

## Facts \& Figures Q2 2012

Three months ending June 30, 2012
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Bezeq Group ${ }^{(1)}$

| Key Income Statement Metrics |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Revenues | 11,015 | 2,791 | 2,872 | 2,924 | 2,932 | 11,519 | 2,915 | 2,981 | 3,033 | 3,058 | 11,987 | 2,913 | 2,893 | 2,917 | 2,650 | 11,373 | 2,740 | 2,595 |
| Qoo Change |  | 3.3\% | 2.9\% | 1.8\% | 0.3\% |  | -0.6\% | 2.3\% | 1.7\% | 0.8\% |  | -4.7\% | -0.7\% | 0.8\% | -9.2\% |  | 3.4\% | -5.3\% |
| Operating Profit YoY Change | -1.1\% | 1.1\% | 4.5\% | 4.2\% | 8.6\% | 4.6\% | 4.4\% | 3.8\% | 3.7\% | 4.3\% | 4.1\% | -0.1\% | -3.0\% | -3.8\% | -13.3\% | -5.1\% | -5.9\% | -10.3\% |
|  | 2,640 | 799 | 818 | 875 | 480 | 2,972 | 874 | 990 | 979 | 901 | 3,744 | 665 | 935 | 944 | 698 | 3,242 | 850 | 746 |
| Qoo Change |  | 76.8\% | 2.4\% | 7.0\% | -45.1\% |  | 82.1\% | 13.3\% | -1.1\% | -8.0\% |  | -26.2\% | 40.6\% | 1.0\% | -26.1\% |  | 21.8\% | -12.2\% |
| Yoy Change | 13.7\% | 24.6\% | 6.0\% | 12.9\% | 6.2\% | 12.6\% | 9.4\% | 21.0\% | 11.9\% | 87.7\% | 26.0\% | -23.9\% | -5.6\% | -3.6\% | -22.5\% | -13.4\% | 27.8\% | -20.2\% |
| Net profit attributed to Bezeq shareholders | 1,627 | 608 | 541 | 2,088 | 366 | 3,603 | 642 | 638 | 588 | 575 | 2,443 | 407 | 585 | 550 | 524 | 2,066 | 582 | 415 |
| Qoo Change |  | 104.0\% | -11.0\% | 286.0\% | -82.5\% |  | 75.4\% | -0.6\% | -7.8\% | -2.2\% |  | -29.2\% | 43.7\% | -6.0\% | -4.7\% |  | 11.1\% | -28.7\% |
| Yor Change | 22.3\% | 47.9\% | 18.6\% | 351.9\% | 22.8\% | 121.5\% | 5.6\% | 17.9\% | -71.8\% | 57.1\% | -32.2\% | -36.6\% | -8.3\% | -6.5\% | -8.9\% | -15.4\% | 43.0\% | -29.1\% |
| Earnings Per Share - Basic | 0.62 | 0.23 | 0.21 | 0.79 | 0.14 | 1.37 | 0.24 | 0.24 | 0.22 | 0.21 | 0.91 | 0.15 | 0.22 | 0.20 | 0.19 | 0.76 | 0.21 | 0.15 |
| Earnings Per Share - Diluted | 0.61 | 0.23 | 0.20 | 0.79 | 0.12 | 1.34 | 0.24 | 0.24 | 0.22 | 0.21 | 0.90 | 0.15 | 0.21 | 0.20 | 0.19 | 0.76 | 0.21 | 0.15 |
| Depreciation \& amortization | 1,458 | 371 | 377 | 361 | 376 | 1,485 | 343 | 348 | 350 | 368 | 1,409 | 335 | 348 | 357 | 355 | 1,395 | 358 | 358 |
| Qoo Change |  | 1.9\% | 1.6\% | -4.2\% | 4.2\% |  | -8.8\% | 1.5\% | 0.6\% | 5.1\% |  | -9.0\% | 3.9\% | 2.6\% | -0.6\% |  | 0.8\% | 0.0\% |
| Yoy Change | -3.4\% | 0.8\% | 4.4\% | -1.1\% | 3.3\% | 1.9\% | -7.5\% | -7.7\% | -3.0\% | -2.1\% | -5.1\% | -2.3\% | 0.0\% | 2.0\% | -3.5\% | -1.0\% | 6.9\% | 2.9\% |
| Salaries | 2,161 | N/A | N/A | N/A | N/A | 1,990 | 505 | 489 | 492 | 538 | 2,024 | 532 | 540 | 540 | 491 | 2,103 | 511 | 505 |
| Qoo Change |  |  |  |  |  |  |  | -3.2\% | 0.6\% | 9.3\% |  | -1.1\% | 1.5\% | 0.0\% | -9.1\% |  | 4.1\% | -1.2\% |
| EBITDA Yor Change |  |  |  |  |  | -7.9\% |  |  |  |  | 1.7\% | 5.3\% | 10.4\% | 9.8\% | -8.7\% | 3.9\% | -3.9\% | -6.5\% |
|  | 4,098 | 1,170 | 1,195 | 1,236 | 856 | 4,457 | 1,217 | 1,338 | 1,329 | 1,269 | 5,153 | 1,000 | 1,283 | 1,301 | 1,053 | 4,637 | 1,208 | 1,104 |
| QoQ Change |  | 43.4\% | 2.1\% | 3.4\% | -30.7\% |  | 42.2\% | 9.9\% | -0.7\% | -4.5\% |  | -21.2\% | 28.3\% | 1.4\% | -19.1\% |  | 14.7\% | -8.6\% |
| Yoy Change | 7.0\% | 16.0\% | 5.5\% | 8.4\% | 4.9\% | 8.8\% | 4.0\% | 12.0\% | 7.5\% | 48.2\% | 15.6\% | -17.8\% | -4.1\% | -2.1\% | -17.0\% | -10.0\% | 20.8\% | -14.0\% |
|  | 2,605 | 2,606 | 2,617 | 2,628 | 2,657 | 2,635 | 2,663 | 2,675 | 2,677 | 2,682 | 2,675 | 2,688 | 2,699 | 2,706 | 2,711 | 2,701 | 2,715 | 2,718 |
| Shares Outstanding - Diluted | 2,649 | 2,647 | 2,667 | 2,677 | 2,702 | 2,685 | 2,710 | 2,713 | 2,715 | 2,720 | 2,717 | 2,722 | 2,724 | 2,724 | 2,725 | 2,725 | 2,727 | 2,724 |
| Key Cash Flow Metrics |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Operating cash flow | 3,068 | 1,134 | 715 | 1,021 | 785 | 3,655 | 806 | 976 | 1,166 | 748 | 3,696 | 775 | 670 | 882 | 859 | 3,186 | 998 | 990 |
