

Facts \& Figures Q1 2011
Three months ending March 31, 2011
Index of contents

Sheet I - Income statement, cash flows and balance sheet Sheet II - Key Performance Indicators (KPIs)
Sheet III - Glossary \& Footnotes

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Bezeq Group ${ }^{(1)(2)}$

| Key Income Statement Metrics |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Revenues | 11,136 | 2,760 | 2,748 | 2,806 | 2,701 | 11,015 | 2,791 | 2,872 | 2,924 | 2,932 | 11,519 | 2,915 | 2,981 | 3,033 | 3,058 | 11,987 | 2,913 |
| QoQ Change |  |  | -0.4\% | 2.1\% | -3.7\% |  | 3.3\% | 2.9\% | 1.8\% | 0.3\% |  | -0.6\% | 2.3\% | 1.7\% | 0.8\% |  | -4.7\% |
| 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\% |
| Operating Profit | 2,321 | 641 | 772 | 775 | 452 | 2,640 | 799 | 818 | 875 | 480 | 2,972 | 874 | 990 | 979 | 901 | 3,744 | 665 |
| QoQ Change |  |  | 20.4\% | 0.4\% | -41.7\% |  | 76.8\% | 2.4\% | 7.0\% | -45.1\% |  | 82.1\% | 13.3\% | -1.1\% | -8.0\% |  | -26.2\% |
| 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\% |
| Net profit attributed to Bezeq shareholders | 1,330 | 411 | 456 | 462 | 298 | 1,627 | 608 | 541 | 2,088 | 366 | 3,603 | 642 | 638 | 588 | 575 | 2,443 | 407 |
| Qoo Change |  |  | 10.9\% | 1.3\% | -35.5\% |  | 104.0\% | -11.0\% | 286.0\% | -82.5\% |  | 75.4\% | -0.6\% | -7.8\% | -2.2\% |  | -29.2\% |
| Yo C 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\% |
| Earnings Per Share - Basic | 0.51 | 0.15 | 0.17 | 0.18 | 0.12 | 0.62 | 0.23 | 0.21 | 0.79 | 0.14 | 1.37 | 0.24 | 0.24 | 0.22 | 0.21 | 0.91 | 0.15 |
| Earnings Per Share - Diluted | 0.50 | 0.15 | 0.17 | 0.17 | 0.12 | 0.61 | 0.23 | 0.20 | 0.79 | 0.12 | 1.34 | 0.24 | 0.24 | 0.22 | 0.21 | 0.90 | 0.15 |
| Depreciation \& amortization | 1,509 | 368 | 361 | 365 | 364 | 1,458 | 371 | 377 | 361 | 376 | 1,485 | 343 | 348 | 350 | 368 | 1,409 | 335 |
| Qoo Change |  |  | -1.9\% | 1.1\% | -0.3\% |  | 1.9\% | 1.6\% | -4.2\% | 4.2\% |  | -8.8\% | 1.5\% | 0.6\% | 5.1\% |  | -9.0\% |
| 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\% |
| EBITDA | 3,830 | 1,009 | 1,133 | 1,140 | 816 | 4,098 | 1,170 | 1,195 | 1,236 | 856 | 4,457 | 1,217 | 1,338 | 1,329 | 1,269 | 5,153 | 1,000 |
| Qoo Change |  |  | 12.3\% | 0.6\% | -28.4\% |  | 43.4\% | 2.1\% | 3.4\% | -30.7\% |  | 42.2\% | 9.9\% | -0.7\% | -4.5\% |  | -21.2\% |
| YoY Change |  |  |  |  |  | 7.0\% | 16.0\% | 5.5\% | 8.4\% | 4.9\% | 8.8\% | 4.0\% | 12.0\% | 7.5\% | 4.2\% | 15.6\% | -17.8\% |
| Shares Outstanding - Basic | 2,605 | 2,605 | 2,605 | 2,605 | 2,605 | 2,605 | 2,606 | 2,617 | 2,628 | 2,657 | 2,635 | 2,663 | 2,675 | 2,677 | 2,682 | 2,675 | 2,688 |
| Shares Outstanding - Diluted | 2,641 | 2,649 | 2,648 | 2,648 | 2,649 | 2,649 | 2,647 | 2,667 | 2,677 | 2,702 | 2,685 | 2,710 | 2,713 | 2,715 | 2,720 | 2,717 | 2,722 |
| Key Cash Flow Metrics |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Operating cash flow | 2,697 | 534 | 727 | 1,115 | 693 | 3,068 | 1,134 | 715 | 1,021 | 785 | 3,655 | 806 | 976 | 1,166 | 748 | 3,696 | 775 |
| Qoo Change |  |  | 36.1\% | 53.4\% | -37.9\% |  | 63.8\% | -37.0\% | 42.9\% | -23.1\% |  | 2.7\% | 21.1\% | 19.5\% | -35.8\% |  | 3.6\% |
| 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\% |
