Proximus Group

Results presentation Q1 2021

30 April 2021

proximus

Highlights
Q1 2021

Key achievements **Q1**

Covid-19

- Continued **support** for Belgium & employees.
- **Vaccination centres**: ICT solutions, connectivity and temperature monitoring solutions
- **Financial** impact starting to moderate.

Commercial momentum

- Main customer bases growing & **positive ARPC.**
- Traction of **high value customers** continues
  - ✓ +13K TV
  - ✓ +21K convergent
  - ✓ +12K Fiber
- Winning strategic **B2B** contracts, containing legacy business decline.

#inspire2022

- Accelerating Fiber build.
- Fiber monetization progressing as planned.
- Fiberklaar approved by European Competition authorities.
- Partnerships & ecosystems

Fiberklaar MWINGZ Belfius proximus academic connect powered by proximus

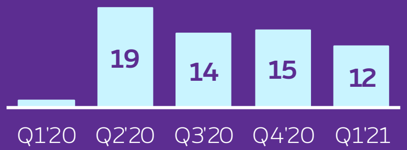
Guidance 2021

- Results **on track for FY 2021 guidance**

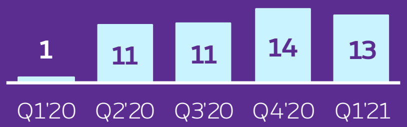
Continued **solid customer growth**, strong traction for higher-value offers.

Postpaid excl. M2M

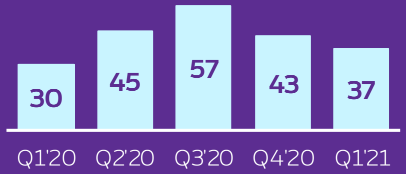
Net adds Group
('000)



+2.8% YoY
to 2,148K

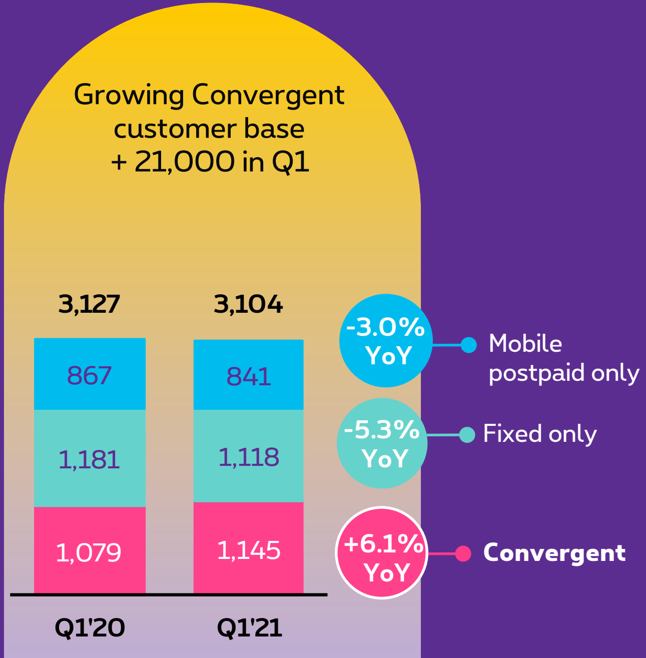


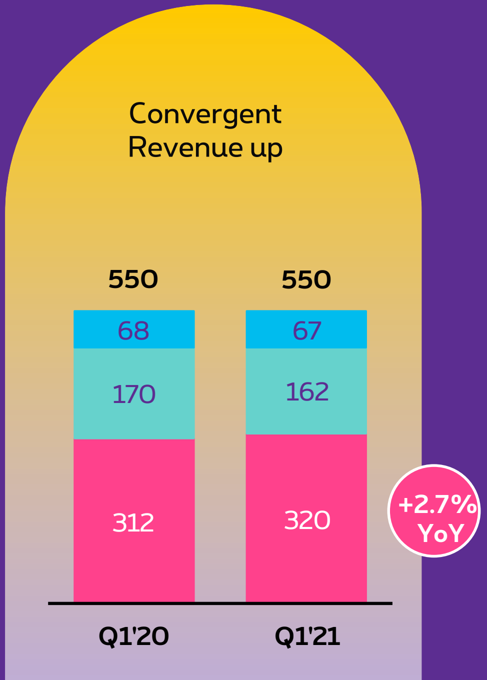
+2.9% YoY
to 1,690K



+4.4% YoY
to 4,314K

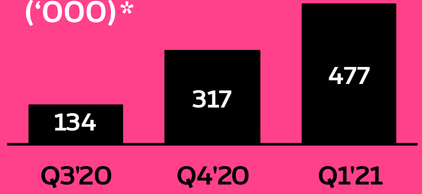
Driving value through **convergence**…





...supported by ongoing strong traction Flex offer, **+160,000 Flex** in Q1

Flex subscriptions ('000)*



Flex multi-mobile strategy drove average RGUs up

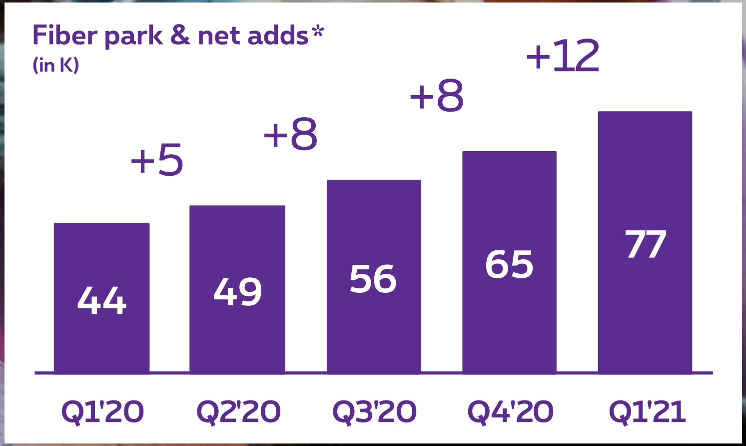
Uptiering via Fiber

*Mix of migrations & new customers

77,000 customers enjoying a **Fiber** connection end-March 2021.

Commercial drivers on track:

- ✓ Win-backs
- ✓ Migrations
- ✓ Churn rate
- ✓ ARPC

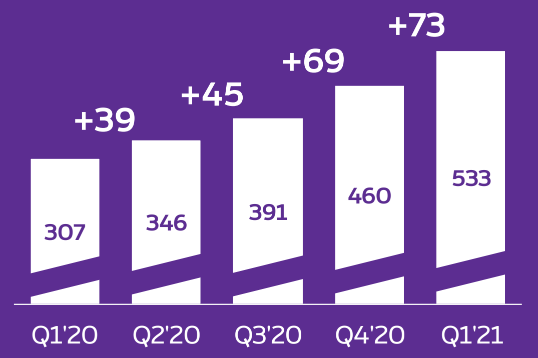


*Customer X-play level (consumer)

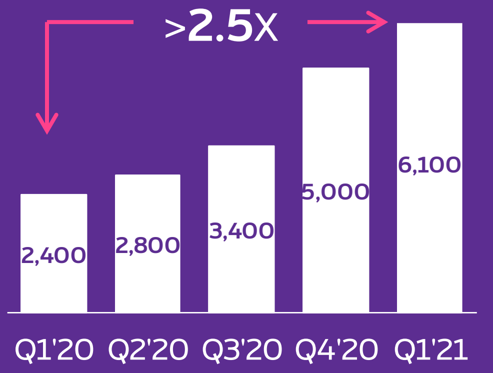
533,000 HP with Fiber, nearing 9% of premises.

Active in
17
Cities

Homes & Businesses Passed (GPON)
(in K)



Average weekly rollout
(rounded, HP)



proximus
EQT Infrastructure

Flanders Fiber JV
Fiberklaar

- ✓ Cleared by European Competition authorities
- ✓ Pass at least 1.5M homes in Flanders by 2028
- ✓ Starting in about 10 Flemish cities & municipalities

Gearing up Proximus' ambitious Fiber plan to reach **4.2**M HP by 2028 or ~**70**% of population in Belgium

B2B transformation plan execution is **on track**.

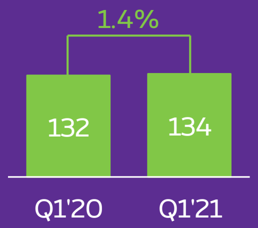
	Past years *Building on strong Telco position*	**This year & next** *converged ICT shaping up*	**2023** *converged ICT driving profitable growth*
Grow profitability	• Telco legacy management • Ramped up ICT portfolio	• Convergent, industrialized Telco-ICT propositions • Growing managed & consultative services	• Monetize accelerated Cloud and Security growth • Increased ICT profitability following industrialisation
Gigabit network	• Leveraging Mobile Network superiority • Monetising managed & secured networks	• 5G innovation platform • Next generation networks (SD-WAN)	• Monetization on 5G-IoT-Edge Computing • Monetising fibre
Digital native	• Mobile fleet management • My Proximus	• Digitalisation service transactions • Improving digital portals with growing product scope	• Simple, digital Prospect To Cash journey • Acceleration of digital sales

Mitigated Enterprise revenue decline by **containing the Telco revenue erosion…**

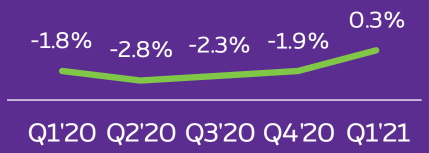
Internet

Growing core Telecom customer base
& manage ARPUs

Park (K)

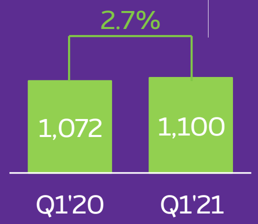


Arpu (YoY trend)



Mobile

Park (K)



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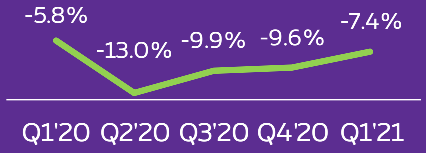
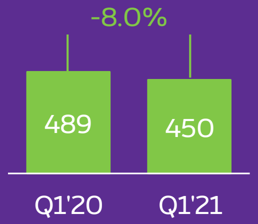


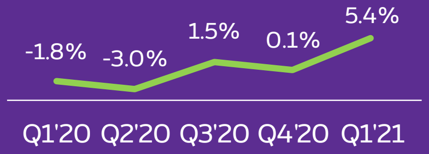
Fixed Voice

Containing the legacy Voice revenue impact

Park (K)



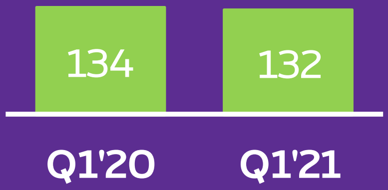
Arpu (YoY trend)



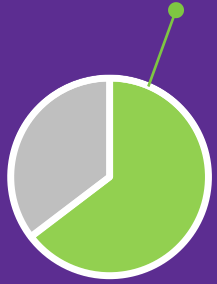
...and focusing on **high-value ICT** services.