| Qoo Change |  | 63.8\% | -37.0\% | 42.9\% | -23.1\% |  | 2.7\% | 21.1\% | 19.5\% | -35.8\% |  | 3.6\% | -13.5\% | 31.6\% | -2.6\% |  | 16.2\% | -0.8\% |
| Yoy Change | 13.7\% | 112.5\% | -1.7\% | -8.4\% | 13.3\% | 19.1\% | -28.9\% | 36.6\% | 14.2\% | -4.7\% | 1.1\% | -3.8\% | -31.4\% | -24.4\% | 14.8\% | -13.8\% | 28.8\% | 47.8\% |
| Capital expenditures, gross (accounting) | 1,632 | 395 | 399 | 326 | 385 | 1,505 | 360 | 427 | 381 | 478 | 1,645 | 513 | 495 | 437 | 494 | 1,939 | 471 | 382 |
| Qoo Change |  | -22.4\% | 1.0\% | -18.3\% | 18.1\% |  | -6.5\% | 18.6\% | -10.8\% | 25.5\% |  | 7.3\% | -3.5\% | -11.7\% | 13.0\% |  | -4.7\% | -18.9\% |
| Yor Change | 50.3\% | 50.2\% | -29.1\% | 9.8\% | -24.4\% | -7.8\% | -8.9\% | 7.0\% | 16.9\% | 24.2\% | 9.3\% | 42.5\% | 15.9\% | 14.7\% | 3.3\% | 17.9\% | -8.2\% | -22.8\% |
| Capital expenditures, gross (cash flow) | 1,531 | 410 | 381 | 384 | 360 | 1,535 | 369 | 396 | 376 | 481 | 1,622 | 500 | 455 | 479 | 469 | 1,903 | 460 | 382 |
| Qoo Change |  | 14.0\% | -7.0\% | 0.8\% | -6.2\% |  | 2.4\% | 7.3\% | -5.1\% | 27.9\% |  | 4.0\% | -9.0\% | 5.3\% | -2.1\% |  | -1.9\% | -17.0\% |
| Yoy Change | 54.5\% | 42.9\% | 10.0\% | -28.8\% | 0.3\% | 0.2\% | -9.9\% | 3.9\% | -2.1\% | 33.5\% | 5.7\% | 35.5\% | 14.9\% | 27.4\% | -2.5\% | 17.3\% | -8.0\% | -16.0\% |
| Capital expenditures, net (cash flow) | 1,384 | 359 | 370 | 364 | 352 | 1,445 | 354 | 370 | 328 | 437 | 1,489 | 313 | 406 | 374 | 544 | 1,637 | 413 | 360 |
| Qoo Change |  | 14.5\% | 3.2\% | -1.6\% | -3.2\% |  | 0.5\% | 4.5\% | -11.4\% | 33.2\% |  | -28.4\% | 29.7\% | -7.9\% | 45.5\% |  | 24.1\% | -12.8\% |
| Free cash flow YoY Change | 70.0\% | 58.9\% | 15.5\% | -30.7\% | 12.5\% | 4.4\% | -1.3\% | 0.0\% | -9.9\% | 24.0\% | 3.0\% | -11.6\% | 9.7\% | 14.0\% | 24.5\% | 9.9\% | 31.9\% | -11.3\% |
|  | 1,684 | 776 | 345 | 657 | 433 | 2,210 | 452 | 606 | 838 | 311 | 2,207 | 462 | 264 | 508 | 315 | 1,549 | 585 | 630 |
| Qoo Change |  | 104.5\% | -55.6\% | 90.7\% | -34.1\% |  | 4.5\% | 34.1\% | 38.3\% | -62.9\% |  | 48.6\% | -42.9\% | 92.4\% | -38.0\% |  | 85.7\% | 7.7\% |
| Yoy Change | -10.6\% | 151.6\% | -15.2\% | 11.4\% | 14.0\% | 31.3\% | -41.7\% | 75.9\% | 27.5\% | -28.1\% | -0.1\% | 2.2\% | -56.4\% | -39.4\% | 1.3\% | -29.8\% | 26.6\% | 138.6\% |
| Key Balance Sheet Metrics |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total debt | 4,356 | 4,531 | 4,168 | 4,166 | 4,136 | 4,136 | 3,880 | 5,229 | 5,727 | 5,717 | 5,717 | 5,638 | 6,984 | 9,614 | 9,578 | 9,578 | 9,416 | 9,125 |
| Cash \& short-term investments | 816 | 1,736 | 882 | 1,459 | 734 | 734 | 956 | 242 | 1,412 | 372 | 372 | 701 | 487 | 3,620 | 2,298 | 2,298 | 2,770 | 1,229 |
| Net debt | 3,540 | 2,795 | 3,286 | 2,707 | 3,402 | 3,402 | 2,924 | 4,987 | 4,315 | 5,345 | 5,345 | 4,937 | 6,497 | 5,994 | 7,280 | 7,280 | 6,646 | 7,896 |
| Ratios |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Operating margin | 24.0\% | 28.6\% | 28.5\% | 29.9\% | 16.4\% | 25.8\% | 30.0\% | 33.2\% | 32.3\% | 29.5\% | 31.2\% | 22.8\% | 32.3\% | 32.4\% | 26.3\% | 28.5\% | 31.0\% | 28.7\% |
| Net margin | 14.8\% | 21.8\% | 18.8\% | 71.4\% | 12.5\% | 31.3\% | 22.0\% | 21.4\% | 19.4\% | 18.8\% | 20.4\% | 14.0\% | 20.2\% | 18.9\% | 19.8\% | 18.2\% | 21.2\% | 16.0\% |
| EBITDA margin | 37.2\% | 41.9\% | 41.6\% | 42.3\% | 29.2\% | 38.7\% | 41.7\% | 44.9\% | 43.8\% | 41.5\% | 43.0\% | 34.3\% | 44.3\% | 44.6\% | 39.7\% | 40.8\% | 44.1\% | 42.5\% |
| Capex/Sales | 14.8\% | 14.2\% | 13.9\% | 11.1\% | 13.1\% | 13.1\% | 12.3\% | 14.3\% | 12.6\% | 15.6\% | 13.7\% | 17.6\% | 17.1\% | 15.0\% | 18.6\% | 17.0\% | 17.2\% | 14.7\% |
| Total debt / EBITDA (ttm) Net debt / EBITDA (ttm) | 1.06 | 1.06 | 0.96 | 0.94 | 0.93 | 0.93 | 0.86 | 1.13 | 1.21 | 1.11 | 1.11 | 1.14 | 1.43 | 1.98 | 2.07 | 2.07 | 1.94 | 1.96 |
|  | 0.86 | 0.66 | 0.76 | 0.61 | 0.76 | 0.76 | 0.65 | 1.07 | 0.91 | 1.04 | 1.04 | 1.00 | 1.33 | 1.24 | 1.57 | 1.57 | 1.37 | 1.69 |