| Capital expenditures, gross (accounting) | 1,086 | 263 | 563 | 297 | 509 | 1,632 | 395 | 399 | 326 | 385 | 1,505 | 360 | 427 | 381 | 478 | 1,645 | 503 |
| Qop Change |  |  | 114.1\% | -47.2\% | 71.4\% |  | -22.4\% | 1.0\% | -18.3\% | 18.1\% |  | -6.5\% | 18.6\% | -10.8\% | 25.5\% |  | 5.2\% |
| Yo Y Change |  |  |  |  |  | 50.3\% | 50.2\% | -29.1\% | 9.8\% | -24.4\% | -7.8\% | -8.9\% | 7.0\% | 16.9\% | 24.2\% | 9.3\% | 39.7\% |
| Capital expenditures, gross (cash flow) | 991 | 287 | 346 | 539 | 359 | 1,531 | 410 | 381 | 384 | 360 | 1,535 | 369 | 396 | 376 | 481 | 1,622 | 500 |
| Qoo Change |  |  | 20.9\% | 55.6\% | -33.4\% |  | 14.0\% | -7.0\% | 0.8\% | -6.2\% |  | 2.4\% | 7.3\% | -5.1\% | 27.9\% |  | 4.0\% |
| 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\% |
| Capital expenditures, net (cash flow) | 814 | 226 | 320 | 525 | 313 | 1,384 | 359 | 370 | 364 | 352 | 1,445 | 354 | 370 | 328 | 439 | 1,491 | 313 |
| Qoo Change |  |  | 42.0\% | 63.9\% | -40.3\% |  | 14.5\% | 3.2\% | -1.6\% | -3.2\% |  | 0.5\% | 4.5\% | -11.4\% | 33.8\% |  | -28.7\% |
| Yoy Change |  |  |  |  |  | 70.0\% | 58.9\% | 15.5\% | -30.7\% | 12.5\% | 4.4\% | -1.3\% | 0.0\% | -9.9\% | 24.6\% | $3.2 \%$ | -11.6\% |
| Free cash flow | 1,883 | 308 | 406 | 590 | 379 | 1,684 | 776 | 345 | 657 | 433 | 2,210 | 452 | 606 | 838 | 309 | 2,205 | 462 |
| Qoo Change |  |  | 31.7\% | 45.2\% | -35.7\% |  | 104.5\% | -55.6\% | 90.7\% | -34.1\% |  | 4.5\% | 34.1\% | 38.3\% | -63.1\% |  | 49.5\% |
| Yo Y Change |  |  |  |  |  | -10.6\% | 151.6\% | -15.2\% | 11.4\% | 14.0\% | 31.3\% | -41.7\% | 75.9\% | 27.5\% | -28.6\% | -0.2\% | 2.2\% |
| Key Balance Sheet Metrics |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total debt | 5,034 | 4,797 | 4,530 | 4,483 | 4,356 | 4,356 | 4,531 | 4,168 | 4,166 | 4,136 | 4,136 | 3,880 | 5,229 | 5,727 | 5,717 | 5,717 | 5,638 |
| Cash \& short-term investments | 1,589 | 1,597 | 803 | 1,256 | 816 | 816 | 1,736 | 882 | 1,459 | 734 | 734 | 956 | 242 | 1,412 | 372 | 372 | 701 |
| Net debt | 3,445 | 3,200 | 3,727 | 3,227 | 3,540 | 3,540 | 2,795 | 3,286 | 2,707 | 3,402 | 3,402 | 2,924 | 4,987 | 4,315 | 5,345 | 5,345 | 4,937 |
| Ratios |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Operating margin | 20.8\% | 23.2\% | 28.1\% | 27.6\% | 16.7\% | 24.0\% | 28.6\% | 28.5\% | 29.9\% | 16.4\% | 25.8\% | 30.0\% | 33.2\% | 32.3\% | 29.5\% | 31.2\% | 22.8\% |
| Net margin | 11.9\% | 14.9\% | 16.6\% | 16.5\% | 11.0\% | 14.8\% | 21.8\% | 18.8\% | 71.4\% | 12.5\% | 31.3\% | 22.0\% | 21.4\% | 19.4\% | 18.8\% | 20.4\% | 14.0\% |
| EBITDA margin | 34.4\% | 36.6\% | 41.2\% | 40.6\% | 30.2\% | 37.2\% | 41.9\% | 41.6\% | 42.3\% | 29.2\% | 38.7\% | 41.7\% | 44.9\% | 43.8\% | 41.5\% | 43.0\% | 34.3\% |
| Capex/Sales | 9.8\% | 9.5\% | 20.5\% | 10.6\% | 18.8\% | 14.8\% | 14.2\% | 13.9\% | 11.1\% | 13.1\% | 13.1\% | 12.3\% | 14.3\% | 12.6\% | 15.6\% | 13.7\% | 17.3\% |
| Total debt / EBITDA (ttm) | 1.31 |  |  |  | 1.06 | 1.06 | 1.06 | 0.96 | 0.94 | 0.93 | 0.93 | 0.86 | 1.13 | 1.21 | 1.11 | 1.11 | 1.14 |
| Net debt / EBITDA (ttm) | 0.90 |  |  |  | 0.86 | 0.86 | 0.66 | 0.76 | 0.61 | 0.76 | 0.76 | 0.65 | 1.07 | 0.91 | 1.04 | 1.04 | 1.00 |