ICT revenue down, mainly on low-margin product deals, **while growing high-value services**

ICT Revenue (€M)



Share of high value ICT services



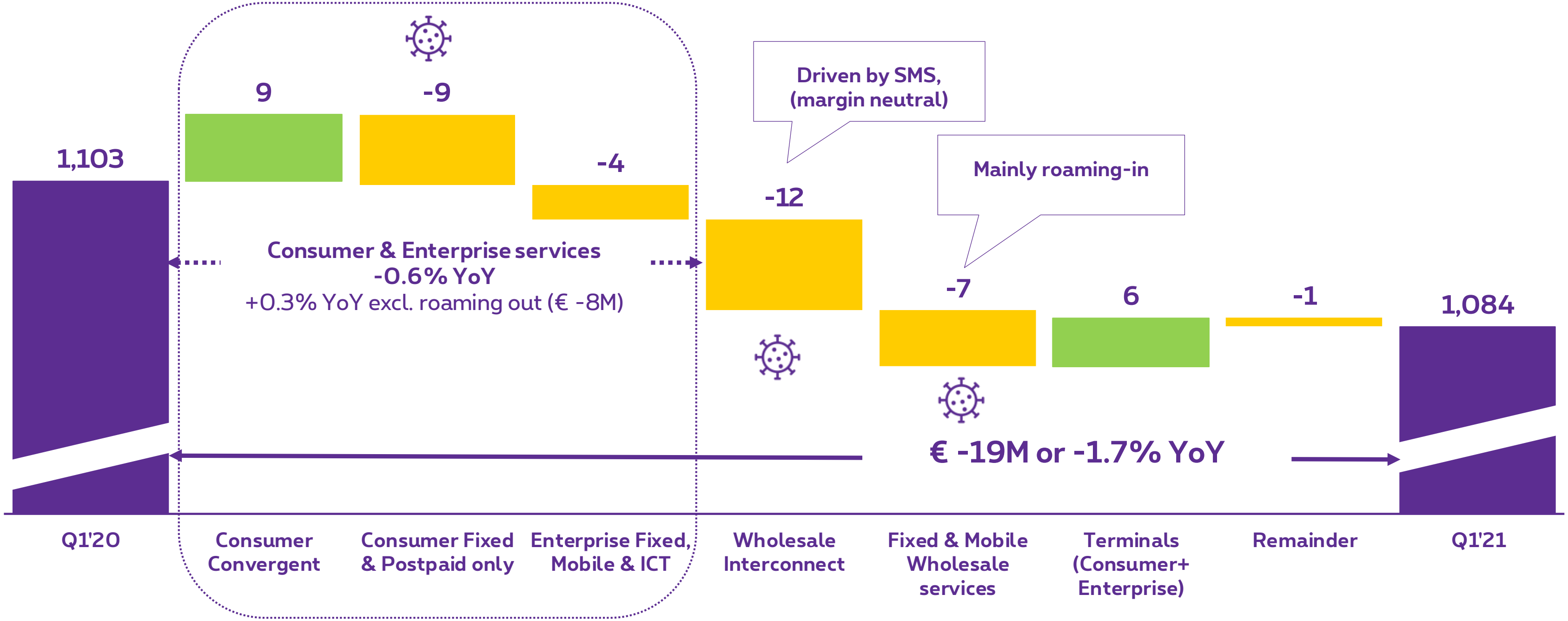
+3 p.p. YoY

A good start to the year

Selection of signed deals:

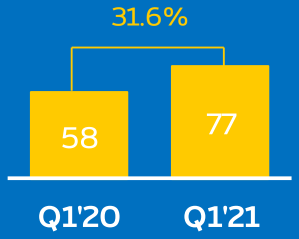
BanqueNationaleBank
FARYS
Service Public Fédéral FINANCES
Federale Overheidsdienst FINANCIEN
WWW.FIN.BELGIUM.BE
FPS JUSTICE GAMING COMMISSION
European Commission
Wallonie familles santé handicap AVIQ

Q1 **Domestic revenue** –1.7% YoY, reflecting headwinds on roaming and interconnect.



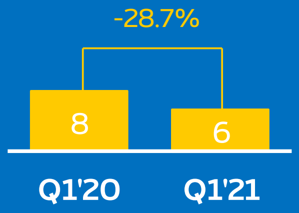
TeleSign revenue **+43.5% YoY on constant currency,** while investing in further growth trajectory.

Revenue
(M€)



+ 43.5%
on constant currency*
(+31.6% YoY for Q1)
Continuing **revenue growth**
✓ Programmable Communication
✓ Digital Identity

Ebitda
(M€)

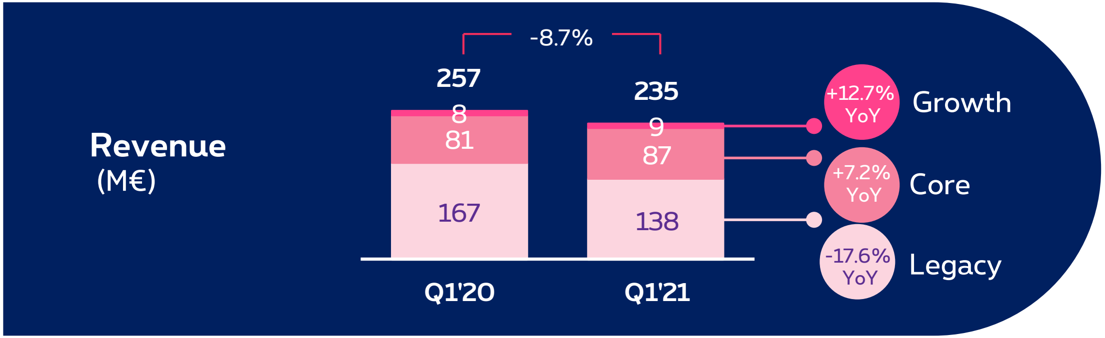


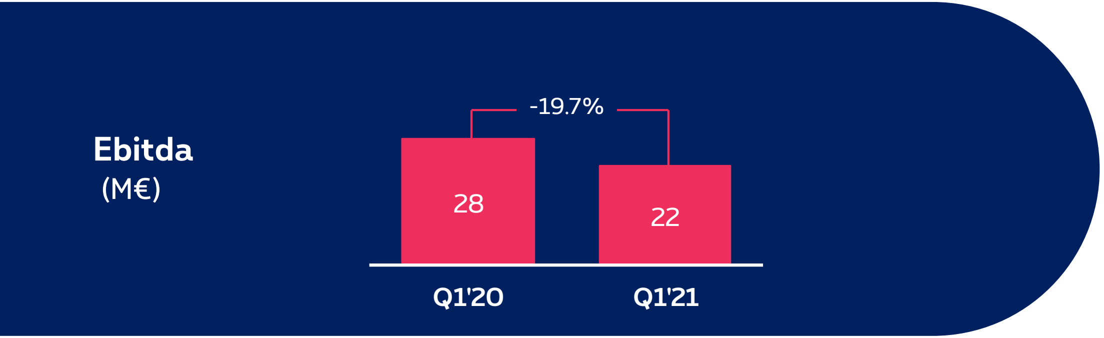
€ 2M invested in growth ambition. Additional skilled headcount recruited.

* Using a constant currency, applying the 31 March 2021 EUR/USD of 0.8529

bics, underlying business trend resilient

in competitive market, Core & Growth revenue up YOY.



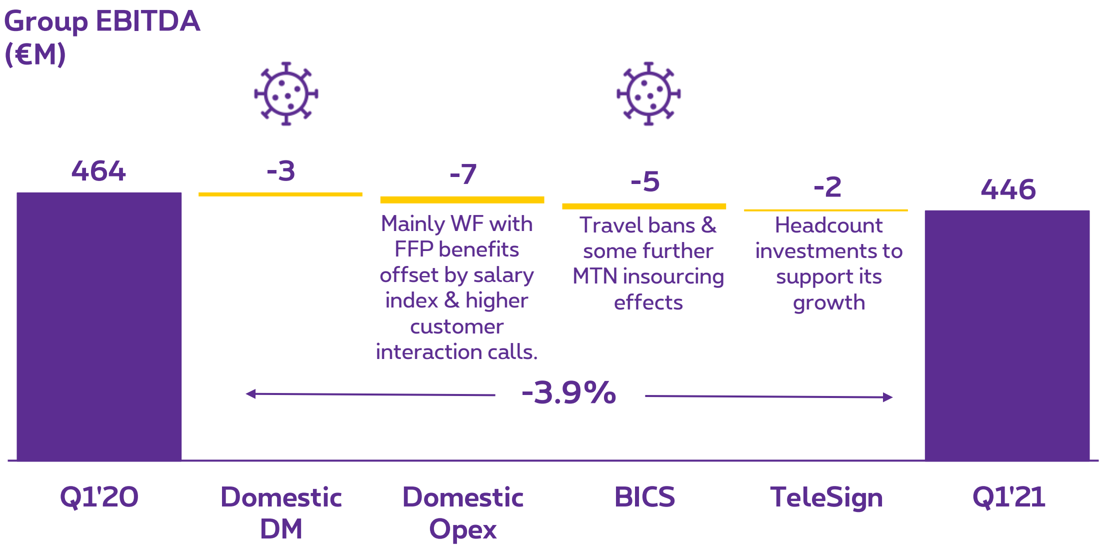


Covid-19 effects and moderating MTN insourcing impact, both temporary of nature*.