$B$


Bezeq Fixed-Line

| Key Income Statement Metrics (Revenues)Total Revenues | 5,498 | 1,326 | 1,318 | 1,343 | 1,316 | 5,303 | 1,304 | 1,307 | 1,323 | 1,329 | 5,263 | 1,178 | 1,170 | 1,186 | 1,114 | 4,648 | 1,199 | 1,161 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Qoo Change |  | -1.6\% | -0.6\% | 1.9\% | -2.0\% |  | -0.9\% | 0.2\% | 1.2\% | 0.5\% |  | -11.4\% | -0.7\% | 1.4\% | -6.1\% |  | 7.6\% | -3.2\% |
| Telephony Revenues YoY Change | -3.8\% | -5.8\% | -2.7\% | -3.2\% | -2.4\% | -3.5\% | -1.7\% | -0.8\% | -1.5\% | 1.0\% | -0.8\% | -9.7\% | -10.5\% | -10.4\% | -16.2\% | -11.7\% | 1.8\% | -0.8\% |
|  | 3,572 | 839 | 828 | 843 | 823 | 3,333 | 785 | 795 | 788 | 792 | 3,160 | 617 | 607 | 612 | 557 | 2,393 | 588 | 572 |
| QoQ Change |  |  | -1.3\% | 1.8\% | -2.4\% |  | -4.6\% | 1.3\% | -0.9\% | 0.5\% |  | -22.1\% | -1.6\% | 0.8\% | -9.0\% |  | 5.6\% | -2.7\% |
| Broadband Internet Revenues Yoy Change | -8.5\% |  |  |  |  | -6.7\% | -6.4\% | -4.0\% | -6.5\% | -3.8\% | -5.2\% | -21.4\% | -23.6\% | -22.3\% | -29.7\% | -24.3\% | -4.7\% | -5.8\% |
|  | 790 | 207 | 210 | 221 | 225 | 863 | 236 | 235 | 249 | 257 | 977 | 265 | 269 | 276 | 282 | 1,092 | 296 | 285 |
| QoQ Change |  |  | 1.4\% | 5.2\% | 1.8\% |  | 4.9\% | -0.4\% | 6.0\% | 3.2\% |  | 3.1\% | 1.5\% | 2.6\% | 2.2\% |  | 5.0\% | -3.7\% |
| Transmission \& Data Revenues YoY Change | 11.0\% |  |  |  |  | 9.2\% | 14.0\% | 11.9\% | 12.7\% | 14.2\% | 13.2\% | 12.3\% | 14.5\% | 10.8\% | 9.7\% | 11.8\% | 11.7\% | 5.9\% |
|  | 811 | 207 | 213 | 217 | 214 | 851 | 223 | 221 | 219 | 219 | 882 | 228 | 233 | 239 | 231 | 931 | 245 | 247 |
| Other Service Revenues $\begin{gathered}\text { QoQ Change } \\ \text { YoY Change }\end{gathered}$ |  |  | 2.9\% | 1.9\% | -1.4\% |  | 4.2\% | -0.9\% | -0.9\% | 0.0\% |  | 4.1\% | 2.2\% | 2.6\% | -3.3\% |  | 6.1\% | 0.8\% |
|  | 7.6\% |  |  |  |  | 4.9\% | 7.7\% | 3.8\% | 0.9\% | 2.3\% | 3.6\% | 2.2\% | 5.4\% | 9.1\% | 5.5\% | 5.6\% | 7.5\% | 6.0\% |
|  | 325 | 73 | 67 | 62 | 54 | 256 | 60 | 56 | 67 | 61 | 244 | 68 | 61 | 59 | 44 | 232 | 70 | 57 |
| QoQ Change |  |  | -8.2\% | -7.5\% | -12.9\% |  | 11.1\% | -6.7\% | 19.6\% | -9.0\% |  | 11.5\% | -10.3\% | -3.3\% | -25.4\% |  | 59.1\% | -18.6\% |
| Yoy Change | -5.0\% |  |  |  |  | -21.2\% | -17.8\% | -16.4\% | 8.1\% | 13.0\% | -4.7\% | 13.3\% | 8.9\% | -11.9\% | -27.9\% | -4.9\% | 2.9\% | -6.6\% |
| Key Income Statement Metrics |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Key Income Statement Metrics | 1,475 | 437 | 434 | 491 | 161 | 1,523 | 490 | 503 | 556 | 494 | 2,043 | 211 | 517 | 546 | 384 | 1,658 | 539 | 437 |
| Net profit ${ }^{(1)}$ ( $\begin{aligned} & \text { Qoo Change } \\ & \text { YoY Change }\end{aligned}$ |  | 88.4\% | -0.7\% | 13.1\% | -67.2\% |  | 204.3\% | 2.7\% | 10.5\% | -11.2\% |  | -57.3\% | 145.0\% | 5.6\% | -29.7\% |  | 40.4\% | -18.9\% |
|  | 11.8\% | 17.2\% | -1.8\% | 14.7\% | -30.6\% | 3.3\% | 12.1\% | 15.9\% | 13.2\% | 206.8\% | 34.1\% | -56.9\% | 2.8\% | -1.8\% | -22.3\% | -18.8\% | 155.5\% | -15.5\% |
|  | 950 | 336 | 316 | 319 | 136 | 1,107 | 360 | 349 | 377 | 340 | 1,426 | 123 | 330 | 311 | 301 | 1,065 | 348 | 263 |
| Depreciation \& amortization $\quad \begin{aligned} & \text { Cor Change }\end{aligned}$ |  | 131.7\% | -6.0\% | 0.9\% | -57.4\% |  | 164.7\% | -3.1\% | 8.0\% | -9.8\% |  | -63.8\% | 168.3\% | -5.8\% | -3.2\% |  | 15.6\% | -24.4\% |
|  | 28.9\% | 37.7\% | 9.0\% | 17.7\% | -6.2\% | 16.5\% | 7.1\% | 10.4\% | 18.2\% | 150.0\% | 28.8\% | -65.8\% | -5.4\% | -17.5\% | -11.5\% | -25.3\% | 182.9\% | -20.3\% |
|  | 852 | 211 | 205 | 184 | 194 | 794 | 170 | 171 | 171 | 178 | 690 | 162 | 171 | 180 | 175 | 688 | 178 | 178 |
| Salaries $\begin{gathered}\text { Qoo Change } \\ \text { Yor Change }\end{gathered}$ |  | 1.0\% | -2.8\% | -10.2\% | 5.4\% |  | -12.4\% | 0.6\% | 0.0\% | 4.1\% |  | -9.0\% | 5.6\% | 5.3\% | -2.8\% |  | 1.7\% | 0.0\% |
|  | -9.5\% | -3.2\% | -2.8\% | -14.0\% | -7.2\% | -6.8\% | -19.4\% | -16.6\% | -7.1\% | -8.2\% | -13.1\% | -4.7\% | 0.0\% | 5.3\% | -1.7\% | -0.3\% | 9.9\% | 4.1\% |
|  | 1,202 | 278 | 264 | 255 | 297 | 1,094 | 277 | 250 | 256 | 296 | 1,079 | 284 | 291 | 284 | 230 | 1,089 | 267 | 267 |