'As of August 21,2009 , the Company ceased consolidating yes' financial results and started accounting for its investment in yes according to the equity method. The Bezeq Group's financial data herein reflect the yes deconsolidation as of December 31,2007 .
${ }^{2}$ The Bezeq Group results reflect the consolidation of Wallal as of April $25,2010$.

## Bezeq Fixed-Line



[^0]${ }^{2}$ Beginning FY 2009, the Israeli Securties Authority directives require the publication of a separate report for Bezeq Fixed-Line, including full balance sheet, income statement and cash flow data. Prior years quarterly data is presented in this metrics file for convenience purposes only


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| Key Income Statement Metrics |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Total Revenues | 4,684 | 1,173 | 1,188 | 1,214 | 1,138 | 4,713 | 1,265 | 1,346 | 1,372 | 1,393 | 5,376 | 1,393 | 1,429 | 1,442 | 1,468 | 5,732 | 1,450 |
| Qoo Change |  |  | 1.3\% | 2.2\% | -6.3\% |  | 11.2\% | 6.4\% | 1.9\% | 1.5\% |  | 0.0\% | 2.6\% | 0.9\% | 1.8\% |  | -1.2\% |
| Yoy 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\% |
| Service Revenues | 3,972 | N/A | N/A | N/A | N/A | 4,020 | 1,019 | 1,050 | 1,101 | 1,086 | 4,256 | 1,106 | 1,140 | 1,159 | 1,145 | 4,550 | 949 |
| Qoo Change |  |  |  |  |  |  |  | 3.0\% | 4.9\% | -1.4\% |  | 1.8\% | 3.1\% | 1.7\% | -1.2\% |  | -17.1\% |
| Yoy Change |  |  |  |  |  | 1.2\% |  |  |  |  | 5.9\% | 8.5\% | 8.6\% | 5.3\% | 5.4\% | 6.9\% | -14.2\% |
| Equipment Revenues | 712 | N/A | N/A | N/A | N/A | 693 | 246 | 296 | 271 | 307 | 1,120 | 287 | 289 | 283 | 323 | 1,182 | 501 |
| QoQ Change |  |  |  |  |  |  |  | 20.3\% | -8.4\% | 13.3\% |  | -6.5\% | 0.7\% | -2.1\% | 14.1\% |  | 55.1\% |
| Operating profit Yoy Change |  |  |  |  |  | -2.7\% |  |  |  |  | 61.6\% | 16.7\% | -2.4\% | 4.4\% | 5.2\% | 5.5\% | 74.6\% |
|  | 805 | 215 | 266 | 293 | 159 | 933 | 302 | 321 | 316 | 251 | 1,190 | 322 | 362 | 356 | 343 | 1,383 | 399 |
| Qoo Change |  |  | 23.7\% | 10.2\% | -45.7\% |  | 89.9\% | 6.3\% | -1.6\% | -20.6\% |  | 28.3\% | 12.4\% | -1.7\% | -3.7\% |  | 16.3\% |
| Net profit Yoy Change |  |  |  |  |  | 15.9\% | 40.5\% | 20.7\% | 7.8\% | 57.9\% | 27.5\% | 6.6\% | 12.8\% | 12.7\% | 36.7\% | 16.2\% | 23.9\% |
|  | 585 | 163 | 180 | 211 | 128 | 682 | 230 | 233 | 231 | 181 | 875 | 259 | 267 | 239 | 268 | 1,033 | 310 |
| Qoo Change |  |  | 10.4\% | 17.2\% | -39.3\% |  | 79.7\% | 1.3\% | -0.9\% | -21.6\% |  | 43.1\% | 3.1\% | -10.5\% | 12.1\% |  | 15.7\% |
| Depreciation \& amortization Yoy Change |  |  |  |  |  | 16.6\% | 41.1\% | 29.4\% | 9.5\% | 41.4\% | 28.3\% | 12.6\% | 14.6\% | 3.5\% | 48.1\% | 18.1\% | 19.7\% |
|  | 479 | 129 | 130 | 129 | 135 | 523 | 139 | 151 | 155 | 158 | 603 | 149 | 149 | 149 | 154 | 601 | 139 |
| Qoo Change |  |  | 0.8\% | -0.8\% | 4.7\% |  | 3.0\% | 8.6\% | 2.6\% | 1.9\% |  | -5.7\% | 0.0\% | 0.0\% | 3.4\% |  | -9.7\% |
| EBITDA Yoy Change |  |  |  |  |  | 9.2\% | 7.8\% | 16.2\% | 20.2\% | 17.0\% | 15.3\% | 7.2\% | -1.3\% | -3.9\% | -2.5\% | -0.3\% | -6.7\% |
