



SUSTAINABILITY REPORT 2020



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KEY OPERATING STATISTICS OF MAGYAR TELEKOM GROUP 2020

SUMMARY OF KEY OPERATING STATISTICS ✓			
	2019 31 December	2020 31 December	2020/2019 (% change)
MT HUNGARY			
Number of customers (RPC)	5,368,607	5,427,445	1.1
Number of mobile broadband subscriptions	3,115,130	3,295,935	5.8
NORTH MACEDONIA			
Mobil penetration (%) ⁽¹⁾	103.8	102.0	-1.7
Number of customers (RPC)	1,219,797	1,104,714	-9.4
Market share of T-Mobile Macedonia ⁽¹⁾⁽²⁾	48.7	49.0	0.6
KEY OPERATING STATISTICAL FIGURES OF TELEKOM HUNGARY SEGMENT ✓			
	2019 31 December	2020 31 December	2020/2019 (% change)
MOBILE OPERATIONS			
Number of customers (RPC)	5,368,607	5,427,445	1.1
Postpaid share in the RPC base (%)	69.5	71.8	3.3
MOU	218	246.1	12.9
ARPU (HUF)	3,540	3,565	0.7
Postpaid	5,023	4,970	-1.1
Prepaid	1,102	1,096	-0.5
Overall chum rate (%)	15.9	13.1	-17.6
Postpaid (%)	8.7	6.6	-25.8
Prepaid (%)	31.7	25.1	-20.8
Ratio of non-voice revenues in ARPU (%)	47.1	48.5	3.0
Number of mobile broadband subscriptions	3,115,130	3,295,935	5.8

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

(2) Based on active RPC

(3) Data is based on NMIH reports

KEY OPERATING STATISTICAL FIGURES OF TELEKOM HUNGARY SEGMENT ✓			
	2019 31 December	2020 31 December	2020/2019 (% change)
FIXED-LINE OPERATIONS			
VOICE SERVICES			
Total voice customers	1,362,049	1,339,116	-1.7
Total outgoing traffic (thousand minutes)	2,217,492	2,394,339	8.0
Blended MOU (outgoing)	134	149	11.2
Blended ARPUI (HUF)	2,192	2,126	-3.0
DATA PRODUCTS			
Blended retail broadband market share (%) ⁽³⁾	39.8	41.2	3.5
Number of retail DSL customer	506,596	456,741	-9.8
Number of cable broadband customers	424,572	451,048	6.2
Number of fiber optic connections	299,422	415,663	38.8
Total retail broadband customers	1,230,590	1,323,452	7.5
Blended broadband ARPU (HUF)	3,490	3,575	2.4
Number of wholesale DSL access	22,729	21,918	-3.6
TV SERVICES			
Blended TV market share (%) ⁽³⁾	32.4	34.5	6.5
Number of IPTV customers	814,771	925,684	13.6
Number of satellite TV customers	239,274	212,004	-11.4
Number of cable TV customers	103,768	100,574	-3.1
Total TV customers	1,157,813	1,238,262	6.9
Blended TV ARPU (HUF)	3,295	3,288	-0.2

KEY OPERATING STATISTICAL FIGURES OF MACEDONIA SEGMENT ✓

	2019 31 December	2020 31 December	2020/2019 (% change)
MOBILE OPERATING			
Number of customers (RPC)	1 219 797	1 104 714	-9,4
Postpaid share in the RPC base (%)	51,9	46,7	14,2
MOU	224	225	0,4
ARPU (HUF)	1 735	1 910	10,1
FIXED-LINED OPERATING			
VOICE SERVICES			
Fixed line penetration	10,7	11,0	2,8
Total voice customers	215 810	221 017	2,4
Total outgoing traffic (thousand minutes)	119 030	113 812	-4,4
DATA AND TV SERVICES			
Number of retail broadband access	188 072	198 501	5,5
Number of wholesale broadband access	16 175	15 266	-5,6
Number of total broadband access	204 247	213 767	4,7
Number of IPTV customers	136 372	142 49	4,5

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(2) Based on active RPC

(3) Data is based on NMIAH reports