| EBITDA $\begin{aligned} & \text { Qoo Change } \\ & \text { Yoy Change }\end{aligned}$ |  |  | -5.0\% | -3.4\% | 16.5\% |  | -6.7\% | -9.7\% | 2.4\% | 15.6\% |  | -4.1\% | 2.5\% | -2.4\% | -19.0\% |  | 16.1\% | 0.0\% |
|  |  |  |  |  |  | -9.0\% | -0.4\% | -5.3\% | 0.4\% | -0.3\% | -1.4\% | 2.5\% | 16.4\% | 10.9\% | -22.3\% | 0.9\% | -6.0\% | -8.2\% |
|  | 2,327 | 648 | 639 | 675 | 355 | 2,317 | 660 | 674 | 727 | 672 | 2,733 | 373 | 688 | 726 | 559 | 2,346 | 717 | 615 |
|  |  | 46.9\% | -1.4\% | 5.6\% | -47.4\% |  | 85.9\% | 2.1\% | 7.9\% | -7.6\% |  | -44.5\% | 84.5\% | 5.5\% | -23.0\% |  | 28.3\% | -14.2\% |
| Yoy Change | 3.0\% | 9.6\% | -2.1\% | 5.1\% | -19.5\% | -0.4\% | 1.9\% | 5.5\% | 7.7\% | 89.3\% | 18.0\% | -43.5\% | 2.1\% | -0.1\% | -16.8\% | -14.2\% | 92.2\% | -10.6\% |
| Key Cash Flow Metrics |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Operating cash flow | 1,691 | 635 | 408 | 526 | 651 | 2,220 | 393 | 523 | 684 | 540 | 2,140 | 419 | 496 | 641 | 550 | 2,106 | 651 | 376 |
| Capital expenditures, gross (accounting) $\begin{array}{r}\text { QoQ Change } \\ \text { Yo Chane }\end{array}$ |  |  | -35.7\% | 28.9\% | 23.8\% |  | -39.6\% | 33.1\% | 30.8\% | -21.1\% |  | -22.4\% | 18.4\% | 29.2\% | -14.2\% |  | 18.4\% | -42.2\% |
|  | 22.6\% |  |  |  |  | 31.3\% | -38.1\% | 28.2\% | 30.0\% | -17.1\% | -3.6\% | 6.6\% | -5.2\% | -6.3\% | 1.8\% | -1.6\% | 55.4\% | -24.2\% |
|  | 600 | 210 | 209 | 191 | 234 | 844 | 228 | 269 | 250 | 294 | 1,041 | 340 | 310 | 243 | 281 | 1,174 | 262 | 239 |
| QoQ Change |  | -5.0\% | -0.5\% | -8.6\% | 22.5\% |  | -2.6\% | 18.0\% | -7.1\% | 17.6\% |  | 15.6\% | -8.8\% | -21.6\% | 15.6\% |  | -6.8\% | -8.8\% |
| Capital expenditures, gross (cash flow) Yor Change | 17.0\% | 64.1\% | 50.4\% | 70.5\% | 5.9\% | 40.7\% | 8.6\% | 28.7\% | 30.9\% | 25.6\% | 23.3\% | 49.1\% | 15.2\% | -2.8\% | -4.4\% | 12.8\% | -22.9\% | -22.9\% |
|  | 616 | 238 | 191 | 204 | 220 | 853 | 238 | 247 | 245 | 302 | 1,032 | 319 | 319 | 268 | 259 | 1,165 | 269 | 238 |
| Qoo Change |  | 40.0\% | -19.7\% | 6.8\% | 7.8\% |  | 8.2\% | 3.8\% | -0.8\% | 23.3\% |  | 5.6\% | 0.0\% | -16.0\% | -3.4\% |  | 3.9\% | -11.5\% |
| Capital expenditures, net (cash flow) ${ }^{\text {YoY Change }}$ | 22.0\% | 50.6\% | 44.7\% | 30.8\% | 29.4\% | 38.5\% | 0.0\% | 29.3\% | 20.1\% | 37.3\% | 21.0\% | 34.0\% | 29.1\% | 9.4\% | -14.2\% | 12.9\% | -15.7\% | -25.4\% |
|  | 472 | 189 | 182 | 185 | 211 | 767 | 223 | 221 | 197 | 259 | 900 | 247 | 271 | 200 | 219 | 937 | 223 | 216 |
| Free cash flow $\begin{gathered}\text { QoQ Change } \\ \text { YoY Change }\end{gathered}$ |  | 53.7\% | -3.7\% | 1.6\% | 14.1\% |  | 5.7\% | -0.9\% | -10.9\% | 31.5\% |  | -4.6\% | 9.7\% | -26.2\% | 9.5\% |  | 1.8\% | -3.1\% |
|  | 40.5\% | 92.9\% | 70.1\% | 28.5\% | 71.5\% | 62.5\% | 18.0\% | 21.4\% | 6.5\% | 22.7\% | 17.3\% | 10.8\% | 22.6\% | 1.5\% | -15.4\% | 4.1\% | -9.7\% | -20.3\% |
|  | 1,219 | 446 | 226 | 341 | 440 | 1,453 | 170 | 302 | 487 | 281 | 1,240 | 287 | 225 | 441 | 216 | 1,169 | 428 | 160 |
| QoQ Change |  |  | -49.3\% | 50.9\% | 29.0\% |  | -61.4\% | 77.6\% | 61.3\% | -42.3\% |  | 2.1\% | -21.6\% | 96.0\% | -51.0\% |  | 98.2\% | -62.6\% |
| Yor Change | 16.9\% |  |  |  |  | 19.2\% | -61.9\% | 33.6\% | 42.8\% | -36.1\% | -14.7\% | 68.8\% | -25.5\% | -9.4\% | -23.2\% | -5.7\% | 49.1\% | -28.9\% |
| Ratios |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Operating margin | 26.8\% | 33.0\% | 32.9\% | 36.6\% | 12.2\% | 28.7\% | 37.6\% | 38.5\% | 42.0\% | 37.2\% | 38.8\% | 17.9\% | 44.2\% | 46.0\% | 34.5\% | 35.7\% | 45.0\% | 37.6\% |
| Net margin | 17.3\% | 25.3\% | 24.0\% | 23.8\% | 10.3\% | 20.9\% | 27.6\% | 26.7\% | 28.5\% | 25.6\% | 27.1\% | 10.4\% | 28.2\% | 26.2\% | 27.0\% | 22.9\% | 29.0\% | 22.7\% |
| EBITDA margin | 42.3\% | 48.9\% | 48.5\% | 50.3\% | 27.0\% | 43.7\% | 50.6\% | 51.6\% | 55.0\% | 50.6\% | 51.9\% | 31.7\% | 58.8\% | 61.2\% | 50.2\% | 50.5\% | 59.8\% | 53.0\% |
| Capex/Sales | 10.9\% | 15.8\% | 15.9\% | 14.2\% | 17.8\% | 15.9\% | 17.5\% | 20.6\% | 18.9\% | 22.1\% | 19.8\% | 28.9\% | 26.5\% | 20.5\% | 25.2\% | 25.3\% | 21.9\% | 20.6\% |