|  | 1,284 | 344 | 396 | 422 | 294 | 1,456 | 441 | 472 | 471 | 410 | 1,794 | 471 | 511 | 505 | 497 | 1,984 | 539 |
| Qoo Change |  |  | 15.1\% | 6.6\% | -30.3\% |  | 50.0\% | 7.0\% | -0.2\% | -13.0\% |  | 14.9\% | 8.5\% | -1.2\% | -1.6\% |  | 8.5\% |
| 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\% |
| Key Cash Flow Metrics |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Operating cash flow | 1,228 | 256 | 344 | 379 | 298 | 1,277 | 375 | 290 | 395 | 55 | 1,115 | 350 | 378 | 400 | 91 | 1,219 | 308 |
| Qoo Change |  |  | 34.4\% | 10.2\% | -21.4\% |  | 25.8\% | -22.7\% | 36.2\% | -86.1\% |  | 536.4\% | 8.0\% | 5.8\% | -77.3\% |  | 238.5\% |
| Yoy Change |  |  |  |  |  | 4.0\% | 46.5\% | -15.7\% | 4.2\% | -81.5\% | -12.7\% | -6.7\% | 30.3\% | 1.3\% | 65.5\% | 9.3\% | -12.0\% |
| Capital expenditures, gross (accounting) | 440 | 108 | 374 | 172 | 257 | 911 | 165 | 127 | 107 | 109 | 508 | 110 | 112 | 99 | 110 | 431 | 122 |
| Qoo Change |  |  | 246.3\% | -54.0\% | 49.4\% |  | -35.8\% | -23.0\% | -15.7\% | 1.9\% |  | 0.9\% | 1.8\% | -11.6\% | 11.1\% |  | 10.9\% |
| Yo Y 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\% |
| Capital expenditures, gross (cash flow) | 381 | 103 | 182 | 350 | 163 | 798 | 149 | 163 | 146 | 101 | 559 | 92 | 114 | 99 | 92 | 397 | 133 |
| Qoo Change |  |  | 76.7\% | 92.3\% | -53.4\% |  | -8.6\% | 9.4\% | -10.4\% | -30.8\% |  | -8.9\% | 23.9\% | -13.2\% | -7.1\% |  | 44.6\% |
| Capital expenditures, net (cash flow) Yor 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\% |
|  | 376 | 102 | 181 | 350 | 162 | 795 | 149 | 159 | 146 | 101 | 555 | 92 | 114 | 99 | 92 | 397 | 133 |
| Qoo Change |  |  | 77.5\% | 93.4\% | -53.7\% |  | -8.0\% | 6.7\% | -8.2\% | -30.8\% |  | -8.9\% | 23.9\% | -13.2\% | -7.1\% |  | 44.6\% |
| Free cash flow Yor Change |  |  |  |  |  | 111.4\% | 46.1\% | -12.2\% | -58.3\% | -37.7\% | -30.2\% | -38.3\% | -28.3\% | -32.2\% | -8.9\% | -28.5\% | 44.6\% |
|  | 852 | 154 | 163 | 29 | 136 | 482 | 226 | 131 | 249 | -45 | 560 | 258 | 264 | 301 | -1 | 822 | 175 |
| Qoo Change |  |  | 5.8\% | -82.2\% | 369.0\% |  | $66.2 \%$ | -42.\% | 90.1\% | -118.1\% |  | -673.3\% | 2.3\% | 14.0\% | -100.3\% |  | $N / M$ |
| Yoy Change |  |  |  |  |  | -43.4\% | 46.8\% | -19.6\% | 758.6\% | -133.1\% | 16.2\% | 14.2\% | 101.5\% | 20.9\% | -97.8\% | 46.8\% | -32.2\% |
| Ratios |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Operating margin | 17.2\% | 18.3\% | 22.4\% | 24.1\% | 14.0\% | 19.8\% | 23.9\% | 23.8\% | 23.0\% | 18.0\% | 22.1\% | 23.1\% | 25.3\% | 24.7\% | 23.4\% | 24.1\% | 27.5\% |
| Net margin | 12.5\% | 13.9\% | 15.2\% | 17.4\% | 11.2\% | 14.5\% | 18.2\% | 17.3\% | 16.8\% | 13.0\% | 16.3\% | 18.6\% | 18.7\% | 16.6\% | 18.3\% | 18.0\% | 21.4\% |
| EBITDA margin | 27.4\% | 29.3\% | 33.3\% | 34.8\% | 25.8\% | 30.9\% | 34.9\% | 35.1\% | 34.3\% | 29.4\% | 33.4\% | 33.8\% | 35.7\% | 35.0\% | 33.9\% | 34.6\% | 37.2\% |
| Capex/Sales | 9.4\% | 9.2\% | 31.5\% | 14.2\% | 22.6\% | 19.3\% | 13.0\% | 9.4\% | 7.8\% | 7.8\% | 9.4\% | 7.9\% | 7.8\% | 6.9\% | 7.5\% | 7.5\% | 8.4\% |