*Q1 2020 was unaffected by Covid-19 and with higher contribution of MTN

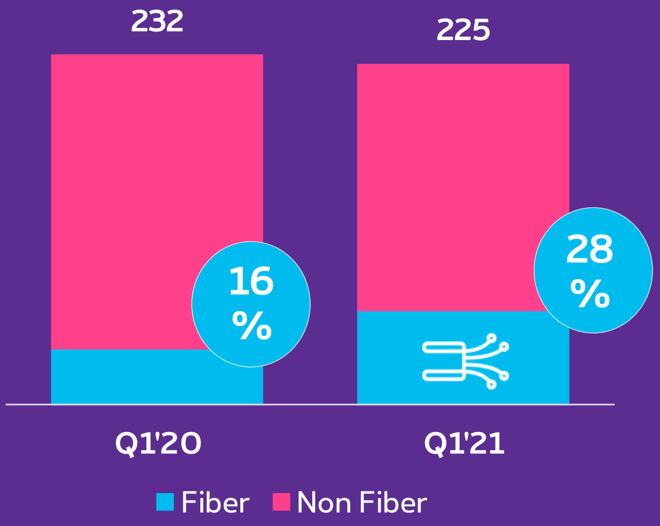
Q1'21 **Group EBITDA € 446M**, -3.9% YOY

Including:
- remaining Covid-19 impact
- additional customers costs
- transformation investments



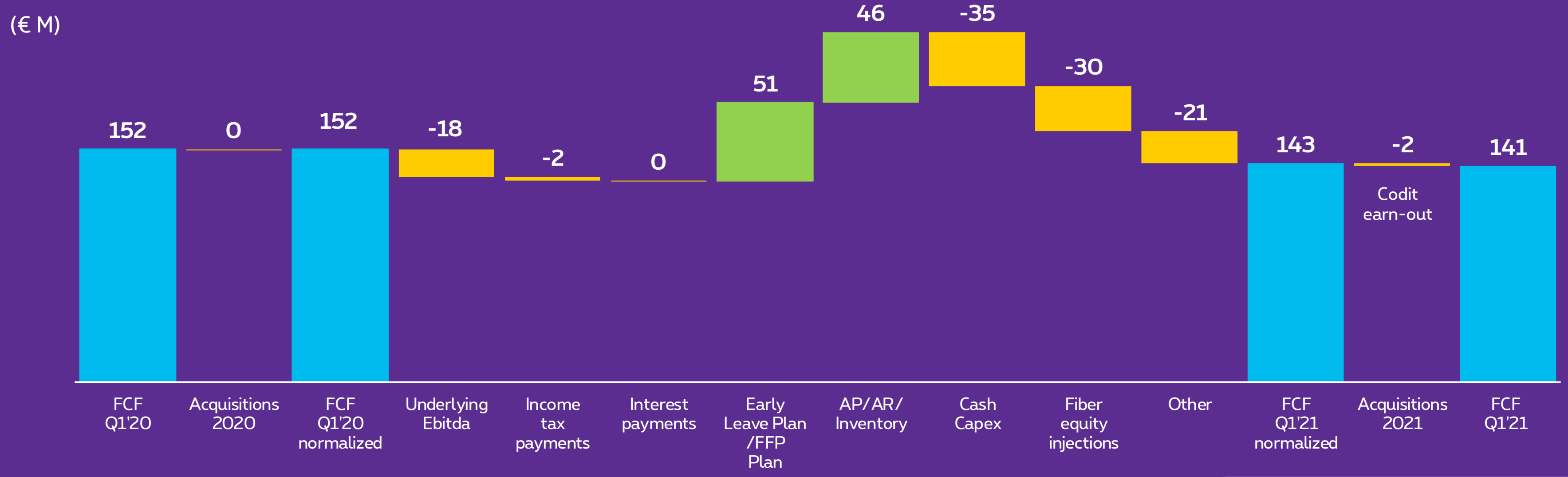
Group total **capex** for Q1'21 totaled **€ 225M**

(accrued; excl. spectrum & football rights)



- Timing impact content contract renewals.
- Higher Fiber capex following rollout acceleration, now 28% of total.
- Stepping up Digitalization and IT transformation investments.
- Rationalizing less strategic capex.

Generating a solid normalized **FCF of € 143M** in Q1



- 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 incl. amongst others timing effect in post-employment benefits, deferrals, …

Equity transaction obtaining BICS minority shares for € 217M recorded below FCF (Dividends to and transactions with non-controlling interests)

On track for our **2021 outlook**

Guidance metrics	Actuals FY 2020	Guidance FY 2021	Actuals Q1 2021
Underlying Domestic revenue	€ 4,356M	Close to the 2020 level	**€ 1,084M**
Underlying Group EBITDA	€ 1,836M	€ 1,750-1,775M	**€ 446M**
Capex (excl. Spectrum & football rights)	€ 1Bn	Close to € 1.2Bn	**€ 225M**
Net debt / EBITDA	1.28X	< 1.6X	**nr**

2021, a transition year, in which we further execute upon our #inspire2022 strategy.

Q&A

Join the conference call to ask your questions

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Dial-in USA	+1 646 722 4916
Dial-in Europe	+32 2 403 5816

Code 67 226 498#

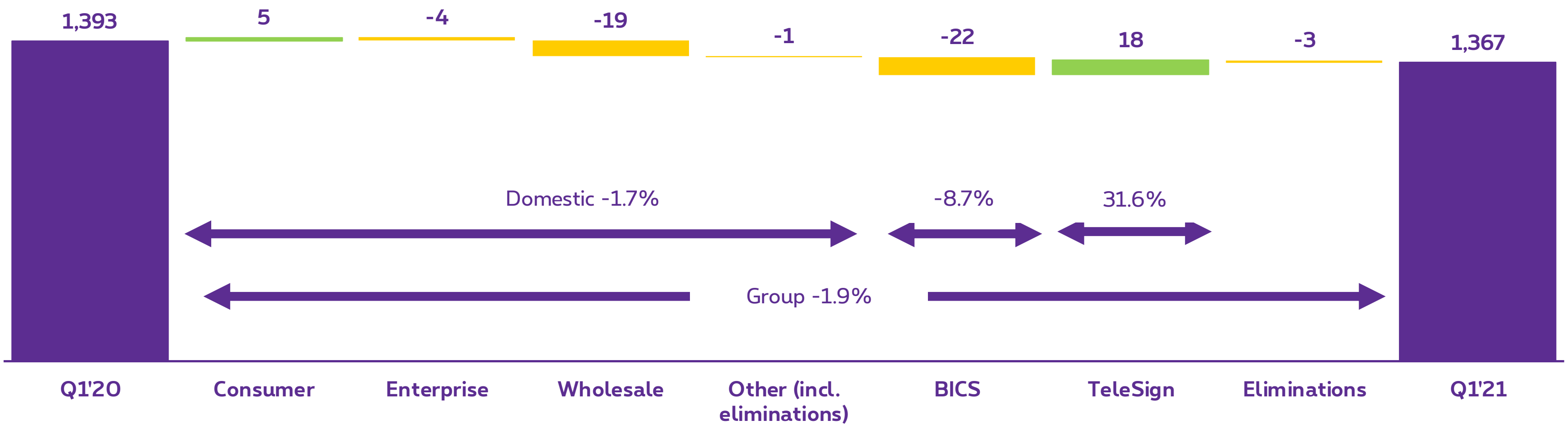
A more detailed view on the results

Table of Content

Notes

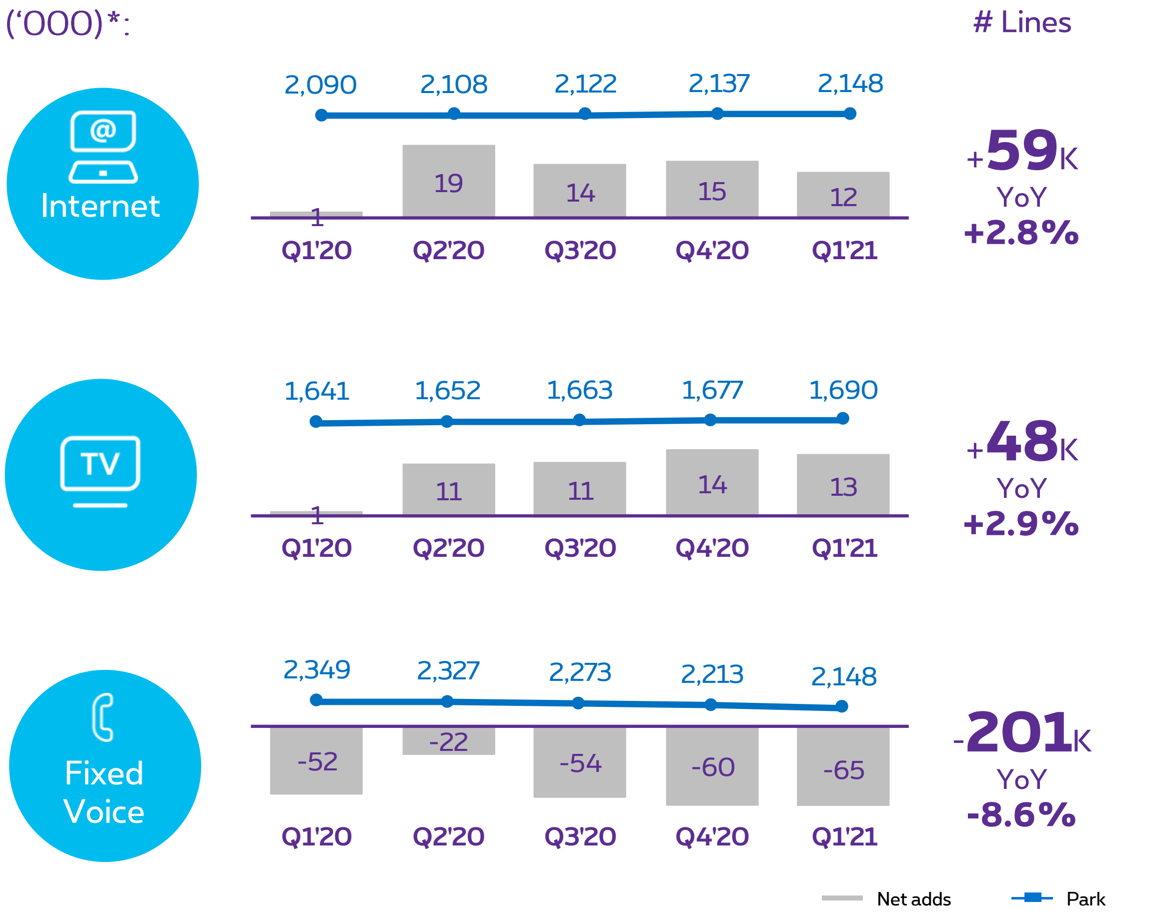
- All figures included in this presentation are on 'Underlying' basis, allowing for a meaningful YOY comparison.
- Figures are rounded. Variances are calculated from the source data before rounding, implying that some variances may not add up.