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| Key Income Statement Metrics (Revenues) Total Revenues | 4,713 | 1,265 | 1,346 | 1,372 | 1,393 | 5,376 | 1,393 | 1,429 | 1,442 | 1,468 | 5,732 | 1,450 | 1,438 | 1,421 | 1,239 | 5,548 | 1,244 | 1,148 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Qoo Change |  | 11.2\% | 6.4\% | 1.9\% | 1.5\% |  | 0.0\% | 2.6\% | 0.9\% | 1.8\% |  | -1.2\% | -0.8\% | -1.2\% | -12.8\% |  | 0.4\% | -7.7\% |
| Service Revenues Yor Change | 0.6\% | 7.8\% | 13.3\% | 13.0\% | 22.4\% | 14.1\% | 10.1\% | 6.2\% | 5.1\% | 5.4\% | 6.6\% | 4.1\% | 0.6\% | -1.5\% | -15.6\% | -3.2\% | -14.2\% | -20.2\% |
|  | 4,020 | 1,019 | 1,050 | 1,101 | 1,086 | 4,256 | 1,106 | 1,140 | 1,159 | 1,145 | 4,550 | 949 | 925 | 914 | 849 | 3,637 | 834 | 857 |
| QoQ Change |  |  | 3.0\% | 4.9\% | -1.4\% |  | 1.8\% | 3.1\% | 1.7\% | -1.2\% |  | -17.1\% | -2.5\% | -1.2\% | -7.1\% |  | -1.8\% | 2.8\% |
| Equipment Revenues Yor Change | 1.2\% |  |  |  |  | 5.9\% | 8.5\% | 8.6\% | 5.3\% | 5.4\% | 6.9\% | -14.2\% | -18.9\% | -21.1\% | -25.9\% | -20.1\% | -12.1\% | -7.4\% |
|  | 693 | 246 | 296 | 271 | 307 | 1,120 | 287 | 289 | 283 | 323 | 1,182 | 501 | 513 | 507 | 390 | 1,911 | 410 | 291 |
| Qoo Change |  |  | 20.3\% | -8.4\% | 13.3\% |  | -6.5\% | 0.7\% | -2.1\% | 14.1\% |  | 55.1\% | 2.4\% | -1.2\% | -23.1\% |  | 5.1\% | 29.0\% |
| VAS Revenues (included in Service Revenues) $\begin{gathered}\text { Yor Change }\end{gathered}$ | -2.7\% |  |  |  |  | 61.6\% | 16.7\% | -2.4\% | 4.4\% | 5.2\% | 5.5\% | 74.6\% | 77.5\% | 79.2\% | 20.7\% | 61.7\% | -18.2\% | -43.3\% |
|  | NA | NA | NA | NA | NA | NA | 233 | 246 | 266 | 269 | 1,014 | 283 | 297 | 310 | 311 | 1,201 | 307 | 312 |
| Qoo Change |  |  |  |  |  |  |  | 5.6\% | 8.1\% | 1.1\% |  | 5.2\% | 4.9\% | 4.4\% | 0.3\% |  | -1.3\% | 1.6\% |
| Yoy Change |  |  |  |  |  |  |  |  |  |  |  | 21.5\% | 20.7\% | 16.5\% | 15.6\% | 18.4\% | 8.5\% | 5.1\% |
| Key Income Statement Metrics |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Operating profit | 933 | 302 | 321 | 316 | 251 | 1,190 | 322 | 362 | 356 | 343 | 1,383 | 399 | 357 | 342 | 262 | 1,360 | 267 | 259 |
| Net profit $\begin{gathered}\text { Qoo Change } \\ \text { YoY Change }\end{gathered}$ |  | 89.9\% | 6.3\% | -1.6\% | -20.6\% |  | 28.3\% | 12.4\% | -1.7\% | -3.7\% |  | 16.3\% | -10.5\% | -4.2\% | -23.4\% |  | 1.9\% | -3.0\% |
|  | 15.9\% | 40.5\% | 20.7\% | 7.8\% | 57.9\% | 27.5\% | 6.6\% | 12.8\% | 12.7\% | 36.7\% | 16.2\% | 23.9\% | -1.4\% | -3.9\% | -23.6\% | -1.7\% | -33.1\% | -27.5\% |
|  | 682 | 230 | 233 | 231 | 181 | 875 | 259 | 267 | 239 | 268 | 1,033 | 310 | 279 | 263 | 204 | 1,056 | 216 | 194 |
| Depreciation \& amortization $\quad \begin{gathered}\text { QoQ Change } \\ \text { Yo Change }\end{gathered}$ |  | 79.7\% | 1.3\% | -0.9\% | 21.6\% |  | 43.1\% | 3.1\% | -10.5\% | 12.1\% |  | 15.7\% | -10.0\% | -5.7\% | -22.4\% |  | 5.9\% | -10.2\% |
|  | 16.6\% | 41.1\% | 29.4\% | 9.5\% | 41.4\% | 28.3\% | 12.6\% | 14.6\% | 3.5\% | 48.1\% | 18.1\% | 19.7\% | 4.5\% | 10.\% | -23.9\% | 2.2\% | -30.3\% | -30.5\% |
|  | 523 | 139 | 151 | 155 | 158 | 603 | 149 | 149 | 149 | 154 | 601 | 139 | 143 | 139 | 140 | 561 | 135 | 137 |
| EBITDA $\quad \begin{gathered}\text { QoQ Change } \\ \text { Yoy Change }\end{gathered}$ |  | 3.0\% | 8.6\% | 2.6\% | 1.9\% |  | -5.7\% | 0.0\% | 0.0\% | 3.4\% |  | -9.7\% | 2.9\% | -2.8\% | 0.7\% |  | -3.6\% | 1.5\% |
|  | 9.2\% | 7.8\% | 16.2\% | 20.2\% | 17.0\% | 15.3\% | 7.2\% | -1.3\% | -3.9\% | -2.5\% | -0.3\% | -6.7\% | -4.0\% | -6.7\% | -9.1\% | -6.7\% | -2.9\% | -4.2\% |
|  | 1,456 | 441 | 472 | 471 | 410 | 1,794 | 471 | 511 | 505 | 497 | 1,984 | 539 | 500 | 481 | 401 | 1,921 | 402 | 396 |
| Qoo Change |  | 50.0\% | 7.0\% | -0.2\% | -13.0\% |  | 14.9\% | 8.5\% | -1.2\% | -1.6\% |  | 8.5\% | -7.2\% | -3.8\% | -16.6\% |  | 0.2\% | -1.5\% |
| Yoy Change | 13.4\% | 28.2\% | 19.2\% | 11.6\% | 39.5\% | 23.2\% | 6.8\% | 8.3\% | 7.2\% | 21.2\% | 10.6\% | 14.4\% | -2.2\% | -4.8\% | -19.3\% | -3.2\% | -25.4\% | -20.8\% |
| Key Cash Flow Metrics |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Operating cash flow | 1,277 | 375 | 290 | 395 | 55 | 1,115 | 350 | 378 | 400 | 91 | 1,219 | 308 | 101 | 168 | 223 | 800 | 294 | 556 |
| Capital expenditures, gross (accounting) $\begin{array}{r}\text { QoQ Change } \\ \text { Yo Change }\end{array}$ |  | 25.8\% | -22.7\% | 36.2\% | -86.1\% |  | 536.4\% | 8.0\% | 5.8\% | -77.3\% |  | 238.5\% | -67.2\% | 66.3\% | 32.7\% |  | 31.8\% | 89.1\% |
|  | 4.0\% | 46.5\% | -15.7\% | 4.2\% | -81.5\% | -12.7\% | -6.7\% | 30.3\% | 1.3\% | 65.5\% | 9.3\% | -12.0\% | -73.3\% | -58.0\% | 145.1\% | -34.4\% | -4.5\% | 450.5\% |
|  | 911 | 165 | 127 | 107 | 109 | 508 | 110 | 112 | 99 | 110 | 431 | 122 | 109 | 98 | 113 | 442 | 121 | 113 |
| Qoo Change |  | -35.8\% | -23.0\% | -15.7\% | 1.9\% |  | 0.9\% | 1.8\% | -11.6\% | 11.1\% |  | 10.9\% | -10.7\% | -10.1\% | 15.3\% |  | 7.1\% | -6.6\% |
| Capital expenditures, gross (cash flow) ${ }_{\text {Yor Change }}$ | 107.0\% | 52.8\% | -66.0\% | -37.8\% | -57.6\% | -44.2\% | -33.3\% | -11.8\% | -7.5\% | 0.9\% | -15.2\% | 10.9\% | -2.7\% | -1.0\% | 2.7\% | 2.6\% | -0.8\% | 3.7\% |
|  | 798 | 149 | 163 | 146 | 101 | 559 | 92 | 114 | 99 | 92 | 397 | 133 | 86 | 107 | 93 | 419 | 115 | 109 |
| Qoo Change |  | -8.6\% | 9.4\% | -10.4\% | -30.8\% |  | -8.9\% | 23.9\% | -13.2\% | -7.1\% |  | 44.6\% | -35.3\% | 24.4\% | -13.1\% |  | 23.7\% | -5.2\% |
| Capital expenditures, net (cash flow) YoY Change | 109.4\% | 44.7\% | -10.4\% | -58.3\% | -38.0\% | -29.9\% | -38.3\% | -30.1\% | -32.2\% | -8.9\% | -29.0\% | 44.6\% | -24.6\% | 8.1\% | 1.1\% | 5.5\% | -13.5\% | 26.7\% |
|  | 795 | 149 | 159 | 146 | 101 | 555 | 92 | 114 | 99 | 92 | 397 | 133 | 86 | 71 | 92 | 382 | 115 | 109 |
| Free cash flow $\begin{gathered}\text { Qoo Change } \\ \text { Yo Change }\end{gathered}$ |  | -8.0\% | 6.7\% | -8.2\% | -30.8\% |  | -8.9\% | 23.9\% | -13.2\% | -7.1\% |  | 44.6\% | -35.3\% | -17.4\% | 29.6\% |  | 25.0\% | -5.2\% |
|  | 111.4\% | 46.1\% | -12.2\% | -58.3\% | -37.7\% | -30.2\% | -38.3\% | -28.3\% | -32.2\% | -8.9\% | -28.5\% | 44.6\% | -24.6\% | -28.3\% | 0.0\% | -3.8\% | -13.5\% | 26.7\% |
|  | 482 | 226 | 131 | 249 | -45 | 560 | 258 | 264 | 301 | -1 | 822 | 175 | 15 | 97 | 131 | 418 | 179 | 447 |
|  |  | 66.2\% | -42.0\% | 90.1\% | -118.1\% |  | -673.3\% | 2.3\% | 14.0\% | -100.3\% |  | NM | -91.4\% | 546.7\% | 35.1\% |  | 36.6\% | 149.7\% |
|  | -43.4\% | 46.8\% | -19.6\% | 758.6\% | -133.1\% | 16.2\% | 14.2\% | 101.5\% | 20.9\% | -97.8\% | 46.8\% | -32.2\% | -94.3\% | -67.8\% | NM | -49.1\% | 2.3\% | 2880.0\% |
| Ratios |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Operating margin | 19.8\% | 23.9\% | 23.8\% | 23.0\% | 18.0\% | 22.1\% | 23.1\% | 25.3\% | 24.7\% | 23.4\% | 24.1\% | 27.5\% | 24.8\% | 24.1\% | 21.1\% | 24.5\% | 21.5\% | 22.6\% |
| Net margin | 14.5\% | 18.2\% | 17.3\% | 16.8\% | 13.0\% | 16.3\% | 18.6\% | 18.7\% | 16.6\% | 18.3\% | 18.0\% | 21.4\% | 19.4\% | 18.5\% | 16.5\% | 19.0\% | 17.4\% | 16.9\% |
| EBITDA margin | 30.9\% | 34.9\% | 35.1\% | 34.3\% | 29.4\% | 33.4\% | 33.8\% | 35.8\% | 35.0\% | 33.9\% | 34.6\% | 37.2\% | 34.8\% | 33.8\% | 32.4\% | 34.6\% | 32.3\% | 34.5\% |
| Capex/Sales | 19.3\% | 13.0\% | 9.4\% | 7.8\% | 7.8\% | 9.4\% | 7.9\% | 7.8\% | 6.9\% | 7.5\% | 7.5\% | 8.4\% | 7.6\% | 6.9\% | 9.1\% | 8.0\% | 9.7\% | 9.8\% |