## Bezeq International

| Key Income Statement Metrics ${ }^{1}$ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Revenues | 1,304 | 314 | 326 | 329 | 337 | 1,306 | 324 | 327 | 332 | 334 | 1,318 | 343 | 340 | 347 | 350 | 1,380 | 329 |
| Qoo Change |  |  | 3.8\% | 0.9\% | 2.5\% |  | -3.8\% | 0.7\% | 1.8\% | 0.5\% |  | 2.7\% | -0.9\% | 2.2\% | 0.7\% |  | -5.9\% |
| Yoy 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\% |
| Operating profit | 204 | 55 | 63 | 59 | 65 | 242 | 60 | 68 | 66 | 67 | 261 | 62 | 124 | 70 | 65 | 320 | 61 |
| Qoo Change |  |  | 14.2\% | -5.5\% | 10.1\% |  | -7.5\% | 12.4\% | -1.8\% | 0.5\% |  | -7.7\% | 101.5\% | -43.9\% | -6.5\% |  | -6.4\% |
| Yoy Change |  |  |  |  |  | 18.6\% | 9.8\% | 8.0\% | 12.3\% | 2.5\% | 8.0\% | 2.3\% | 83.4\% | 4.8\% | -1.5\% | 22.6\% | -1.1\% |
| Net profit | 153 | 42 | 47 | 44 | 46 | 178 | 44 | 56 | 51 | 49 | 200 | 46 | 107 | 53 | 46 | 253 | 46 |
| Qoo Change |  |  | 13.4\% | -6.5\% | 4.0\% |  | -3.7\% | 26.5\% | -9.1\% | -2.5\% |  | -6.0\% | 130.3\% | -50.1\% | -13.2\% |  | -0.9\% |
| Yoy Change |  |  |  |  |  | 16.6\% | 6.2\% | 18.6\% | 15.2\% | 7.9\% | 12.1\% | 5.4\% | 91.8\% | 5.4\% | -6.1\% | 26.6\% | -1.1\% |
| Depreciation \& amortization | 87 | 20 | 20 | 20 | 20 | 80 | 20 | 21 | 21 | 23 | 84 | 23 | 23 | 24 | 25 | 94 | 24 |
| Qoo Change |  |  | 1.6\% | -2.0\% | -0.2\% |  | -1.2\% | 5.4\% | 3.5\% | 5.4\% |  | 0.2\% | 1.8\% | 2.3\% | 7.1\% |  | -3.6\% |
| EBITDA 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\% |
|  | 290 | 75 | 83 | 79 | 85 | 322 | 80 | 88 | 88 | 89 | 345 | 84 | 147 | 93 | 90 | 414 | 85 |
| Qoo Change |  |  | 10.8\% | -4.7\% | 7.5\% |  | -6.1\% | 10.7\% | -0.6\% | 1.7\% |  | -5.7\% | 74.7\% | -36.7\% | -3.3\% |  | -5.4\% |
| Yo Change |  |  |  |  |  | 10.8\% | 6.6\% | 6.5\% | 11.1\% | 5.1\% | 7.3\% | 5.5\% | 66.5\% | 6.0\% | 1.0\% | 20.0\% | 1.2\% |
| Key Cash Flow Metrics ${ }^{1}$ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Operating cash flow | 93 | 8 | 51 | 32 | 73 | 163 | 84 | 83 | 81 | 72 | 320 | 59 | 66 | 75 | 92 | 292 | 42 |
| Qoo Change |  |  | 577.4\% | -37.4\% | 129.4\% |  | 14.2\% | -1.0\% | -1.5\% | -11.4\% |  | -17.6\% | 10.7\% | 13.3\% | 23.1\% |  | -54.2\% |
| Yoy Change |  |  |  |  |  | 76.3\% | 1010.8\% | 62.4\% | 155.5\% | -1.3\% | 95.7\% | -28.8\% | -20.4\% | -8.4\% | 27.3\% | -8.8\% | -29.3\% |
| Capital expenditures, gross (accounting) | 131 | 27 | 50 | 14 | 29 | 120 | 20 | 63 | 29 | 38 | 150 | 20 | 43 | 29 | 69 | 160 | 45 |
| Qoo Change |  |  | 85.2\% | -72.0\% | 107.1\% |  | -31.0\% | 215.0\% | -54.0\% | 31.0\% |  | -47.4\% | 115.0\% | -32.6\% | 137.9\% |  | -34.8\% |
| Yoy Change |  |  |  |  |  | -8.4\% | -25.9\% | 26.0\% | 107.1\% | 31.0\% | 25.0\% | 0.0\% | -31.7\% | 0.0\% | 81.6\% | 6.7\% | 125.0\% |
| Capital expenditures, gross (cash flow) | 103 | 28 | 31 | 33 | 27 | 119 | 21 | 26 | 33 | 39 | 120 | 37 | 33 | 30 | 80 | 180 | 46 |
| Qoo Change |  |  | 12.4\% | 7.7\% | -19.1\% |  | -20.4\% | 21.7\% | 28.3\% | 16.2\% |  | -5.6\% | -10.8\% | -8.4\% | 167.3\% |  | -42.6\% |
| 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\% |
| Capital expenditures, net (cash flow) | 100 | 28 | 31 | 33 | 26 | 118 | 21 | 26 | 33 | 39 | 120 | 37 | 33 | 30 | 80 | 180 | 46 |
| Qoo Change |  |  | 12.4\% | 7.7\% | -20.7\% |  | -19.2\% | 22.1\% | 28.5\% | 16.2\% |  | -5.6\% | -10.7\% | -8.7\% | 168.1\% |  | -43.0\% |
| Free cash flow Yoy Change |  |  |  |  |  | 18.7\% | -22.4\% | -15.8\% | 0.5\% | 47.3\% | 1.4\% | 72.0\% | 25.8\% | -10.6\% | 106.2\% | 50.0\% | 24.7\% |
|  | -7 | -20 | 20 | -1 | 47 | 45 | 62 | 57 | 48 | 33 | 200 | 23 | 33 | 45 | 12 | 112 | -4 |
| Qoo Change |  |  | nм | -107.1\% | -3386.4\% |  | 33.1\% | -8.9\% | -15.3\% | -30.6\% |  | -31.6\% | 45.3\% | 35.1\% | -73.9\% |  | -131.9\% |
| Yoy Change |  |  |  |  |  | N/M | NM | 183.0\% | -3476.9\% | -28.7\% | 341.7\% | -63.4\% | -41.6\% | -6.8\% | -64.9\% | -43.9\% | -116.3\% |
| Ratios |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Operating margin | 15.6\% | 17.5\% | 19.2\% | 18.0\% | 19.3\% | 18.5\% | 18.5\% | 20.7\% | 20.0\% | 20.0\% | 19.8\% | 17.9\% | 36.5\% | 20.0\% | 18.6\% | 23.2\% | 18.5\% |
| Net margin | 11.7\% | 13.2\% | 14.4\% | 13.4\% | 13.6\% | 13.7\% | 13.6\% | 17.1\% | 15.2\% | 14.8\% | 15.2\% | 13.5\% | 31.5\% | 15.4\% | 13.3\% | 18.3\% | 14.0\% |
| EBITDA margin | 22.3\% | 23.8\% | 25.4\% | 24.0\% | 25.2\% | 24.6\% | 24.6\% | 27.0\% | 26.4\% | 26.7\% | 26.2\% | 24.5\% | 43.2\% | 26.8\% | 25.7\% | 30.0\% | 25.8\% |
| Capex/Sales | 10.0\% | 8.6\% | 15.3\% | 4.3\% | 8.6\% | 9.2\% | 6.2\% | 19.3\% | 8.7\% | 11.4\% | 11.4\% | 5.8\% | 12.6\% | 8.3\% | 19.7\% | 11.6\% | 13.7\% |