Q1 **underlying Group Revenue** -1.9% YoY, incl. Covid-19 impact and lower interconnect revenue (margin neutral).



Further **increasing Internet** and **TV** base

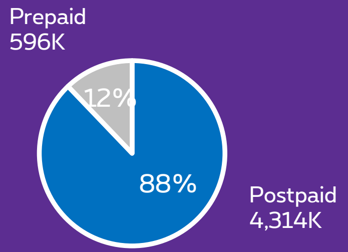
- Strong traction of Flex offer.
- Fiber activations increasing.
- Fixed Voice line further eroded, reflecting changing customer needs, accelerated by customer migrations to Flex.



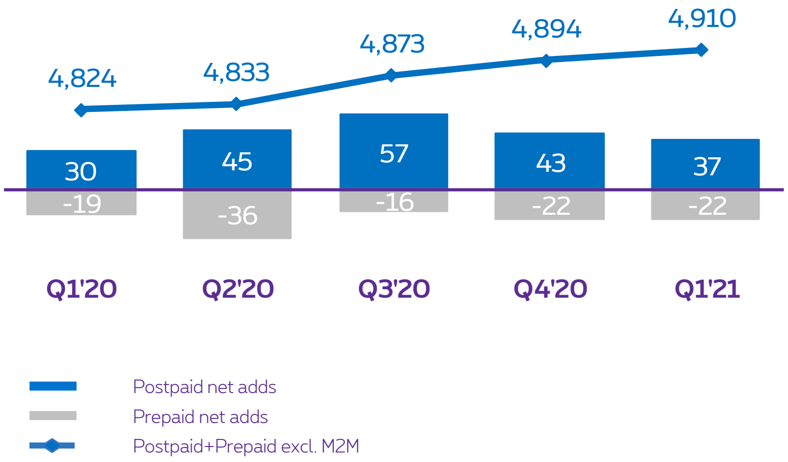
*Group operationals cover Proximus (Consumer and Enterprise), Scarlet, Proximus Luxembourg and Wholesale.

Maintaining a solid **Postpaid customer growth**

Growth supported by continued traction of convergent **multi-mobile offer Flex** and **Enterprise further growing** its strong mobile base.



Mobile cards & net adds (in '000)*:



Postpaid YoY
+181K
+4.4%

Prepaid YoY
-95K
-13.7%

*Group operationals cover Proximus (Consumer and Enterprise), Scarlet, Proximus Luxembourg and Wholesale.

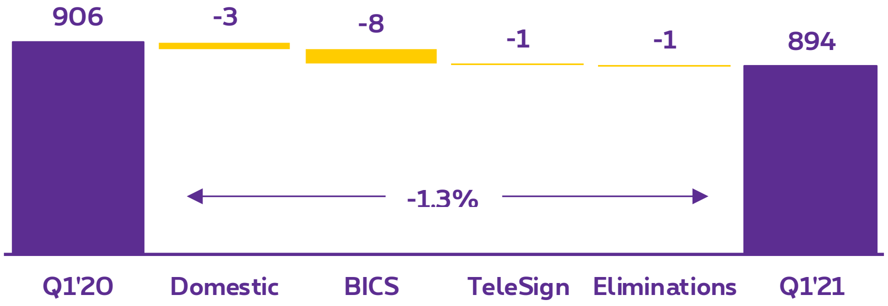
Group underlying **Direct Margin** **-1.3%**

Domestic DM
Q1 YoY -0.4%, incl. remaining Covid-19 headwinds

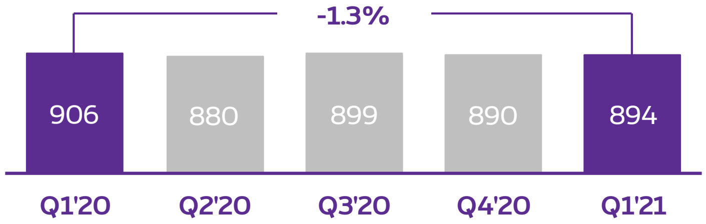
BICS DM
Q1 YoY -12.3%, incl. Covid-19 headwinds and MTN insourcing impact

TeleSign DM
Q1 YoY -2.7%, incl. USD/EUR effect.
At constant currency, +6.3% direct margin.

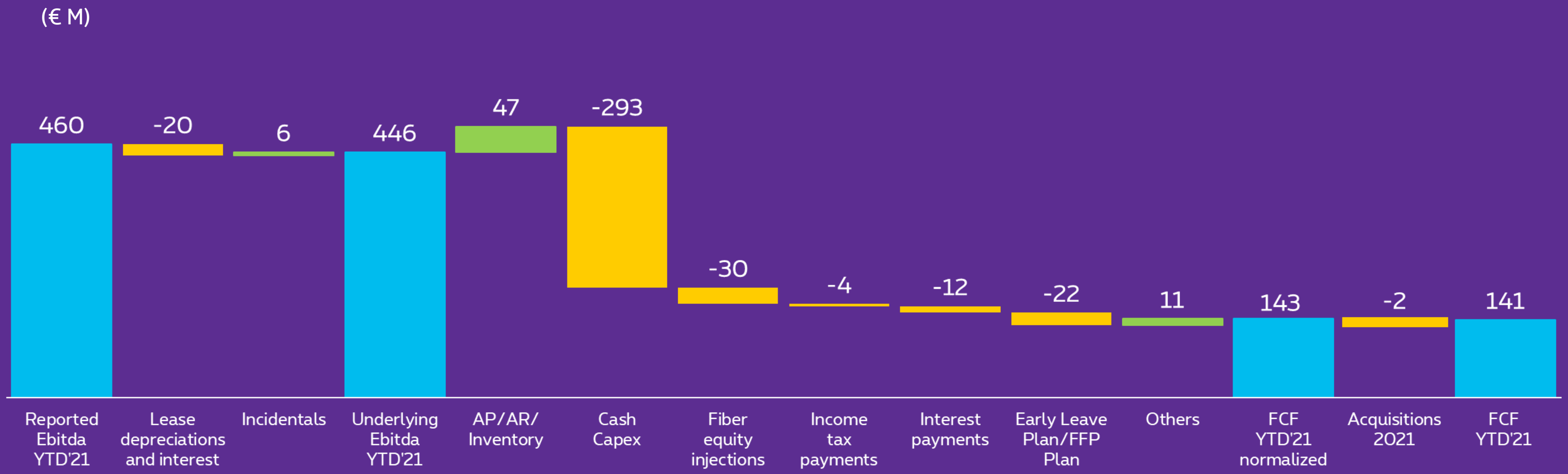
Q1
(M€)



Q's
(M€)

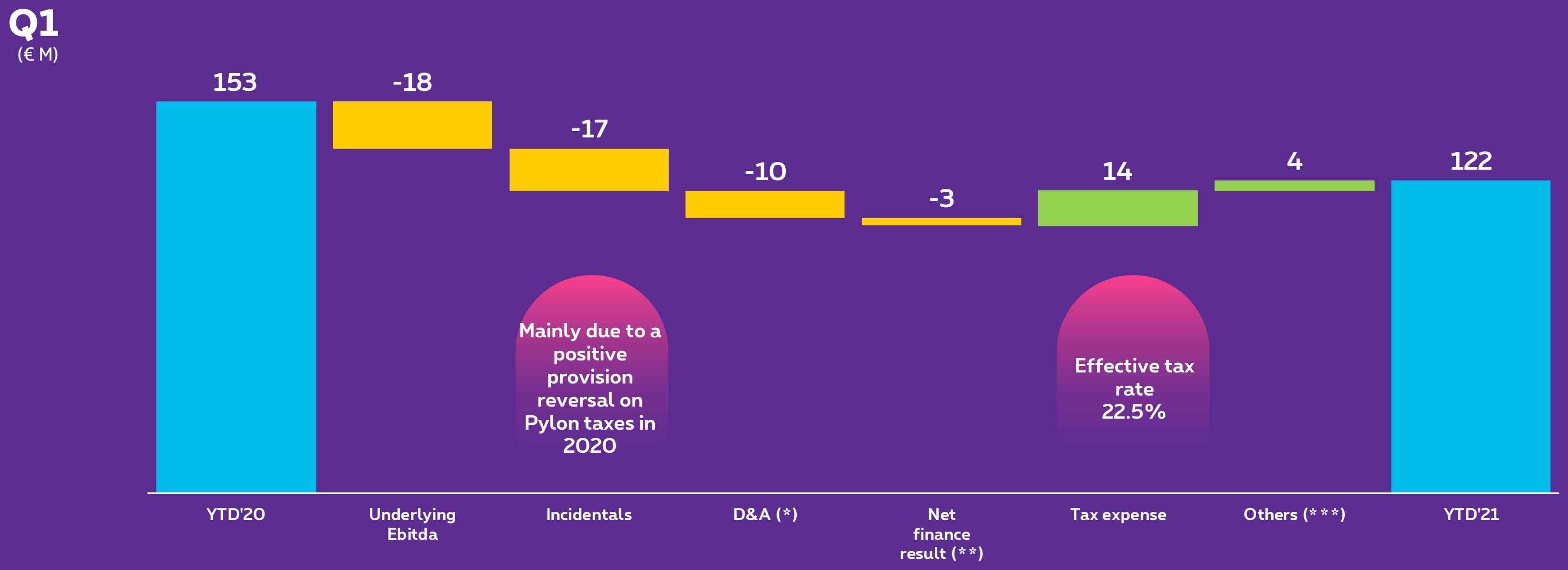


From **EBITDA to FCF**, Q1 2021



- Early leave plan refers to voluntary early leave before retirement and FFP plan to the Fit for Purpose transformation plan

