

Financial Key Figures

Group (in € million)	Q1 2018	Q1 2019	Change
Revenues, reported	1,270.7	1,286.1	1.2%
EBITDA, reported	278.3	299.7	7.7%

Segment "Consumer Access" (in € million)	Q1 2018	Q1 2019	Change
Revenues, reported	898.3	905.0	0.7%
Hardware revenues	192.6	174.6	-9.3%
Service revenues	705.7	730.4	3.5%
Effect of the changed capacity split with focus on mobile contracts based on the Telefónica network	1.2	10.2	
Service revenues, adjusted	706.9	740.6	4.8%
EBITDA, reported	165.3	168.5	1.9%
IFRS 16 effect		-0.9	
Additional costs from purchase of wholesale services ¹⁾		17.5	
One-off expenses for current integration projects	5.0	2.1	
EBITDA, adjusted	170.3	187.2	9.9%

Segment "Business Access" (in € million)	Q1 2018	Q1 2019	Change
Revenues, reported	110.3	119.3	8.2%
EBITDA, reported	12.1	35.7	195.0%
IFRS 16 effect		-15.9	
EBITDA, adjusted	12.1	19.8	63.6%

Segment "Business Applications" (in € million)	Q1 2018	Q1 2019	Change
Revenues, reported	209.4	220.2	5.2%
EBITDA, reported	74.7	73.7	-1.3%
IFRS 16 effect		-5.6	
Higher marketing expenses (thereof EUR 7.0 million one-offs for rebranding measures)		14.6	
One-off expenses for current integration projects	3.1		
EBITDA, adjusted	77.8	82.7	6.3%

Segment "Consumer Applications" (in € million)	Q1 2018	Q1 2019	Change
Revenues, reported	72.0	60.4	-16.1%
Reduction of advertising space as part of the transition to data-driven business models		5.1	
Effects in sale of third-party inventory		5.2	
Revenues, adjusted	72.0	70.7	-1.8%
EBITDA, reported	27.5	21.4	-22.2%
IFRS 16 effect		-0.1	
Reduction of advertising space as part of the transition to data-driven business models		4.1	
EBITDA, adjusted	27.5	25.4	-7.6%

¹⁾ Including preliminary additional costs of EUR -17.5 million after a time-limited adjustment mechanism of a wholesale contract expired at the end of 2018. Contrary to original expectations, no decision has yet been taken regarding a replacement or compensation for the expired arrangement. However, the corresponding wholesale prices are currently the subject of arbitration proceedings, in the course of which there will be a binding decision on the type and amount of a permanent price adjustment within a few months of the end of the 5G spectrum auction. United Internet expects this expert decision to result in lower wholesale prices with a retrospective effect.

Customer figures

Development of customer contracts (in million)	31.12.2017	31.03.2018	30.06.2018	30.09.2018	31.12.2018	31.12.2018	31.03.2019	Change Q1 19 vs. Q4 18
Total customers, subscription based ¹⁾	22.57	22.87	23.10	23.58	23.85	23.85	24.06	+ 0.21
Consumer Access, total contracts ¹⁾	12.57	12.84	13.04	13.26	13.54	13.54	13.72	+ 0.18
of which Mobile Internet	8.30	8.54	8.73	8.93	9.20	9.20	9.37	+ 0.17
of which broadband products ¹⁾	4.27	4.30	4.31	4.33	4.34	4.34	4.35	+ 0.01
Business Applications, total contracts ^{2, 4)}	7.76	7.79	7.81	8.07	8.06	8.06	8.09	+ 0.03
Consumer Applications, total accounts ^{3, 4)}	37.91	38.51	38.31	38.42	39.25	39.25	39.59	+ 0.34
of which Premium Mail Subscription ³⁾	1.56	1.54	1.54	1.53	1.54	1.54	1.54	+/- 0
of which Value Added Subscription ^{3, 4)}	0.68	0.70	0.71	0.72	0.71	0.71	0.71	+/- 0
of which free accounts ³⁾	35.67	36.27	36.06	36.17	37.00	37.00	37.34	+ 0.34

¹⁾ After an adjustment by 0.07 million DSL contracts from two expiring businesses as of December 31, 2018; the comparative figure for the previous period was adjusted accordingly so that the adjustment has no impact on the net change

²⁾ Additional 250,000 contracts from the acquisition of World4You in Q3 2018

³⁾ After reclassification of 250,000 customers relationships (110,000 accounts with Premium-Mail-Subscription and 140,000 accounts with Value-added Subscription) from contract inventory to free accounts as of March 31, 2018; the comparative figures for the previous periods have been restated accordingly so that the adjustment has no impact on the net change

⁴⁾ After reclassification of 260,000 customer relationships from the Business Applications contract inventory to Consumer Applications contract inventory (Value-Added subscription) as of December 31, 2018; the comparative figures of previous periods have been restated accordingly so that the adjustment has no impact on the net change