| Key Income Statement Metrics ${ }^{1}$ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Revenues | 1,415 | 381 | 380 | 375 | 376 | 1,513 | 384 | 376 | 380 | 390 | 1,530 | 391 | 396 | 395 | 400 | 1,583 | 406 |
| Qoo Change |  |  | -0.4\% | -1.2\% | 0.3\% |  | 2.0\% | -2.0\% | 1.2\% | 2.5\% |  | 0.3\% | 1.2\% | -0.2\% | 1.2\% |  | 1.3\% |
| Yoy Change |  |  |  |  |  | 6.9\% | 0.6\% | -1.0\% | 1.4\% | 3.7\% | 1.2\% | 2.0\% | 5.3\% | 3.9\% | 2.6\% | 3.4\% | 3.6\% |
| Operating profit | 56 | 27 | 43 | 52 | 55 | 177 | 66 | 59 | 61 | 63 | 248 | 59 | 7 | 72 | 41 | 178 | 61 |
| Qoo Change |  |  | 58.5\% | 23.2\% | 5.6\% |  | 19.2\% | -10.5\% | 2.7\% | 3.1\% |  | -6.2\% | -87.6\% | 884.8\% | -43.4\% |  | 51.2\% |
| Yoy Change |  |  |  |  |  | 216.3\% | 145.6\% | 38.8\% | 15.7\% | 13.0\% | 40.1\% | -11.0\% | -87.7\% | 18.3\% | -35.1\% | -28.2\% | 4.6\% |
| Net profit | -118 | -66 | -99 | -82 | -17 | -265 | -1 | -95 | -88 | -38 | -222 | -8 | -143 | -78 | -84 | -314 | -73 |
| Qoo Change |  |  | 51.0\% | -17.3\% | -78.7\% |  | -93.4\% | 8152.7\% | -7.0\% | -57.4\% |  | -78.1\% | 1627.2\% | -45.1\% | 7.5\% |  | -12.9\% |
| Depreciation \& amortization Yor Change |  |  |  |  |  | 125.1\% | -98.2\% | -4.2\% | 7.7\% | 115.5\% | -16.0\% | 617.0\% | 50.1\% | -11.4\% | 123.5\% | 41.0\% | 787.6\% |
|  | 273 | 65 | 61 | 59 | 66 | 250 | 57 | 56 | 59 | 63 | 234 | 64 | 68 | 68 | 85 | 285 | 69 |
| Qoo Change |  |  | -6.4\% | -3.1\% | 12.1\% |  | -14.1\% | -1.7\% | 6.1\% | 7.2\% |  | 0.9\% | 6.9\% | -0.6\% | 25.4\% |  | -19.3\% |
| EBITDA Yoy Change |  |  |  |  |  | -8.5\% | -12.6\% | -8.3\% | 0.3\% | -4.1\% | -6.3\% | 12.7\% | 22.7\% | 15.0\% | 34.6\% | 21.6\% | 7.6\% |
|  | 329 | 92 | 103 | 111 | 121 | 427 | 122 | 115 | 120 | 126 | 482 | 122 | 75 | 140 | 126 | 463 | 130 |
| Qoo Change |  |  | 12.7\% | 7.8\% | 9.0\% |  | 1.1\% | -6.4\% | 4.3\% | 5.1\% |  | -2.6\% | -38.4\% | 84.9\% | -10.0\% |  | 3.5\% |
| Yoy Change |  |  |  |  |  | 29.7\% | 33.8\% | 11.1\% | 7.6\% | 3.8\% | 13.0\% | 0.0\% | -34.2\% | 16.7\% | -0.1\% | -4.0\% | 6.1\% |
| Key Cash Flow Metrics |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Operating cash flow | 250 | 84 | 32 | 97 | 133 | 347 | 91 | 93 | 135 | 91 | 410 | 124 | 109 | 126 | 132 | 492 | 141 |
| Qoo Change |  |  | -61.5\% | 200.4\% | 37.1\% |  | -32.0\% | 3.0\% | 44.6\% | -32.9\% |  | 37.1\% | -12.0\% | 15.3\% | 4.5\% |  | 7.3\% |
| Yoy Change |  |  |  |  |  | 38.9\% | 7.8\% | 188.5\% | 38.9\% | -32.0\% | 18.1\% | 37.1\% | 17.1\% | -6.6\% | 45.4\% | 20.0\% | 13.7\% |
| Capital expenditures, gross (accounting) | 299 | 70 | 52 | 77 | 66 | 265 | 20 | 71 | 101 | 78 | 270 | 66 | 79 | 82 | 68 | 295 | 77 |
| QoQ Change |  |  | -25.7\% | 48.1\% | -14.3\% |  | -69.7\% | 255.0\% | 42.3\% | -22.8\% |  | -15.4\% | 19.7\% | 3.8\% | -16.6\% |  | 12.5\% |
| Yoy Change |  |  |  |  |  | -11.4\% | -71.4\% | 36.5\% | 31.2\% | 18.2\% | 1.9\% | 230.0\% | 11.3\% | -18.8\% | -12.3\% | 9.48 | 16.7\% |
| Capital expenditures, gross (cash flow) | 255 | 79 | 40 | 56 | 63 | 238 | 61 | 60 | 87 | 53 | 262 | 61 | 63 | 64 | 90 | 278 | 71 |
| Qoo Change |  |  | -50.2\% | 41.2\% | 12.3\% |  | -2.1\% | -2.5\% | 45.9\% | -39.6\% |  | 15.5\% | 3.6\% | 1.4\% | 40.3\% |  | -21.0\% |
| Yoy Change |  |  |  |  |  | -6.7\% | -22.6\% | 51.5\% | 56.5\% | -15.8\% | 10.1\% | -0.7\% | 5.5\% | -26.6\% | 70.3\% | 6.4\% | 16.5\% |
| Capital expenditures, net (cash flow) | 255 | 79 | 40 | 56 | 63 | 238 | 61 | 60 | 87 | 52 | 261 | 61 | 63 | 63 | 90 | 277 | 71 |
| Qoo Change |  |  | -50.2\% | 41.2\% | 12.3\% |  | -2.1\% | -2.5\% | 44.9\% | -39.6\% |  | 16.0\% | 3.5\% | 0.1\% | 42.5\% |  | -21.0\% |
| Free cash flow Yoy Change |  |  |  |  |  | -6.7\% | -22.6\% | 51.5\% | 55.4\% | -16.4\% | 9.7\% | -1.0\% | 5.1\% | -27.3\% | 71.4\% | 6.2\% | 16.7\% |
|  | -5 | 5 | -7 | 41 | 71 | 109 | 29 | 33 | 48 | 38 | 149 | 63 | 46 | 63 | 42 | 215 | 70 |
|  |  |  | NM | nм | 70.6\% |  | -58.6\% | 14.4\% | 44.1\% | -20.8\% |  | 66.2\% | -26.9\% | 35.8\% | -33.5\% |  | 68.0\% |
| Yoy Change |  |  |  |  |  | nM | 522.3\% | NM | 16.5\% | -45.9\% | 36.2\% | 116.9\% | 38.5\% | 30.7\% | 9.7\% | 44.0\% | 10.9\% |
| Ratios |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Operating margin | 4.0\% | 7.0\% | 11.2\% | 14.0\% | 14.7\% | 11.7\% | 17.2\% | 15.7\% | 15.9\% | 16.0\% | 16.2\% | 15.0\% | 1.8\% | 18.1\% | 10.1\% | 11.3\% | 15.1\% |
| Net margin | -8.3\% | -17.2\% | -26.1\% | -21.9\% | -4.6\% | -17.5\% | -0.3\% | -25.3\% | -23.3\% | -9.7\% | -14.5\% | -2.1\% | -36.1\% | -19.8\% | -21.0\% | -19.8\% | -18.1\% |
| EBITDA margin | 23.3\% | 24.0\% | 27.2\% | 29.6\% | 32.2\% | 28.2\% | 31.9\% | 30.5\% | 31.4\% | 32.2\% | 31.5\% | 31.3\% | 19.1\% | 35.3\% | 31.4\% | 29.3\% | 32.0\% |
| Capex/Sales | 21.1\% | 18.4\% | 13.7\% | 20.5\% | 17.5\% | 17.5\% | 5.2\% | 18.9\% | 26.5\% | 20.0\% | 17.6\% | 16.9\% | 20.0\% | 20.7\% | 17.1\% | 18.7\% | 19.0\% |