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| Key Income Statement Metrics |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Revenues | 1,306 | 324 | 327 | 332 | 334 | 1,318 | 343 | 340 | 347 | 350 | 1,380 | 329 | 332 | 351 | 341 | 1,354 | 332 | 330 |
| QoQ Change |  | -3.8\% | 0.7\% | 1.8\% | 0.5\% |  | 2.7\% | -0.9\% | 2.2\% | 0.7\% |  | -5.9\% | 0.9\% | 5.5\% | -2.7\% |  | -2.6\% | -0.7\% |
| Operating profit Yor Change | 0.2\% | 3.4\% | 0.3\% | 1.1\% | -1.0\% | 0.9\% | 5.7\% | 4.1\% | 4.5\% | 4.8\% | 4.8\% | -4.0\% | -2.2\% | 1.0\% | -2.5\% | -1.9\% | 0.9\% | -0.8\% |
|  | 242 | 60 | 68 | 66 | 67 | 261 | 62 | 124 | 70 | 65 | 320 | 61 | 60 | 61 | 59 | 241 | 50 | 53 |
| Qoo Change |  | -7.5\% | 12.4\% | -1.8\% | 0.5\% |  | -7.7\% | 101.0\% | -43.8\% | -6.5\% |  | -6.5\% | -0.9\% | 1.7\% | -4.5\% |  | -15.4\% | 6.8\% |
| Net profit YoY Change | 18.6\% | 9.8\% | 8.0\% | 12.3\% | 2.5\% | 8.0\% | 2.3\% | 83.0\% | 4.8\% | -1.5\% | 22.6\% | -1.1\% | -51.2\% | -11.8\% | -9.9\% | -24.6\% | -18.5\% | -12.2\% |
|  | 178 | 44 | 56 | 51 | 49 | 200 | 46 | 108 | 53 | 46 | 254 | 46 | 46 | 46 | 44 | 182 | 36 | 39 |
| Qoo Change |  | -3.7\% | 26.5\% | -9.1\% | $-2.5 \%$ |  | -6.0\% | 132.9\% | -50.6\% | -14.2\% |  | 0.2\% | 0.8\% | -0.9\% | -4.2\% |  | -18.6\% | 8.6\% |
| Depreciation \& amortization Yo Change | 16.6\% | 6.2\% | 18.6\% | 15.2\% | 7.9\% | 12.1\% | 5.4\% | 94.0\% | 5.4\% | -7.2\% | 27.0\% | -1.1\% | -57.2\% | -14.0\% | -4.1\% | -28.3\% | -22.1\% | -16.1\% |
|  | 80 | 20 | 21 | 21 | 23 | 84 | 23 | 23 | 24 | 25 | 94 | 24 | 26 | 28 | 30 | 109 | 34 | 34 |
| Qoo Change |  | -1.2\% | 5.4\% | 3.5\% | 5.4\% |  | 0.2\% | 1.8\% | 2.3\% | 7.1\% |  | -3.6\% | 8.8\% | 5.9\% | 8.1\% |  | 13.6\% | 0.3\% |
| EBITDA $\quad$ Yoy Change | -7.5\% | -1.9\% | 1.8\% | 7.5\% | 13.5\% | 5.2\% | 15.2\% | 11.3\% | 9.9\% | 11.7\% | 11.9\% | 7.4\% | 14.8\% | 18.9\% | 20.1\% | 15.5\% | 41.6\% | 30.4\% |
|  | 322 | 80 | 88 | 88 | 89 | 345 | 84 | 147 | 93 | 90 | 414 | 85 | 87 | 89 | 89 | 350 | 84 | 87 |
|  |  | -6.1\% | 10.7\% | -0.6\% | 1.7\% |  | -5.7\% | 74.4\% | -36.6\% | -3.3\% |  | -5.4\% | 1.9\% | 3.0\% | -0.6\% |  | -5.5\% | 4.1\% |
| Yoy Change | 10.8\% | 6.6\% | 6.5\% | 11.1\% | 5.1\% | 7.3\% | 5.5\% | 66.2\% | 6.0\% | 1.0\% | 20.0\% | 1.2\% | -40.9\% | -4.0\% | -1.3\% | -15.5\% | -1.4\% | 0.8\% |
| Key Cash Flow Metrics |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Operating cash flow | 163 | 84 | 83 | 81 | 72 | 320 | 59 | 66 | 75 | 90 | 290 | 42 | 68 | 57 | 76 | 243 | 58 | 64 |
| Qoo Change |  | 14.2\% | -1.0\% | -1.5\% | -11.7\% |  | -17.3\% | 10.7\% | 13.3\% | 20.7\% |  | -53.4\% | 62.2\% | -15.9\% | 32.8\% |  | -23.2\% | 9.9\% |
| Yoy Change | 76.3\% | 1010.8\% | 62.4\% | 155.5\% | -1.7\% | 95.5\% | -28.8\% | -20.4\% | -8.4\% | 25.3\% | -9.2\% | -29.4\% | 3.4\% | -23.2\% | -15.6\% | -16.1\% | 39.1\% | -5.7\% |
| Capital expenditures, gross (accounting) | 120 | 20 | 63 | 29 | 38 | 150 | 20 | 43 | 29 | 69 | 160 | 49 | 71 | 85 | 80 | 285 | 81 | 29 |
| QoQ Change |  | -31.0\% | 215.0\% | -54.0\% | 31.0\% |  | -47.4\% | 115.0\% | -32.6\% | 137.9\% |  | -29.0\% | 44.9\% | 19.7\% | -5.9\% |  | 1.3\% | -64.2\% |
| Capital expenditures, gross (cash flow) Yor Change | -8.4\% | -25.9\% | 26.0\% | 107.1\% | 31.0\% | 25.0\% | 0.0\% | -31.7\% | 0.0\% | 81.6\% | 6.7\% | 145.0\% | 65.1\% | 193.1\% | 15.9\% | 78.1\% | 65.3\% | -59.2\% |
|  | 119 | 21 | 26 | 33 | 39 | 120 | 37 | 33 | 30 | 80 | 180 | 46 | 47 | 92 | 104 | 288 | 71 | 36 |
| QoQ Change |  | -20.4\% | 21.7\% | 28.3\% | 16.2\% |  | -5.6\% | -10.8\% | -8.4\% | 167.3\% |  | -42.6\% | 2.1\% | 95.2\% | 13.2\% |  | -31.5\% | -49.7\% |
| Yoy Change | 14.7\% | -22.0\% | -15.6\% | 0.5\% | 44.5\% | 1.1\% | 71.3\% | 25.6\% | -10.3\% | 106.2\% | 49.9\% | 25.3\% | 43.4\% | 205.3\% | 29.3\% | 60.4\% | 54.4\% | -23.8\% |
| Capital expenditures, net (cash flow) | 118 | 21 | 26 | 33 | 39 | 120 | 37 | 33 | 30 | 80 | 180 | 46 | 47 | 92 | 103 | 288 | 71 | 36 |
| Qoo Change |  | -19.2\% | 22.1\% | 28.5\% | 16.2\% |  | -5.6\% | -10.7\% | -8.7\% | 168.1\% |  | -43.0\% | 2.6\% | 95.0\% | 12.8\% |  | -31.6\% | -49.5\% |
| Free cash flow $\begin{aligned} & \text { YoY Change } \\ & \\ & \begin{array}{l}\text { QoQ Change } \\ \text { Yo C Change }\end{array}\end{aligned}$ | 18.7\% | -22.4\% | -15.8\% | 0.5\% | 47.3\% | 1.4\% | 72.0\% | 25.8\% | -10.6\% | 106.2\% | 50.0\% | 24.7\% | 43.4\% | 206.1\% | 28.8\% | 60.1\% | 54.3\% | -24.1\% |
|  | 45 | 62 | 57 | 48 | 33 | 200 | 23 | 33 | 45 | 10 | 110 | -4 | 21 | -34 | -27 | -44 | -12 | 29 |
|  |  | 33.1\% | -8.9\% | -15.3\% | -31.2\% |  | -31.0\% | 45.3\% | 35.1\% | -77.9\% |  | -138.2\% | -661.0\% | -262.1\% | -20.5\% |  | -55.2\% | -333.9\% |
|  | NM | NM | 183.0\% | -3476.9\% | -29.3\% | 341.0\% | -63.4\% | -41.6\% | -6.8\% | -70.1\% | -44.7\% | -116.6\% | -36.1\% | -176.7\% | -375.9\% | -140.0\% | 223.9\% | 35.1\% |
| Ratios |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Operating margin | 18.5\% | 18.5\% | 20.7\% | 20.0\% | 20.0\% | 19.8\% | 17.9\% | 36.4\% | 20.0\% | 18.6\% | 23.2\% | 18.5\% | 18.1\% | 17.5\% | 17.2\% | 17.8\% | 14.9\% | 16.1\% |
| Net margin | 13.7\% | 13.6\% | 17.1\% | 15.2\% | 14.8\% | 15.2\% | 13.5\% | 31.8\% | 15.4\% | 13.1\% | 18.4\% | 14.0\% | 13.9\% | 13.1\% | 12.9\% | 13.5\% | 10.8\% | 11.8\% |
| EBITDA margin | 24.6\% | 24.6\% | 27.0\% | 26.4\% | 26.7\% | 26.2\% | 24.5\% | 43.1\% | 26.8\% | 25.7\% | 30.0\% | 25.8\% | 26.1\% | 25.5\% | 26.0\% | 25.9\% | 25.3\% | 26.5\% |
| Capex/Sales | 9.2\% | 6.2\% | 19.3\% | 8.7\% | 11.4\% | 11.4\% | 5.8\% | 12.6\% | 8.3\% | 19.7\% | 11.6\% | 14.9\% | 21.4\% | 24.2\% | 23.5\% | 21.1\% | 24.4\% | 8.8\% |


