

United Internet: Key figures Q1 2021

Financial Key Figures

Group (in € millions)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Change
Revenues	1,329.4	1,328.5	1,326.8	1,382.6	1392.2	4.7%
Revenues excl. hardware	1,144.0	1,144.4	1,162.3	1,177.9	1188.5	3.9%
EBITDA	300.8	319.7	275.9	152.5	346.5	15.2%
Write-down of accrued assets for VDSL contingents				-129.9		
Non-period effect from lower MBA MVNO billing					34.4	
EBITDA, operative	300.8	319.7	275.9	282.4	312.1	3.8%
Excessive MBA MVNO billing (from July 1, 2020)			-14.4	-20.0		
Initial project costs 5G	-2.8	-2.8	-2.8	-5.5	-7.2	
IONOS product/sales offensive for cloud business and further internationalization					-10.1	

Segment "Consumer Access" (in € millions)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Change
Revenues	933.7	933.5	925.6	966.2	965.9	3.4%
Hardware/other revenues	185.9	184.4	164.8	204.0	203.7	9.6%
Service revenues	747.8	749.1	760.8	762.3	762.2	1.9%
EBITDA	164.8	166.5	127.3	12.7	202.8	23.1%
Write-down of accrued assets for VDSL contingents				-129.9		
Non-period effect from revised MBA MVNO offer					34.4	
EBITDA, operative	164.8	166.5	127.3	142.6	168.4	2.2%
Excessive MBA MVNO billing (from July 1, 2020)			-14.4	-20.0		
Initial project costs 5G	-2.8	-2.8	-2.8	-5.5	-7.2	

Segment "Business Access" (in € millions)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Change
Revenues	118.7	122.8	125.1	126.7	128.3	8.1%
EBITDA	35.2	39.7	39.4	35.4	38.2	8.5%

Segment "Business Applications" (in € millions)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Change
Revenues	237.0	234.6	235.7	241.3	256.2	8.1%
EBITDA	76.9	90.9	86.8	73.7	79.2	3.0%
Product/sales offensive for cloud business and further internationalization					-10.1	

Segment "Consumer Applications" (in € millions)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Change
Revenues	60.8	58.9	61.2	70.9	65.3	7.4%
EBITDA	23.3	23.7	22.5	31.1	25.9	11.2%

Customer figures

Development of customer contracts (in millions)	31.03.2020	30.06.2020	30.09.2020	31.12.2020	31.03.2021 vs. 31.03.2021	31.12.2020
Total customers, subscription based	24.91	25.20	25.41	25.65	25.93	+ 0.28
Consumer Access, total contracts	14.43	14.57	14.68	14.83	14.97	+ 0.14
of which Mobile Internet	10.10	10.24	10.36	10.52	10.66	+ 0.14
of which broadband products	4.33	4.33	4.32	4.31	4.31	+/- 0
Business Applications, total contracts	8.21	8.32	8.38	8.45	8.56	+ 0.11
Consumer Applications, total	40.71	40.82	41.17	41.77	41.95	+ 0.18
of which Premium Mail Subscriptions	1.54	1.57	1.61	1.63	1.66	+ 0.03
of which Value Added Subscriptions	0.73	0.74	0.74	0.74	0.74	+/- 0
of which free accounts	38.44	38.51	38.82	39.40	39.55	+ 0.15