



**SUSTAINABILITY
REPORT**

2021



**Együtt.
Veled**

KEY OPERATING STATISTICS OF MAGYAR TELEKOM GROUP 2021

SUMMARY OF KEY OPERATING STATISTICS ✓

HUNGARY

	31 December, 2020	31 December, 2021	2021/2020
Number of customers (RPC)	5 427 445	5 633 817	3.8
Number of mobile broadband subscriptions	3 295 935	3 625 093	10.0

NORTH-MACEDONIA

Mobil penetration (%) (2)(4)	104,6	109,4	4.6
Number of customers (RPC)	1 104 714	1 215 086	10.0
Market share of T-Mobile Macedonia (2) (3) (4)	47,8	48,7	1.9

KEY OPERATING STATISTICAL FIGURES OF TELEKOM HUNGARY SEGMENT ✓

MOBILE OPERATIONS

	31 December, 2020	31 December, 2021	2021/2020
Number of customers (RPC)	5 427 445	5 633 817	3.8
<i>Postpaid share in the RPC base (%)</i>	71,8	74,2	3.4
MOU	246,1	258,8	5.2
ARPU (HUF) (4)	3 592	3 754	4.5
Postpaid (4)	5 079	5 341	5.2
<i>Prepaid(4)</i>	1 154	1 193	3.4
<i>M2M (4)</i>	485	369	(23.9)
Overall chum rate (%) (4)	15,0	11,6	(22.7)
<i>Postpaid (%) (4)</i>	6,4	5,2	(18.5)
<i>Prepaid (%) (4)</i>	29,9	22,9	(23.3)
Ratio of non-voice revenues in ARPU (%) (4)	49,6	54,8	10.5
Number of mobile broadband subscriptions	3 295 935	3 625 093	10.0

FIXED-LINE OPERATIONS

Voice services

Total voice customers	1 339 116	1 326 219	(1.0)
<i>Total outgoing traffic (thousand minutes) (4)</i>	2 490 756	1 989 329	(20.1)
Blended MOU (outgoing) (4)	155	125	(19.4)
Blended ARPUI (HUF) (4)	2 100	1 952	(7.0)

Data products

Blended retail broadband market share (%) (1)	41,2	n.a.	n.a.
<i>Number of retail DSL customer (4)</i>	454 399	399 831	(12.0)
<i>Number of cable broadband customers</i>	451 048	476 790	5.7
<i>Number of fiber optic connections</i>	415 663	540 119	29.9
Total retail broadband customers (4)	1 321 110	1 416 740	7.2
Blended broadband ARPU (HUF) (4)	3 413	3 702	8.5
Number of wholesale DSL access (4)	21 917	25 737	17.4

TV services

Blended TV market share (%) (1)	34,5	n.a.	n.a.
<i>Number of IPTV customers</i>	100 574	102 489	1.9
<i>Number of satellite TV customers</i>	212 004	184 384	(13.0)
<i>Number of cable TV customers</i>	925 684	1 028 966	11.2
Total TV customers	1 238 262	1 315 839	6.3
Blended TV ARPU (HUF) (4)	3 296	3 360	1.9

KEY OPERATING STATISTICAL FIGURES OF MACEDONIA SEGMENT ✓

MOBILE OPERATING

	31 December, 2020	31 December, 2021	2021/2020
Number of customers (RPC)	1 104 714	1 215 086	10.0
<i>Postpaid share in the RPC base (%)</i>	46,7	42,4	(9.2)
MOU (4)	284	260	(8.5)
ARPU (HUF) (4)	2 112	1 912	(9.5)

FIXED-LINED OPERATING

Voice services

Fixed line penetration (%)	11,0	11,2	1.8
Total voice customers	221 017	223 996	1.3
Total outgoing traffic (thousand minutes) (4)	29 394	23 530	(19.9)

Data and TV products

<i>Number of retail broadband access</i>	198 501	204 436	3.0
<i>Number of wholesale broadband access</i>	15 266	15 650	2.5
Number of total broadband access	213 767	220 086	3.0
Number of IPTV customers (5)	142495	145 894	2.4

⁽¹⁾ Data is based on NMIAH reports

⁽²⁾ Data published by Macedonian Agency for Electronic Communications (AEC)

⁽³⁾ Based on active RPC

⁽⁴⁾ values (31 December 2020) changed due to re-presentation

⁽⁵⁾ typing error in the Sustainability Report 2020