Net income evolution



* Excluding Lease depreciations
** Excluding Lease interests
*** Includes Non-controlling interests and Share of loss from associates

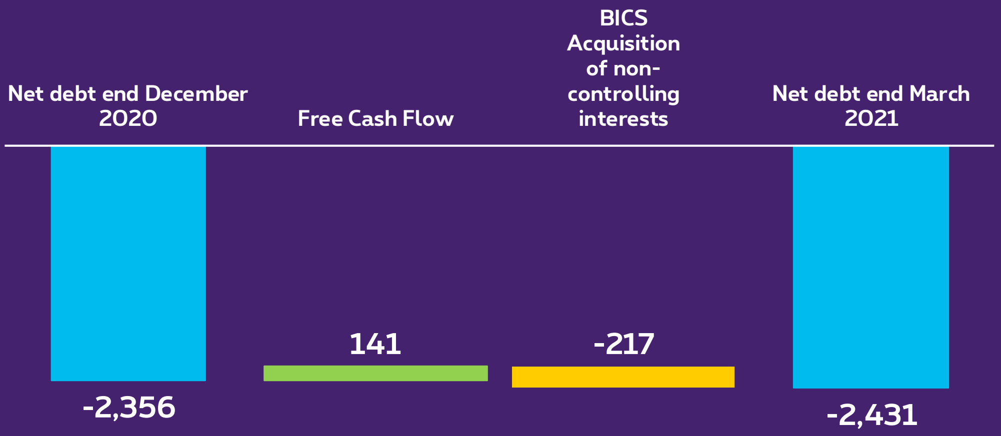
Keeping a **sound financial position**

(situation end March 2021)

Adjusted Net Debt

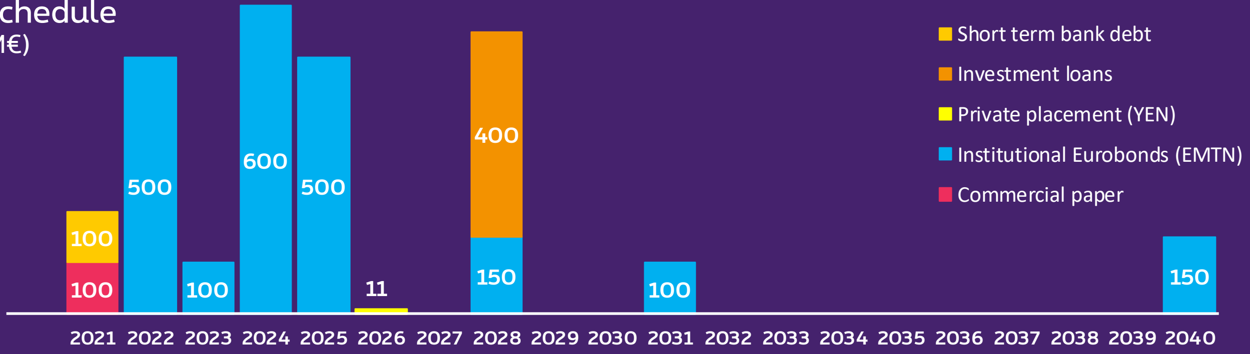
(YTD, M€)

Excluding Lease liabilities



Debt Maturity Schedule

(M€)



4.7 Yr

Average debt duration

1.76 %

Weighted average coupon

Credit ratings:

Standard & Poor's A (negative outlook)

Moody's A1 (stable outlook)

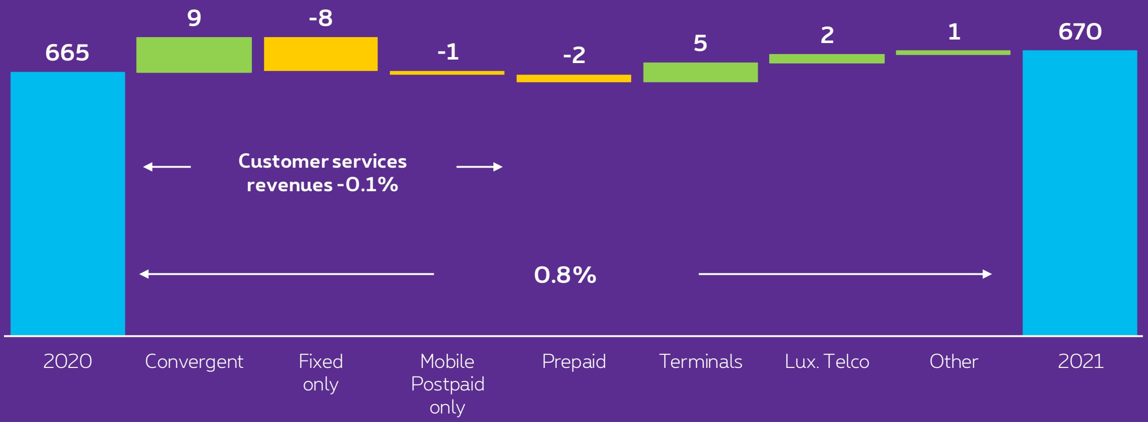
Liquidity end March 2021:

- €280M investments, cash & cash equivalents (incl. derivatives)
- EMTN Program €3,500M (€2,100m outstanding).
- CP Program €1,000M (€100M outstanding)
- Committed credit facilities: €750M (€0M outstanding)

Q1 **Consumer** highlights

- Continued **strong commercial performance** with especially good traction for higher value offers.
- Adding 31,000 Mobile postpaid cards, 10,000 Internet and 12,000 TV subscriptions in Q1'21.
- **Success for Flex offers** ongoing, reaching 477,000 Flex subscriptions end-March '21.
- Total **convergent customer base grew +21,000** in Q1'21, convergent revenue up by +2.7% YoY.
- Customers mainly opting for 3-Play convergent offers, driving **changing customer product mix**.
- Total **Consumer revenue +0.8% YoY**, including a stable Customer services revenue. Overall, the ARPC was up YoY by +0.4% to EUR 58.8.

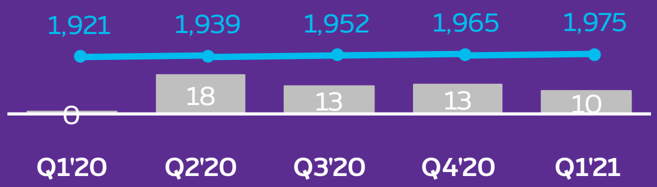
Q1 **Consumer revenue +0.8%,** in spite of Covid-19 roaming headwinds



- Remaining **Covid-19 headwind** on roaming revenue.
- Ongoing favorable **move to convergent offers** at higher ARPC.
- Supported by **1 Jan price indexation**.
- Attracting more multi-mobile customers, driving **an increase in the overall RGU** (+1.9% in Q1 YoY) coming from the continued success of convergent Flex offers (477K customers by end-March 2021)

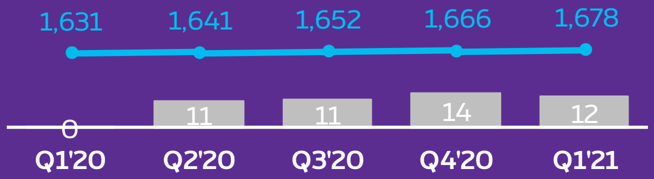
Fixed Operationals

Internet customers ('000)



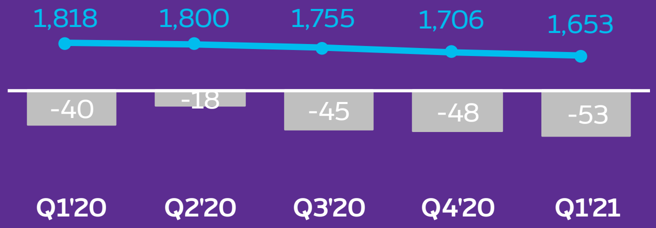
Broadband **+54,000** YoY
+2.8%
An additional +12,000 customers subscribed to a Fiber product, being a mix of onboarding new customers and migrating copper customers

TV customers ('000)



+48,000 YoY
TV households
+2.9%

Fixed voice customers ('000)

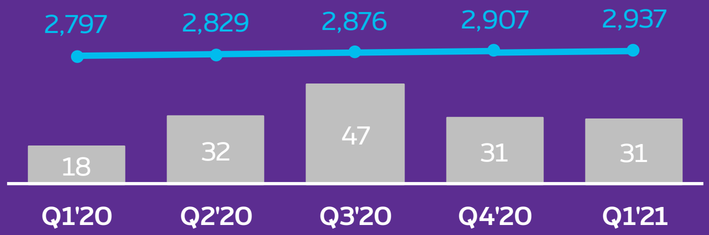


-9.0% YoY
Fixed Voice lines,
reflecting changing customer needs

Net adds — Park

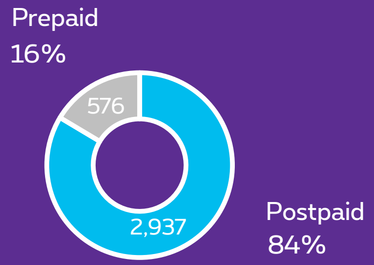
Continued strong **mobile postpaid** trajectory