${ }^{1}$ Q2-10 includes a provision related to retroactive royalties claimed by ACUM.

Bezeq Fixed-Line

| Key Performance Indicators |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Total outgoing minutes (in millions) ${ }^{1}$ | 14,711 | 3,473 | 3,306 | 3,379 | 3,103 | 13,260 | 3,077 | 2,972 | 3,051 | 2,917 | 12,017 | 2,732 | 2,717 | 2,629 | 2,621 | 10,699 | 2,521 |
| QoQ Change |  |  | -4.8\% | 2.2\% | -8.2\% |  | -0.8\% | -3.4\% | 2.7\% | -4.4\% |  | -6.3\% | -0.5\% | -3.2\% | -0.3\% |  | -3.8\% |
| 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\% |
|  | 6,411 | 1,673 | 1,651 | 1,719 | 1,648 | 6,691 | 1,654 | 1,659 | 1,731 | 1,674 | 6,718 | 1,623 | 1,634 | 1,646 | 1,644 | 6,547 | 1,583 |
| QoQ Change |  |  | -1.3\% | 4.1\% | -4.1\% |  | 0.4\% | 0.3\% | 4.3\% | -3.3\% |  | -3.0\% | 0.7\% | 0.7\% | -0.1\% |  | -3.7\% |
| Yoy Change |  |  |  |  |  | 4.4\% | -1.1\% | 0.5\% | 0.7\% | 1.6\% | 0.4\% | -1.9\% | -1.5\% | -4.9\% | -1.8\% | -2.5\% | -2.5\% |
| Total access lines (in 000's) ${ }^{1}$ | 2,749 | 2,700 | 2,669 | 2,633 | 2,603 | 2,603 | 2,568 | 2,536 | 2,507 | 2,476 | 2,476 | 2,445 | 2,412 | 2,382 | 2,352 | 2,352 | 2,342 |
| QoQ Change |  |  | -1.1\% | -1.3\% | -1.1\% |  | -1.3\% | -1.2\% | -1.1\% | -1.2\% |  | -1.3\% | -1.3\% | -1.2\% | -1.3\% |  | -0.4\% |
| YoY Change |  |  |  |  |  | -5.3\% | -4.9\% | -5.0\% | -4.8\% | -4.9\% | -4.9\% | -4.8\% | -4.9\% | -5.0\% | -5.0\% | -5.0\% | -4.2\% |
| ARPL - Voice \& fixed fees (in NIS) ${ }^{1}$ | 87 | 85 | 82 | 85 | 82 | 83 | 82 | 81 | 83 | 83 | 82 | 80 | 81 | 83 | 83 | 82 | 80 |
| QoQ Change |  |  | -3.5\% | 3.7\% | -3.5\% |  | 0.0\% | -1.2\% | 2.5\% | 0.0\% |  | -3.6\% | 1.3\% | 2.5\% | 0.0\% |  | -3.6\% |
| Yoy Change |  |  |  |  |  | -4.6\% | -3.5\% | -1.2\% | -2.4\% | 1.2\% | -1.2\% | -2.4\% | 0.0\% | 0.0\% | 0.0\% | 0.0\% | 0.0\% |
| Churn rate (\%) | 9.5\% | 3.7\% | 2.8\% | 3.1\% | 2.9\% | 12.5\% | 3.2\% | 2.8\% | 3.0\% | 3.0\% | 12.1\% | 3.0\% | 3.1\% | 3.1\% | 3.4\% | 12.6\% | 3.1\% |
| QoQ Change |  |  | -24.3\% | 10.7\% | -6.5\% |  | 10.3\% | -12.5\% | 7.1\% | 0.0\% |  | 0.0\% | 3.3\% | 0.0\% | 9.7\% |  | -8.8\% |
| Broadband Internet lines (in 000's) Yoy Change |  |  |  |  |  | 31.6\% | -13.5\% | 0.0\% | -3.2\% | 3.4\% | -3.2\% | -6.3\% | 10.7\% | 3.3\% | 13.3\% | 4.1\% | 3.3\% |
|  | 963 | 970 | 982 | 994 | 1,005 | 1,005 | 1,011 | 1,016 | 1,026 | 1,035 | 1,035 | 1,045 | 1,051 | 1,056 | 1,066 | 1,066 | 1,079 |
| QoQ Change |  |  | 1.2\% | 1.2\% | 1.1\% |  | 0.6\% | 0.5\% | 1.0\% | 0.9\% |  | 1.0\% | 0.6\% | 0.5\% | 0.9\% |  | 1.2\% |
| 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\% |
|  | 64 | 68 | 66 | 67 | 66 | 67 | 67 | 67 | 70 | 70 | 69 | 73 | 72 | 76 | 78 | 75 | 79 |
| QoQ Change |  |  | -2.9\% | 1.5\% | -1.5\% |  | 1.5\% | 0.0\% | 4.5\% | 0.0\% |  | 4.3\% | -1.4\% | 5.6\% | 2.6\% |  | 1.3\% |
| Yoy Change |  |  |  |  |  | 4.7\% | -1.5\% | 1.5\% | 4.5\% | 6.1\% | 3.0\% | 9.0\% | 7.5\% | 8.6\% | 11.4\% | 8.7\% | 8.2\% |
| NGN subscribers as \% of total internet subscribers covered by NGN network | N/A | N/A | N/A | N/A | N/A | N/A | 1\% | 3\% | 8\% | 12\% | 12\% | 17\% | 23\% | 27\% | 34\% | 34\% | 37\% |
| QoQ Change |  |  |  |  |  |  |  | 200.0\% | 166.7\% | 50.0\% |  | 41.7\% | 35.3\% | 17.4\% | 25.9\% |  | 8.8\% |
| Yoy Change |  |  |  |  |  |  |  |  |  |  |  |  | 666.7\% | 237.5\% | 183.3\% | 183.3\% | 117.6\% |
| Average broadband speed per subscriber (end of period, Mbps) | 1.7 | 1.9 | 2.0 | 2.1 | 2.2 | 2.2 | 2.3 | 2.4 | 2.5 | 2.7 | 2.7 | 3.0 | 3.4 | 3.8 | 4.3 | 4.3 | 4.8 |
| QoQ Change |  |  | 5.3\% | 5.0\% | 4.8\% |  | 4.5\% | 4.3\% | 4.2\% | 8.0\% |  | 11.1\% | 13.3\% | 11.8\% | 13.2\% |  | 11.6\% |
| Number of employees Yoy Change |  |  |  |  |  | 29.4\% | 21.1\% | 20.0\% | 19.0\% | 22.7\% | 22.7\% | 30.4\% | 41.7\% | 52.0\% | 59.3\% | 59.3\% | 60.0\% |
|  | 7,614 | 7,458 | 7,425 | 7,417 | 7,530 | 7,530 | 7,545 | 7,399 | 7,335 | 7,364 | 7,364 | 7,332 | 7,325 | 7,299 | 7,216 | 7,216 | 7,216 |
| QoQ Change |  |  | -0.4\% | -0.1\% | 1.5\% |  | 0.2\% | -1.9\% | -0.9\% | 0.4\% |  | -0.4\% | -0.1\% | -0.4\% | -1.1\% |  | 0.0\% |
| Yor Change |  |  |  |  |  | -1.1\% | 1.2\% | -0.4\% | -1.1\% | -2.2\% | -2.2\% | -2.8\% | -1.0\% | -0.5\% | -2.0\% | -2.0\% | -1.6\% |