| bezea (NIS millions, except for EPS) | $\begin{gathered} \text { FY } \\ 2008 \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q1 } \\ 2009 \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q2 } \\ 2009 \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q3 } \\ 2009 \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q4 } \\ 2009 \\ \hline \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2009 \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q1 } \\ 2010 \end{gathered}$ | $\begin{gathered} \text { Q2 } \\ 2010 \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q3 } \\ 2010 \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q4 } \\ 2010 \\ \hline \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2010 \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q1 } \\ 2011 \end{gathered}$ | $\begin{gathered} \mathrm{Q}^{2} \\ 2011 \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q3 } \\ 2011 \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q4 } \\ 2011 \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2011 \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q1 } \\ 2012 \\ \hline \end{gathered}$ | $\begin{gathered} \mathrm{Q}_{2} \\ 2012 \end{gathered}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| yes |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Key Income Statement Metrics |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Revenues | 1,513 | 384 | 376 | 380 | 390 | 1,530 | 391 | 396 | 395 | 400 | 1,583 | 406 | 404 | 405 | 404 | 1,619 | 417 | 409 |
| Operating profit $\quad \begin{gathered}\text { Qoo Change } \\ \text { Yo C Change }\end{gathered}$ |  | 2.0\% | -2.0\% | 1.2\% | 2.5\% |  | 0.3\% | 1.2\% | -0.2\% | 1.2\% |  | 1.3\% | -0.4\% | 0.4\% | -0.4\% |  | 3.2\% | -1.9\% |
|  | 6.9\% | 0.6\% | -1.0\% | 1.4\% | 3.7\% | 1.2\% | 2.0\% | 5.3\% | 3.9\% | 2.6\% | 3.4\% | 3.6\% | 2.0\% | 2.6\% | 0.9\% | 2.3\% | 2.8\% | 1.2\% |
|  | 177 | 66 | 59 | 61 | 63 | 248 | 59 | 7 | 72 | 41 | 178 | 61 | 65 | 63 | 105 | 295 | 52 | 74 |
| Net profit Yo Change |  | 19.2\% | -10.5\% | 2.7\% | 3.1\% |  | -6.2\% | -87.6\% | 884.8\% | -43.4\% |  | 51.2\% | 6.4\% | -3.0\% | 65.4\% |  | -50.8\% | 44.3\% |
|  | 216.3\% | 145.6\% | 38.8\% | 15.7\% | 13.0\% | 40.1\% | -11.0\% | -87.7\% | 18.3\% | -35.1\% | -28.2\% | 4.6\% | 796.5\% | -11.7\% | 158.2\% | 65.4\% | -15.9\% | 14.0\% |
|  | -265 | -1 | -95 | -88 | -38 | -222 | -8 | -143 | -78 | -84 | -314 | -73 | -88 | -76 | 8 | -230 | -64 | -107 |
| Depreciation \& amortization $\quad \begin{gathered}\text { Qoo Change } \\ \text { Yo C Change }\end{gathered}$ |  | -93.4\% | 8152.7\% | -7.0\% | -57.4\% |  | -78.1\% | 1627.2\% | -45.1\% | 7.5\% |  | -12.9\% | 20.4\% | -14.1\% | -110.6\% |  | -897.3\% | 67.0\% |
|  | 125.1\% | -98.2\% | -4.2\% | 7.7\% | 115.5\% | -16.0\% | 617.0\% | 50.1\% | -11.4\% | 123.5\% | 41.0\% | 787.6\% | -38.1\% | -3.1\% | -109.5\% | -26.8\% | -13.0\% | 20.7\% |
|  | 250 | 57 | 56 | 59 | 63 | 234 | 64 | 68 | 68 | 85 | 285 | 69 | 71 | 74 | 63 | 276 | 66 | 54 |
| EBITDA $\quad \begin{gathered}\text { QoQ Change } \\ \text { Yo Y Change }\end{gathered}$ |  | -14.1\% | -1.7\% | 6.1\% | 7.2\% |  | 0.9\% | 6.9\% | -0.6\% | 25.4\% |  | -19.3\% | 3.7\% | 4.1\% | -15.5\% |  | 5.2\% | -18.3\% |
|  | -8.5\% | -12.6\% | -8.3\% | 0.3\% | -4.1\% | -6.3\% | 12.7\% | 22.7\% | 15.0\% | 34.6\% | 21.6\% | 7.6\% | 4.3\% | 9.3\% | -26.4\% | -2.9\% | -4.0\% | -24.4\% |
|  | 427 | 122 | 115 | 120 | 126 | 482 | 122 | 75 | 140 | 126 | 463 | 130 | 136 | 137 | 167 | 571 | 118 | 128 |
| Qoo Change |  | 1.1\% | -6.4\% | 4.3\% | 5.1\% |  | -2.6\% | -38.4\% | 84.9\% | -10.0\% |  | 3.5\% | 5.0\% | 0.7\% | 21.8\% |  | -29.5\% | 8.7\% |
| Yoy Change | 29.7\% | 33.\% | 11.1\% | 7.6\% | 3.8\% | 13.0\% | 0.0\% | -34.2\% | 16.7\% | -0.1\% | -4.0\% | 6.1\% | 80.8\% | -1.5\% | 33.3\% | 23.4\% | -9.2\% | -6.0\% |
| Key Cash Flow Metrics |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Operating cash flow | 347 | 91 | 93 | 135 | 91 | 410 | 124 | 110 | 126 | 132 | 492 | 141 | 119 | 134 | 119 | 513 | 116 | 100 |
| Qoo Change |  | -32.0\% | 3.0\% | 44.6\% | -32.9\% |  | 37.1\% | -11.9\% | 15.1\% | 4.3\% |  | 7.4\% | -15.9\% | 13.0\% | -11.5\% |  | -2.4\% | -13.7\% |
| Capital expenditures, gross (accounting) ${ }_{\text {Yor Change }}$ | 38.9\% | 7.8\% | 188.5\% | 38.9\% | -32.0\% | 18.1\% | 37.1\% | 17.3\% | -6.6\% | 45.1\% | 20.0\% | 13.7\% | 8.4\% | 6.4\% | -9.7\% | 4.4\% | -18.0\% | -15.8\% |
|  | 265 | 20 | 71 | 101 | 78 | 270 | 66 | 79 | 82 | 68 | 295 | 79 | 75 | 68 | 69 | 291 | 60 | 88 |
| QoQ Change |  | -69.7\% | 255.0\% | 42.3\% | -22.8\% |  | -15.4\% | 19.7\% | 3.8\% | -16.6\% |  | 15.5\% | -5.1\% | -9.3\% | 1.5\% |  | -13.0\% | 46.7\% |
| Capital expenditures, gross (cash flow) | -11.4\% | -71.4\% | 36.5\% | 31.2\% | 18.2\% | 1.9\% | 230.0\% | 11.3\% | -18.8\% | -12.3\% | 9.4\% | 19.7\% | -5.1\% | -17.1\% | 0.8\% | -1.5\% | -24.1\% | 17.3\% |
|  | 238 | 61 | 60 | 87 | 53 | 262 | 61 | 63 | 65 | 89 | 278 | 71 | 64 | 67 | 61 | 264 | 56 | 69 |
| Qoo Change |  | -2.1\% | -2.5\% | 45.9\% | -39.6\% |  | 15.5\% | 3.6\% | 2.3\% | 38.2\% |  | -20.5\% | -9.5\% | 4.6\% | -8.7\% |  | -8.3\% | 22.8\% |
| Capital expenditures, net (cash flow) ${ }^{\text {Yor Change }}$ | -6.7\% | -22.6\% | 51.5\% | 56.5\% | -15.8\% | 10.1\% | -0.7\% | 5.5\% | -25.9\% | 69.2\% | 6.4\% | 16.5\% | 1.8\% | 4.1\% | -31.2\% | -5.0\% | -20.7\% | 7.5\% |
|  | 238 | 61 | 60 | 87 | 52 | 261 | 61 | 63 | 64 | 89 | 277 | 71 | 64 | 67 | 62 | 264 | 56 | 69 |
| QoQ Change |  | -2.1\% | -2.5\% | 44.9\% | -39.6\% |  | 16.0\% | 3.5\% | 1.1\% | 40.3\% |  | -20.5\% | -9.4\% | 4.4\% | -8.1\% |  | -8.9\% | 23.0\% |
| Free cash flow $\begin{array}{ll}\text { Yoy Change } \\ & \text { QoQ Change }\end{array}$ | -6.7\% | -22.6\% | 51.5\% | 55.4\% | -16.4\% | 9.7\% | -1.0\% | 5.1\% | -26.7\% | 70.3\% | 6.2\% | 16.7\% | 2.1\% | 5.5\% | -30.8\% | -4.5\% | -20.7\% | 7.6\% |
|  | 109 | 29 | 33 | 48 | 38 | 149 | 63 | 47 | 62 | 42 | 215 | 70 | 54 | 67 | 57 | 249 | 60 | 31 |
|  |  | -58.6\% | 14.4\% | 44.1\% | -20.8\% |  | 66.2\% | -26.6\% | 34.1\% | -32.4\% |  | 66.5\% | -22.6\% | 23.0\% | -14.9\% |  | 4.6\% | -48.2\% |
| Yoy Change | NM | 522.3\% | NM | 16.5\% | -45.9\% | 36.2\% | 116.9\% | 39.1\% | 29.5\% | 10.7\% | 44.0\% | 10.9\% | 17.0\% | 7.3\% | 35.\% | 15.9\% | -15.2\% | -43.3\% |
| Ratios |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Operating margin | 11.7\% | 17.2\% | 15.7\% | 15.9\% | 16.0\% | 16.2\% | 15.0\% | 1.8\% | 18.1\% | 10.1\% | 11.3\% | 15.1\% | 16.2\% | 15.6\% | 26.0\% | 18.2\% | 12.4\% | 18.2\% |
| Net margin | -17.5\% | -0.3\% | -25.3\% | -23.3\% | -9.7\% | -14.5\% | -2.1\% | -36.1\% | -19.8\% | -21.0\% | -19.8\% | -18.1\% | -21.9\% | -18.7\% | 2.0\% | -14.2\% | -15.3\% | -26.1\% |
| EBITDA margin | 28.2\% | 31.9\% | 30.5\% | 31.4\% | 32.2\% | 31.5\% | 31.3\% | 19.1\% | 35.3\% | 31.4\% | 29.3\% | 32.0\% | 33.8\% | 33.9\% | 41.5\% | 35.3\% | 28.3\% | 31.4\% |
| Capex/Sales | 17.5\% | 5.2\% | 18.9\% | 26.5\% | 20.0\% | 17.6\% | 16.9\% | 20.0\% | 20.7\% | 17.1\% | 18.7\% | 19.5\% | 18.6\% | 16.8\% | 17.1\% | 18.0\% | 14.4\% | 21.5\% |