Mobile postpaid park* & net adds ('000)

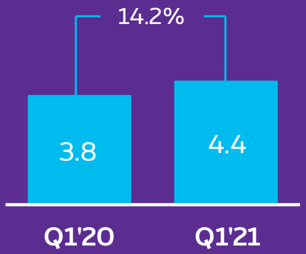


Mobile Postpaid
+**140,000** YoY
+5.0%

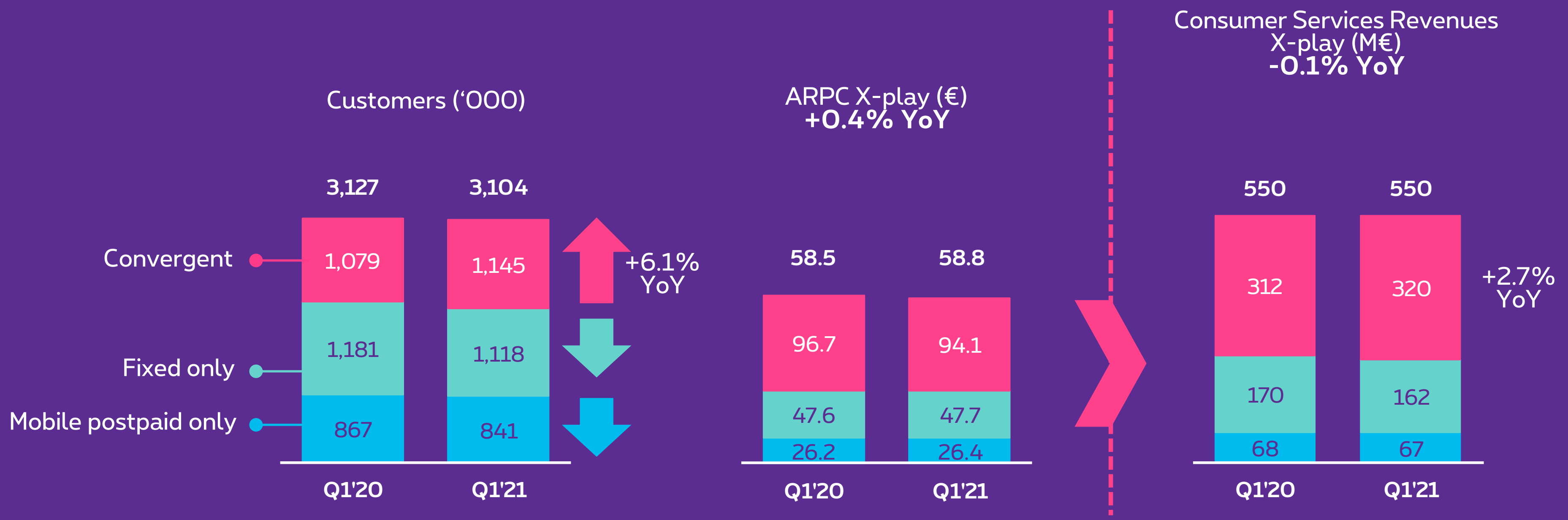
Mobile Park ('000)



Mobile Data usage (GB/customer /month)

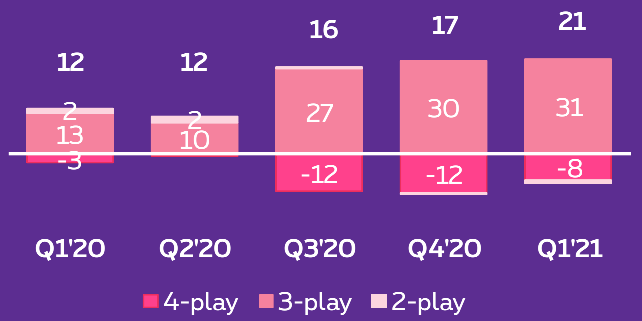


ARPC remains positive. Success convergent offers lowers Fixed and Mobile-only customer basis.

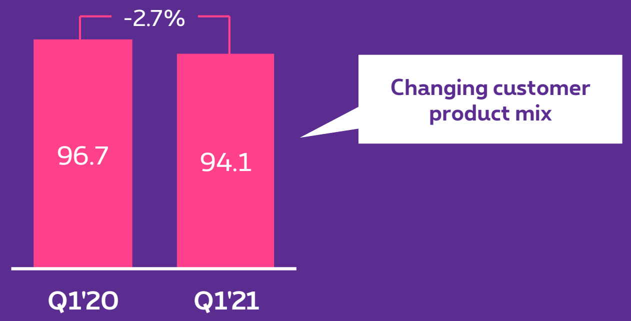


Convergent revenues +2.7% YoY, driven by growing convergent customer base

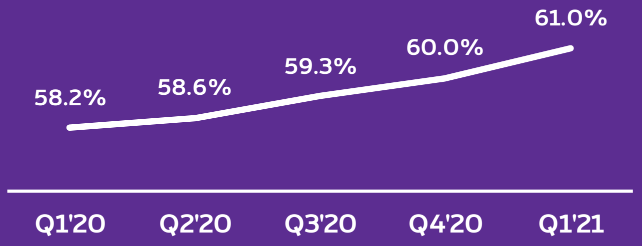
1 Growing convergent net adds ('000)...



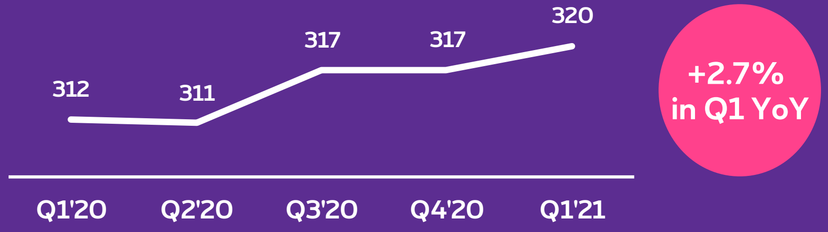
3 Convergent ARPC (€)



2 Leading to an increasing convergence rate*



4 Growing Convergent revenue (€M)



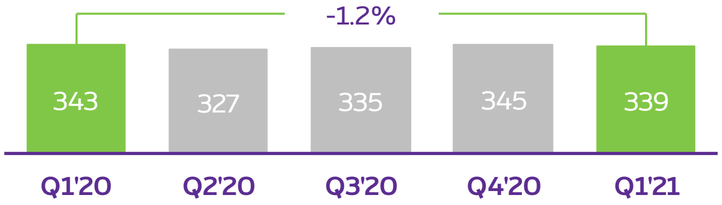
* (i.e. % of Customer having Mobile + Fixed component)

Q1 **Enterprise** highlights

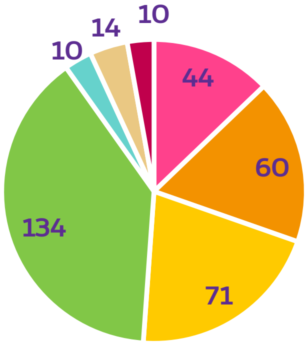
- **Revenue erosion limited to -1.2%,** in challenging operating environment.
- **Stable revenue from Fixed services**: Fixed Data revenue grew; Fixed Voice revenue was down with higher ARPU partly offsetting the Fixed voice park erosion.
- **Mobile services revenue decline further limited**. Mobile Postpaid customer base grew further, Mobile Postpaid ARPU mostly down on less roaming traffic and some continued competitive pricing pressure.
- **ICT revenue -1.7%, mainly on low-margin products** while Proximus grew high-value service revenue.

Revenue erosion limited to -1.2%,
in a challenging operating environment

Revenue
(M€) & YoY variance

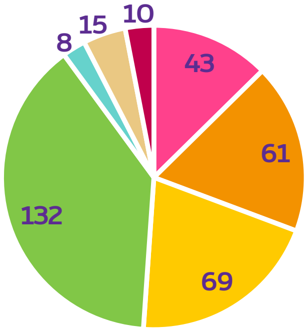


Q1'20 €343M



Fixed Voice
Fixed Data
Postpaid
ICT
ABS
Terminals
Others (incl Tango)

Q1'21 €339M



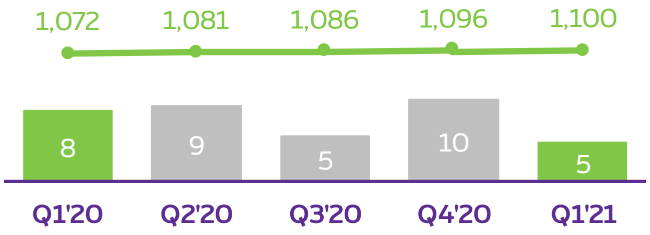
Q1 revenue -1.2% YoY

- Mobile revenue decline further moderated
- Stable Fixed services
- ICT decline on low-margin products
- ABS down with Covid-19 exposure on parking & automotive revenues

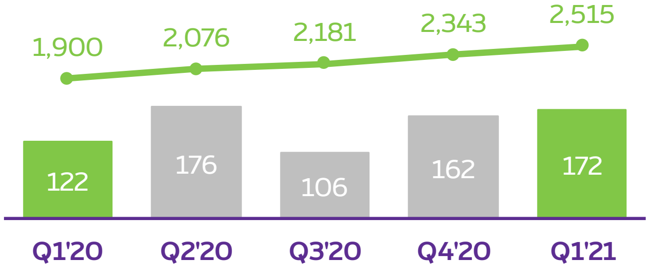
39%
ICT
in total
Enterprise revenue

Mobile revenue decline further moderated, solid customer growth partly off-setting ARPU decline

Mobile postpaid growth & EOP ('000)