[^1]

## yes

| Key Performance Indicators |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Subscribers (in 000's) |  | 549 | 549 | 551 | 556 | 560 | 560 | 560 | 562 | 567 | 571 | 571 | 571 | 573 | 575 | 578 | 578 | 580 |
|  | Qoo Change |  |  | 0.4\% | 0.9\% | 0.7\% |  | 0.0\% | 0.4\% | 0.9\% | 0.7\% |  | 0.0\% | 0.4\% | 0.3\% | 0.5\% |  | 0.3\% |
|  | Yoy Change |  |  |  |  |  | 2.0\% | 2.0\% | 2.0\% | 2.0\% | 2.0\% | 2.0\% | 2.0\% | 2.0\% | 1.4\% | 1.2\% | 1.2\% | 1.6\% |
| ARPU (in NIS) |  | 217 | 231 | 230 | 226 | 225 | 228 | 228 | 224 | 224 | 229 | 226 | 229 | 231 | 229 | 231 | 230 | 234 |
|  | Qoo Change |  |  | -0.4\% | -1.7\% | -0.4\% |  | 1.3\% | -1.8\% | 0.0\% | 2.2\% |  | 0.0\% | 0.9\% | -0.9\% | 0.9\% |  | 1.3\% |
|  | Yoy Change |  |  |  |  |  | 5.1\% | -1.3\% | -2.6\% | -0.9\% | 1.8\% | -0.9\% | 0.4\% | 3.1\% | 2.2\% | 0.9\% | 1.8\% | 2.2\% |
| Churn rate (\%) |  | N/A | N/A | N/A | N/A | N/A | N/A | 3.7\% | 3.1\% | 3.3\% | 3.2\% | 13.3\% | 3.5\% | 3.1\% | 3.3\% | 3.1\% | 13.0\% | 3.3\% |
|  | QoQ Change |  |  |  |  |  |  |  | -16.2\% | 6.5\% | -3.0\% |  | 9.4\% | -11.4\% | 6.5\% | -6.1\% |  | 6.5\% |
|  | Yoy Change |  |  |  |  |  |  |  |  |  |  |  | -5.4\% | 0.0\% | 0.0\% | -3.1\% | -2.3\% | -5.7\% |

## EBITDA

Free cash flow
Net capital expenditures
ARPL
ARPU
MOU
N/A
N/M

## Fixed-line KPIs

Total access lines
ARPL - Voice \& fixed fees
Churn rate
Broadband Internet ARPU
Pelephone KPIs
Subscribers

## ARPU

MOU
Churn rate
VAS revenues as \% of total cellular service revenues
yes KPIs
Subscribers

ARPU
Churn rate
$=$ Earnings Before Interest, Taxes, Depreciation \& Amortization; ttm = trailing twelve months
$=$ Operating cash flows less 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
= Average revenue per user
= Minutes of use
$=$ Not available
= Not meaningful
= Inactive subscribers are those whose lines have been physically disconnected (except for a subscriber in the first three months of collection proceedings)
$=$ Not including revenues from data communications and transmissions services, internet services, services to communications providers, and contract and other services. Based on average subscribers for the period.
$=$ The number of telephony subscribers who left during the period, divided by the average number of registered subscribers in the period.
= Total revenue from Internet services excluding revenue from business directory services, divided by average internet subscribers.
$=$ Subscriber data excludes inactive subscribers connected to Pelephone's services for six months or more. An inactive subscriber is one who in the past six months has not received or made at least one call or who has not paid for Pelephone's services.
= Average monthly revenue per subscriber is calculated by dividing the monthly average of revenue from cellular services (airtime, usage fees, call completion fees, roaming services, value added services and sundry), repair services and warranty in the period, by the average number of active subscribers in the same period. In light of the decrease in mobile termination rates as of 1.1.11, Q1-Q4 2010 ARPU data is presented based on reduced termination rates in order to compare to Q1-11.
$=$ Average monthly use per subscriber (in minutes) is calculated according to a monthly average of total outgoing and incoming minutes in the period, divided by the average total number of subscribers in the same period.
$=$ Churn rate is calculated according to the proportion of subscribers who have disconnected from the Company's services and subscribers who have become inactive during the period, out of the average number of active subscribers during the same period.
$=$ Based on interconnect fees in effect during each period.
= One household or small business customer - for a business customer with numerous intake points or decoders (such as a hotel, kibbutz or gym), the number of subscribers is calculated by dividing the total payment received from the business customer by the average revenue from a small business customer.
= Includes total yes revenues (content and equipment, premium channels, technical services, advanced services, one-time sales of content, revenue from channels, internet and others) divided by average subscribers for the period.
$=$ Number of yes subscribers who left yes during the period, divided by the average number of yes registered subscribers in the period.


[^0]:    Net profit does not incluae share in profitslosses of equity-accounted investees.

[^1]:    Outgoing minutes, access lines, and ARPL were retroactively adjusted to exclude public coin operated payphones.

