we are supporting the following start-ups
  - adscanner, an Ad Analytics Platform to track TV campaigns
  - Folyo allows to track and value outdoor advertising in real time
  - Holidays on Wheels, a holiday booking platform for physically disabled
  - Invenium generates anonymous traffic flow and movement flow analyses
  - Mopius supplies location and context-based digital content
  - Parkbob, a crowd-sensing service, helping people to easily find a parking spot in cities.
  - Ready2Order, a cash register software in the cloud
  - REVAL, a crowd investing platform für real estate projects
  - Whalebone, a DNS filtering IT-security solution

www.A1startup.net
Environmental & Climate Protection

A1 runs its network infrastructure 100% CO$_2$ neutral and thus was able to save more than 60% of CO$_2$ emissions

- More than 10 years environmental management (ISO 14001, EMAS, etc.)
- Continuous reduction of energy consume by modern, environmental friendly solutions
- Usage of 100% power from renewable energy