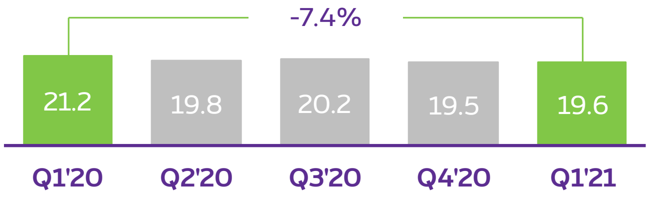


M2M growth & EOP ('000)

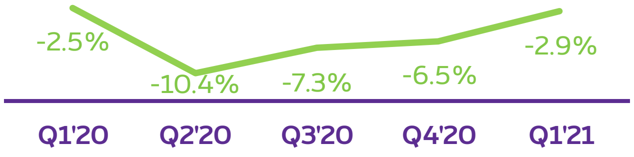


YoY mobile postpaid base
+2.7% or +29,000 sim

Mobile postpaid ARPU (€) & YoY variance



Mobile Services revenue YoY trend



€ 19.6

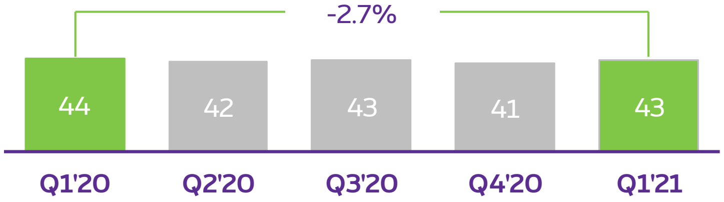
Mobile postpaid ARPU,
-7.4% YoY

Remaining significantly impacted by Covid-19 effect on roaming, and to a lesser extent, continued competitive pricing pressure

Fixed Voice ARPU +5.4% YoY,

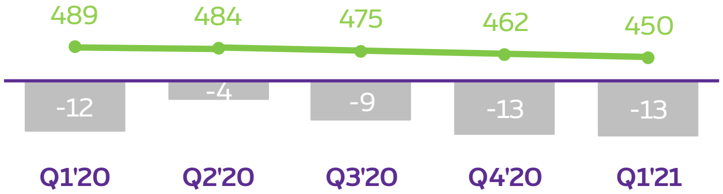
supported by price indexation, positive YoY effect from March 2020 free lockdown offers & strong traffic in Covid-19 times

Fixed Voice revenue (M€) & YoY variance



Fixed Voice revenue erosion limited to **-2.7% YoY**

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

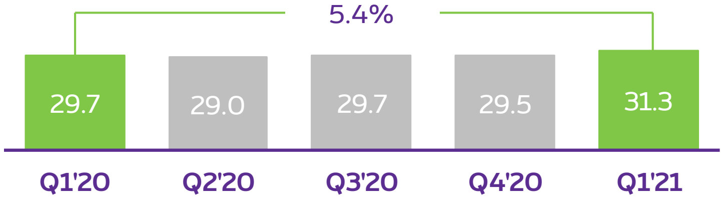


Ongoing line erosion

450k Fixed voice park,

-8.0% YoY

Fixed voice ARPU(€) & YoY variance



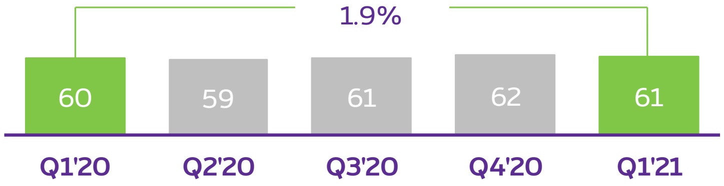
Fixed Voice **ARPU +5.4%**

Fixed Data revenue +1.9% YoY,

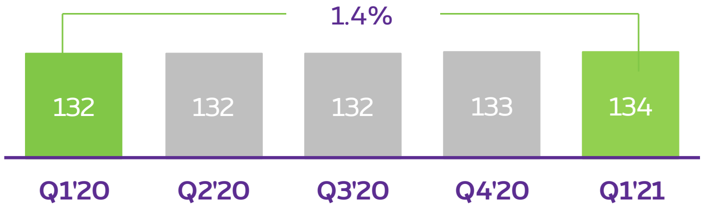
supported by Eleven Sports contract, other new data connectivity contracts & continued growing Fiber park.

Internet revenue drivers

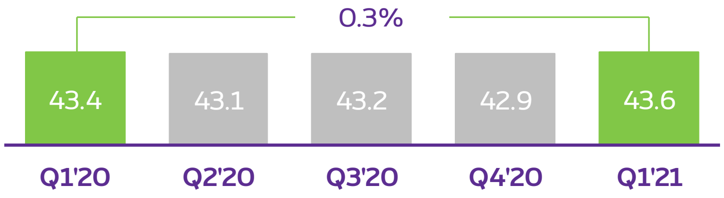
Fixed data* revenue (M€) & YoY variance



Internet growth & EOP ('000)



Broadband ARPU (€) & YoY variance



Fixed data revenue +1.9% YoY

- + Contract with Eleven sports
- + Other new data connectivity contracts
- + Growing Fiber Park
- - Ongoing legacy Data outphasing
- - Attractive customer pricing in competitive market

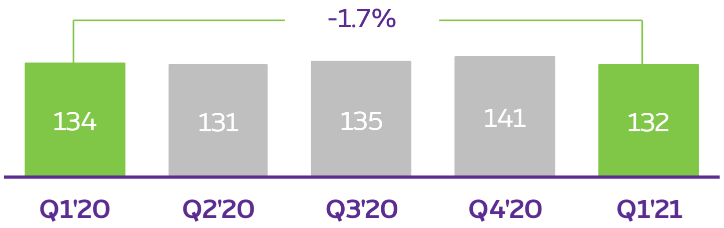
Internet revenue slightly positive in competitive setting, driven by both ARPU (price index) & Internet park

*Consists of data connectivity services, internet and SD-WAN

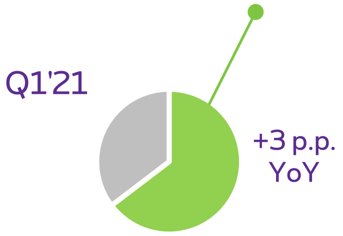
ICT revenue -1.7% in Q1 YoY,

on low-margin product deals, while growing high-value services revenue

ICT revenue (M€) & YoY



Share of high value ICT services



BEMOBILE ClearMedia codit Davinsi Labs proximus enterprise

proximus spearit telindus {_}NBRACE UMBRiO

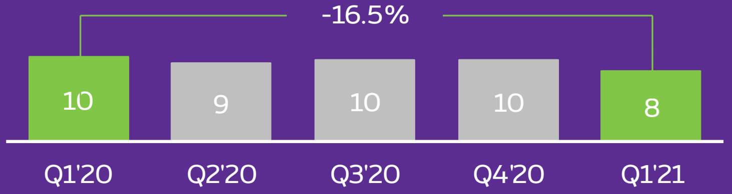
Growth in high-value services revenue (managed, integration & consultative services).

Specialized ICT affiliates continued to provide support by bringing digital transformation solutions for professional customers and as such help to secure core connectivity services.

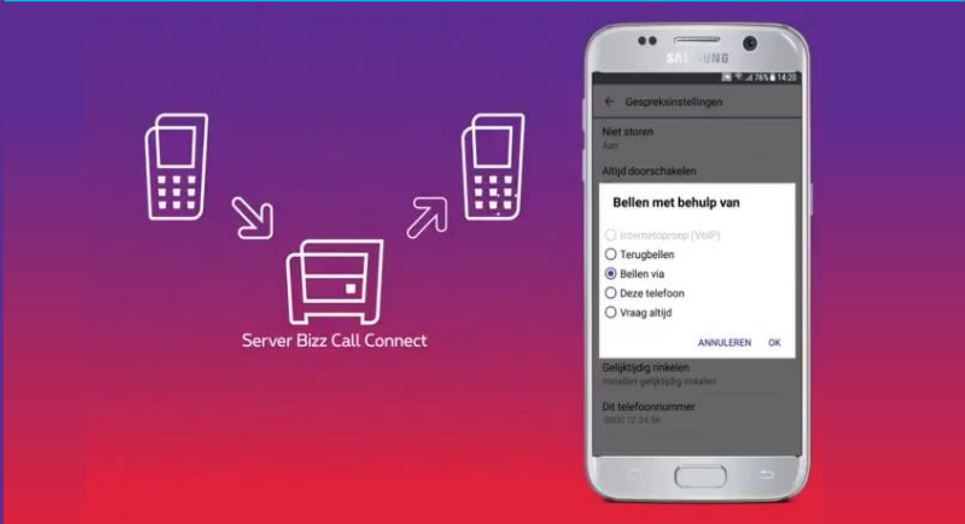
Advanced Business Services

ABS includes revenue from Proximus’ convergent solutions, and Smart mobility revenue from Be-Mobile, among which automotive & parking revenues with Covid-19 exposure.

€M



BE MOBILE



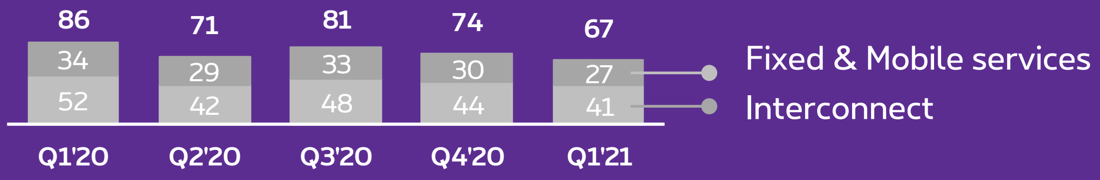
Wholesale

Revenue of € 67M (€ -19M):

- Largest part of the decline related to margin-neutral revenue from **Interconnect** (€ -12M): ongoing shift from regular SMS to OTT usage & reduced SMS usage during Covid-19 lockdowns.

- **Fixed & Mobile Wholesale services** (€ -7M): continued Covid-19 driven travel reluctance and bans, impacting visitor & instant roaming revenues, reinforced by new bilateral price renegotiations (benefitting DM).