| bezea | $\begin{gathered} \text { FY } \\ 2008 \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q1 } \\ 2009 \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q2 } \\ 2009 \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q3 } \\ 2009 \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q4 } \\ 2009 \\ \hline \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2009 \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q1 } \\ 2010 \end{gathered}$ | $\begin{gathered} \text { Q2 } \\ 2010 \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q3 } \\ 2010 \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q4 } \\ 2010 \\ \hline \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2010 \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q1 } \\ 2011 \end{gathered}$ | $\begin{gathered} \text { Q2 } \\ 2011 \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q3 } \\ 2011 \end{gathered}$ | $\begin{gathered} \text { Q4 } \\ 2011 \\ \hline \end{gathered}$ | $\begin{gathered} \text { FY } \\ 2011 \\ \hline \end{gathered}$ | $\begin{gathered} \text { Q1 } \\ 2012 \end{gathered}$ | $\begin{gathered} \text { Q2 } \\ 2012 \\ \hline \end{gathered}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Bezeq Fixed-Line |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Key Performance Indicators |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total outgoing minutes (in millions) | 13,260 | 3,077 | 2,972 | 3,051 | 2,917 | 12,017 | 2,732 | 2,717 | 2,629 | 2,621 | 10,699 | 2,521 | 2,415 | 2,481 | 2,340 | 9,757 | 2,359 | 2,228 |
| QoQ Change |  | -0.8\% | -3.4\% | 2.7\% | -4.4\% |  | -6.3\% | -0.5\% | -3.2\% | -0.3\% |  | -3.8\% | -4.2\% | 2.7\% | -5.7\% |  | 0.8\% | -5.6\% |
| Total incoming minutes (in millions) | -9.9\% | -11.4\% | -10.1\% | -9.7\% | -6.0\% | -9.4\% | -11.2\% | -8.6\% | -13.8\% | -10.1\% | -11.0\% | -7.7\% | -11.1\% | -5.6\% | -10.7\% | -8.8\% | -6.4\% | -7.7\% |
|  | 6,691 | 1,654 | 1,659 | 1,731 | 1,674 | 6,718 | 1,623 | 1,634 | 1,646 | 1,644 | 6,547 | 1,577 | 1,535 | 1,602 | 1,526 | 6,240 | 1,543 | 1,518 |
| QoQ Change |  | 0.4\% | 0.3\% | 4.3\% | -3.3\% |  | -3.0\% | 0.7\% | 0.7\% | -0.1\% |  | -4.1\% | -2.7\% | 4.4\% | -4.7\% |  | 1.1\% | -1.6\% |
| Total access lines (in 000's) | 4.4\% | -1.1\% | 0.5\% | 0.7\% | 1.6\% | 0.4\% | -1.9\% | -1.5\% | -4.9\% | -1.8\% | -2.5\% | -2.8\% | -6.1\% | -2.7\% | -7.2\% | -4.7\% | -2.2\% | -1.1\% |
|  | 2,604 | 2,571 | 2,540 | 2,513 | 2,483 | 2,483 | 2,454 | 2,422 | 2,394 | 2,366 | 2,366 | 2,358 | 2,356 | 2,363 | 2,367 | 2,367 | 2,368 | 2,335 |
| QoQ Change |  | -1.3\% | -1.2\% | -1.1\% | -1.2\% |  | -1.2\% | -1.3\% | -1.2\% | -1.2\% |  | -0.3\% | -0.1\% | 0.3\% | 0.2\% |  | 0.0\% | -1.4\% |
| ARPL - Voice \& fixed fees (in NIS) YoY Change | -5.3\% | -4.8\% | -4.9\% | -4.6\% | -4.6\% | -4.6\% | -4.6\% | -4.6\% | -4.7\% | -4.7\% | -4.7\% | 15.0\% | -2.7\% | -1.3\% | 0.0\% | 0.0\% | 0.4\% | -0.9\% |
|  | 83 | 82 | 81 | 83 | 83 | 82 | 80 | 81 | 82 | 83 | 81 | 79 | 77 | 78 | 70 | 76 | 74 | 73 |
| QoQ Change |  | 0.0\% | -1.2\% | 2.5\% | 0.0\% |  | -3.6\% | 1.3\% | 1.2\% | 1.2\% |  | -4.8\% | -2.5\% | 1.3\% | -10.3\% |  | 5.7\% | -1.4\% |
| Yoy Change | -4.6\% | -3.5\% | -1.2\% | -2.4\% | 1.2\% | -1.2\% | -2.4\% | 0.0\% | -1.2\% | 0.0\% | -1.2\% | -1.3\% | -4.9\% | -4.9\% | -15.7\% | -6.2\% | -6.3\% | -5.2\% |
| Churn rate (\%) | N/A | N/A | N/A | $N / A$ | N/A | N/A | $N / A$ | N/A | N/A | N/A | N/A | 3.2\% | 2.7\% | 2.7\% | 2.7\% | 11.3\% | 3.1\% | 3.8\% |
| Broadband Internet lines (in 000's) | 1,005 | 1,011 | 1,016 | 1,026 | 1,035 | 1,035 | 1,045 | 1,051 | 1,056 | 1,066 | 1,066 | 1,079 | 1,088 | 1,100 | 1,111 | 1,111 | 1,121 | 1,136 |
| QoQ Change |  | 0.6\% | 0.5\% | 1.0\% | 0.9\% |  | 1.0\% | 0.6\% | 0.5\% | 0.9\% |  | 1.2\% | 0.8\% | 1.1\% | 1.0\% |  | 0.9\% | 1.3\% |
| Broadband Internet ARPU (in NIS) YoY Change | 4.4\% | 4.2\% | 3.5\% | 3.2\% | 3.0\% | 3.0\% | 3.4\% | 3.4\% | 2.9\% | 3.0\% | 3.0\% | 3.3\% | 3.5\% | 4.2\% | 4.2\% | 4.2\% | 3.9\% | 4.4\% |
|  | 67 | 67 | 67 | 70 | 70 | 69 | 73 | 72 | 76 | 78 | 75 | 79 | 80 | 81 | 81 | 80 | 84 | 80 |
| QoQ Change |  | 1.5\% | 0.0\% | 4.5\% | 0.0\% |  | 4.3\% | -1.4\% | 5.6\% | 2.6\% |  | 1.3\% | 1.3\% | 1.3\% | 0.0\% |  | 3.7\% | -4.8\% |
| NGN subscribers as \% of total internet subscribers covered by NGN network | 4.7\% | -1.5\% | 1.5\% | 4.5\% | 6.1\% | 3.0\% | 9.0\% | 7.5\% | 8.6\% | 11.4\% | 8.7\% | 8.2\% | 11.1\% | 6.6\% | 3.8\% | 6.7\% | 6.3\% | 0.0\% |
|  | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 40\% | 43\% | 47\% | 51\% | 51\% | 55\% | 57\% |
| Average broadband speed per subscriber (end of period, Mbps) | 2.2 | 2.3 | 2.4 | 2.5 | 2.7 | 2.7 | 3.0 | 3.4 | 3.8 | 4.3 | 4.3 | 4.8 | 5.3 | 6.0 | 6.7 | 6.7 | 7.5 | 8.3 |
| QoQ Change |  | 4.5\% | 4.3\% | 4.2\% | 8.0\% |  | 11.1\% | 13.3\% | 11.8\% | 13.2\% |  | 11.6\% | 10.4\% | 13.2\% | 11.7\% |  | 11.9\% | 10.7\% |
| Number of employeesYoY Change  <br>  $\begin{array}{l}\text { Qoo Change } \\ \text { Yo Change }\end{array}$ | 29.4\% | 21.1\% | 20.0\% | 19.0\% | 22.7\% | 22.7\% | 30.4\% | 41.7\% | 52.0\% | 59.3\% | 59.3\% | 60.0\% | 55.9\% | 57.9\% | 55.8\% | 55.8\% | 56.3\% | 56.6\% |
|  | 7,530 | 7,545 | 7,399 | 7,335 | 7,364 | 7,364 | 7,332 | 7,325 | 7,299 | 7,216 | 7,216 | 7,216 | 7,123 | 7,087 | 7,076 | 7,076 | 7,208 | 7,274 |
|  |  | 0.2\% | -1.9\% | -0.9\% | 0.4\% |  | -0.4\% | -0.1\% | -0.4\% | -1.1\% |  | 0.0\% | -1.3\% | -0.5\% | -0.2\% |  | 1.9\% | 0.9\% |
|  | -1.1\% | 1.2\% | -0.4\% | -1.1\% | -2.2\% | -2.2\% | -2.8\% | -1.0\% | -0.5\% | -2.0\% | -2.0\% | -1.6\% | -2.8\% | -2.9\% | -1.9\% | -1.9\% | -0.1\% | 2.1\% |



## Bezeq The Israel Telecommunication Corp. Limited

bezea

## GLOSSARY

## Glossary

## EBITDA

$=$ Earnings Before Interest, Taxes, Depreciation \& Amortization; ttm = trailing twelve months
Free cash flow
Net capital expenditures
$=$ Purchase of property, plant \& equipment (PPE), plus investments in intangible assets, less proceeds from the sale of PPE
Average revenue per line
ARPL
ARPU
MOU
N/A
= Average revenue per user
= Minutes of use
= Not available
= Not meaningful