Revenue (M€) & YoY

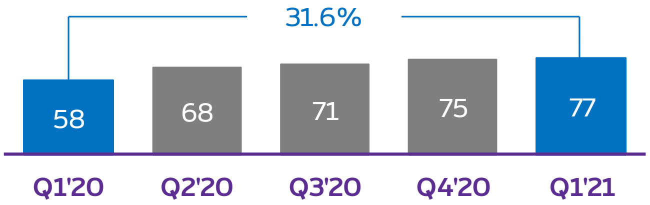


Q1 **TeleSign** results

- **Strong revenue performance** sustained, fueled by both Programmable Communication and Digital Identity services.
- **Direct margin** variance significantly impacted by unfavorable Foreign Exchange effect and customer repricing.
- In view of its growth ambitions, TeleSign **invested in additional skilled headcount**, impacting EBITDA

TeleSign P&L

Revenue (M€) & YoY variance

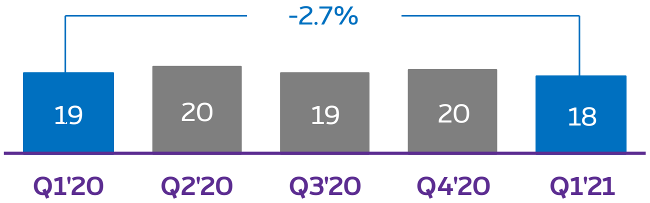


Revenue **+31.6%**

(**+43.5% on constant currency**)

Fueled by both Programmable Communication & Digital Identity.

Direct Margin (M€)

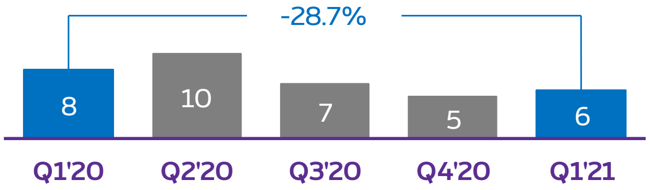


Direct Margin **-2.7%**

(**+6.3% on constant currency**)

Incl. one-off CN and customer repricing effects.

Ebitda (M€) & YoY variance



Ebitda **-28.7%**

(**-21.9% on constant currency**)

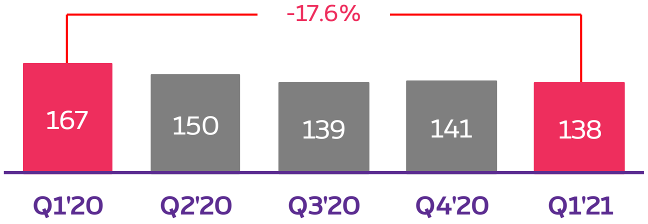
Following anticipated headcount investments to support its growth development.

Q1 **BICS** results

- **Revenue -8.7% due to Legacy services**, while Core and Growth services revenue progressed.
- Natural Legacy revenue erosion amplified by **Covid-19 and MTN insourcing effects**, both temporary of nature.
- **Strong performance in A2P messaging** on a favorable destination mix in the first quarter of 2021.
- Revenue from Growth services **Cloud and IOT up by 12.7% YoY**.
- Direct margin pressure partly offset by **lower Operating Expenses**.
- **Ebitda down to EUR 22 million**, with Ebitda margin at 9.6%.

BICS Revenue

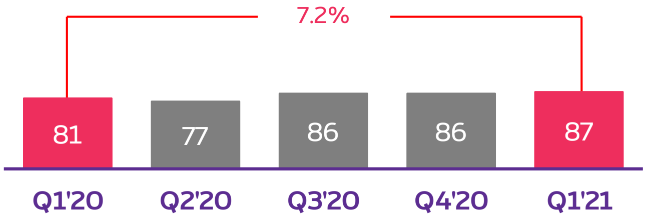
Legacy Revenue (M€) & YoY variance



Legacy Voice revenue -17.6% in Q1 YoY

impacted by Covid-19, MTN insourcing and ongoing decrease in Voice volumes in declining market.

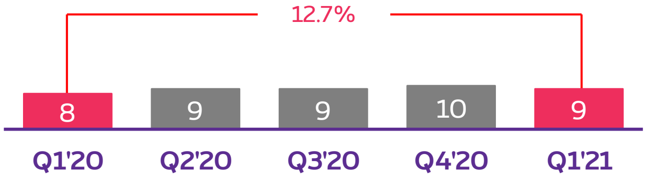
Core Revenue (M€) & YoY variance



Revenue from **Core** services +7.2% in Q1 YoY,

resulting from good performance from messaging (especially higher A2P volumes with favorable destination mix), partly offset by signaling & roaming (limited travel).

Growth Revenue (M€) & YoY variance

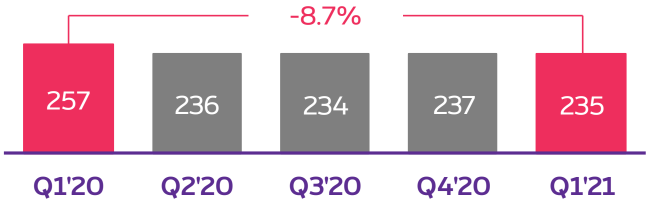


Revenue from **Growth** services +12.7% in Q1 YoY

with a favorable Covid-19 impact on Cloud services (e.g. setup of vaccination centers increasing the demand for toll-free numbers)

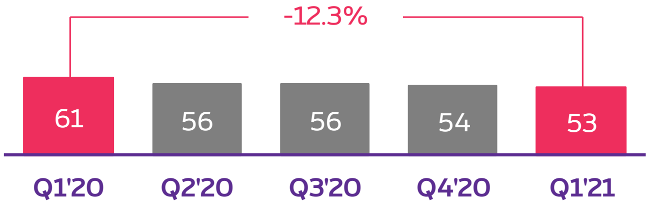
BICS P&L

Revenue (M€) & YoY variance



Legacy Voice revenue decline partly off-set by increase in Core & Growth revenue

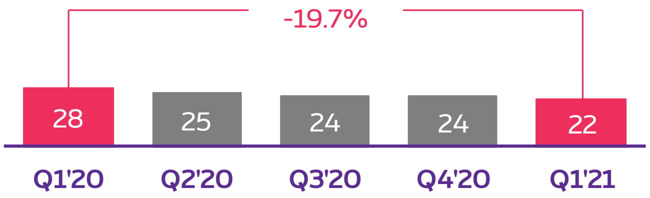
Direct Margin (M€)



Direct margin impacted by Covid-19 and MTN insourcing while growth was noted for numbering business.

22.8% DM/revenue

Ebitda (M€) & YoY variance



9.6% Ebitda/revenue

Appendix

From reported to underlying figures

(EUR million)	GROUP Revenue Q1 '20	GROUP Revenue Q1 '21	GROUP EBITDA Q1 '20	GROUP EBITDA Q1 '21
Reported	1,393	1,367	495	460
Lease Depreciations	0	0	-20	-20
Lease Interest	0	0	-1	-1
Incidentals	0	0	-11	6
Underlying	1,393	1,367	464	446
Incidentals	0	0	-11	6
Early Leave Plan and Collective Agreement			1	
Fit For Purpose Transformation Plan			2	2
M&A-related transaction costs			2	5
Pylon Tax provision update (re. past years)			-16	

Spectrum

The multi-band spectrum auction still on hold

6-months extension of existing spectrum licenses awaiting the final spectrum auction (payment in Q1 2021)

Renewal

Expiry dates	Band								
29/11/33	800 MHz	Proximus 2 x 10	OBEL 2 x 10	Telenet 2 x 10					
15/03/21*	900 MHz	Proximus 2 x 12.4	OBEL 2 x 11.6	Telenet 2 x 10.2					
15/03/21*	1,800 MHz	Proximus 2 x 24.8	OBEL 2 x 24.8	Telenet 2 x 24.8					
15/03/21*	2,100 MHz	Proximus 2 x 15	1 x 5.4	OBEL 2 x 14.8	1 x 5	Telenet 2 x 14.8	1 x 5	Unallocated 2 x 14.8	1 x 5
30/06/27	2,600 MHz	Proximus 2 x 20	OBEL 2 x 20	Telenet 2 x 15	Citymesh/Cegeka 2 x 15	Dense Air Belgium 1 x 45			

New spectrum

Proposed Expiry dates	Band									
All around 2042	700 MHz	2 x 30 MHz								
	1,400 MHz	90 MHz								
	3.4 - 3.8 GHz	Unallo.	Citymesh Gridmax 20**	Unallocated	Citymesh Gridmax 20**	Unallocated	Telenet 50***	OBEL 50***	Unallocated 50	Proximus 50***

* with the possibility to extend these existing licenses by terms of max 6 months until an auction will re-allocate the rights

** 2 blocks of 20MHz locally occupied by Citymesh/Cegeka and Gridmax until 7/5/2025 (regional licenses)

*** licenses granted on a temporary basis until an auction will attribute the final rights

Temporary 5G Spectrum

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

Allocation process

- By a decision dated 14th 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 1st 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 31/03/2021

Total number of shares	Free-float	Belgian Government	Market Capitalization*	Dividend yield*
338,025,135	42%	54%	~€ 6.0Bn	~6.5%

	Number of shares	% shares	% Voting rights	% Dividend rights	Number of shares with voting rights	Number of shares with dividend rights
Belgian state	180,887,569	53.51%	56.03%	55.91%	180,887,569	180,887,569
Proximus own shares	15,171,553	4.49%		0.21%		693,702
Free-float	141,966,013	42.00%	43.97%	43.88%	141,966,013	141,966,013
Total	**338,025,135**	**100.00%**	**100.00%**	**100.00%**	**322,853,582**	**323,547,284**

The voting rights of all treasury shares are suspended by law. Proximus has 14,477,851 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.

This document and the Q&A session may contain summarized, non-audited or non-GAAP financial information. The information contained herein should therefore be considered in conjunction with all the public information regarding the Proximus Group available, including, if any, other documents released by the company that may contain more detailed information. Information related to Alternative Performance Measures (APM) used in this presentation are included in the consolidated management report.”

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