

## United Internet: Key figures FY/Q4 2024



### Financial Key Figures - Accounting View - (only concerning the segments)

Disclaimer: Minor rounding differences may occur between the KPI sheet and the report.

| Group (in € millions)                             | FY 2023 | FY 2024 | Change yoy | Q1 2023 | Q2 2023 | Q3 2023 | Q4 2023 | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Change yoy |
|---|---------|---------|------------|---------|---------|---------|---------|---------|---------|---------|---------|------------|
| Revenues  | 6,213.2 | 6,329.2 | 1.9%       | 1,538.3 | 1,489.8 | 1,560.8 | 1,624.3 | 1,571.6 | 1,541.7 | 1,567.3 | 1,648.6 | 1.5%       |
| De-Mail & Energy                                  | 27.3    | 26.2    |            | 7.2     | 6.7     | 6.6     | 6.8     | 6.6     | 6.8     | 6.5     | 6.3     |            |
| Revenues comparable                               | 6,185.9 | 6,303.0 | 1.9%       | 1,531.1 | 1,483.1 | 1,554.2 | 1,617.6 | 1,565.0 | 1,534.9 | 1,560.8 | 1,642.3 | 1.5%       |
| EBITDA  | 1,292.1 | 1,294.0 | 0.1%       | 315.0   | 349.2   | 324.9   | 303.1   | 340.8   | 320.8   | 316.6   | 315.8   | 4.2%       |
| De-Mail & Energy                                  | -2.7    | -0.7    |            | -4.2    | 1.2     | 0.9     | -0.5    | -1.3    | 0.6     | 0.5     | -0.5    |            |
| IONOS IPO costs                                   | -1.7    | 0.0     |            | 0.5     | -2.1    | 0.0     | -0.2    | 0.0     | 0.0     | 0.0     | 0.0     |            |
| EBITDA comparable                                 | 1,296.5 | 1,294.7 | -0.1%      | 319.1   | 348.0   | 324.0   | 303.6   | 342.1   | 320.2   | 316.1   | 316.3   | 4.2%       |
| Project cost 1&1 Mobile Network (Consumer Access) | -132.4  | -265.3  |            | -19.2   | -21.5   | -33.0   | -58.6   | -42.4   | -68.6   | -56.1   | -98.2   |            |

| Segment "Consumer Access" (in € millions) | FY 2023 | FY 2024 | Change yoy | Q1 2023 | Q2 2023 | Q3 2023 | Q4 2023 | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Change yoy |
|---|---------|---------|------------|---------|---------|---------|---------|---------|---------|---------|---------|------------|
| Revenues                                  | 4,096.7 | 4,064.3 | -0.8%      | 1,021.0 | 972.1   | 1,038.7 | 1,064.9 | 1,024.4 | 991.5   | 1,001.3 | 1,047.1 | -1.7%      |
| Hardware/other revenues                   | 853.5   | 761.2   | -10.8%     | 232.2   | 176.3   | 204.4   | 240.6   | 202.5   | 168.5   | 167.5   | 222.7   | -7.4%      |
| Service revenues                          | 3,243.2 | 3,303.1 | 1.8%       | 788.9   | 795.7   | 834.2   | 824.4   | 821.9   | 823.0   | 833.8   | 824.4   | 0.0%       |
| EBITDA                                    | 653.8   | 590.8   | -9.6%      | 182.1   | 169.9   | 159.0   | 142.8   | 182.3   | 144.3   | 136.4   | 127.8   | -10.5%     |
| EBITDA "Access"                           | 786.2   | 856.1   | 8.9%       | 201.4   | 191.4   | 192.0   | 201.4   | 224.7   | 212.9   | 192.5   | 226.0   | 12.3%      |
| EBITDA "1&1 Mobile Network"               | -132.4  | -265.3  | -100.4%    | -19.2   | -21.5   | -33.0   | -58.6   | -42.4   | -68.6   | -56.1   | -98.2   | -67.6%     |

| Segment "Business Access" (in € millions)   | FY 2023 | FY 2024 | Change yoy | Q1 2023 | Q2 2023 | Q3 2023 | Q4 2023 | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Change yoy |
|---|---------|---------|------------|---------|---------|---------|---------|---------|---------|---------|---------|------------|
| Revenues  | 564.0   | 574.9   | 1.9%       | 136.1   | 134.7   | 142.6   | 150.6   | 141.7   | 141.5   | 147.5   | 144.2   | -4.2%      |
| EBITDA  | 162.9   | 165.1   | 1.4%       | 34.8    | 42.4    | 41.1    | 44.7    | 35.4    | 43.3    | 41.9    | 44.5    | -0.4%      |
| Start-up costs for the fiber-optic network extension to supply additional expansion areas and to connect mobile communications antennas | -21.5   | -21.6   |            | -7.2    | -4.4    | -5.5    | -4.4    | -9.1    | -7.4    | -5.6    | 0.4     |            |
| EBITDA comparable   | 184.4   | 186.7   | 1.3%       | 42.0    | 46.8    | 46.5    | 49.1    | 44.5    | 50.7    | 47.5    | 44.1    | -10.2%     |

| Segment "Business Applications" (in € millions) | FY 2023 | FY 2024 | Change yoy | Q1 2023 | Q2 2023 | Q3 2023 | Q4 2023 | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Change yoy |
|---|---------|---------|------------|---------|---------|---------|---------|---------|---------|---------|---------|------------|
| Revenues  | 1,423.7 | 1,560.3 | 9.6%       | 353.8   | 354.8   | 350.2   | 365.0   | 373.0   | 378.6   | 390.0   | 418.7   | 14.7%      |
| EBITDA  | 385.4   | 430.2   | 11.6%      | 92.8    | 111.3   | 101.4   | 80.0    | 101.3   | 106.1   | 112.9   | 109.9   | 37.4%      |
| IONOS IPO costs                                 | 11.7    | 0.0     |            | 11.3    | 0.4     | 0.0     | 0.0     | 0.0     | 0.0     | 0.0     | 0.0     |            |
| EBITDA comparable                               | 373.7   | 430.2   | 15.1%      | 81.5    | 110.9   | 101.4   | 80.0    | 101.3   | 106.1   | 112.9   | 109.9   | 37.4%      |

| Segment "Consumer Applications" (in € millions) | FY 2023 | FY 2024 | Change yoy | Q1 2023 | Q2 2023 | Q3 2023 | Q4 2023 | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Change yoy |
|---|---------|---------|------------|---------|---------|---------|---------|---------|---------|---------|---------|------------|
| Revenues  | 304.3   | 324.5   | 6.6%       | 70.0    | 71.0    | 74.3    | 89.0    | 77.7    | 80.1    | 79.7    | 87.0    | -2.2%      |
| De-Mail & Energy                                | 27.3    | 26.2    |            | 7.2     | 6.7     | 6.6     | 6.8     | 6.6     | 6.8     | 6.5     | 6.3     |            |
| Revenues comparable                             | 277.0   | 298.3   | 7.7%       | 62.7    | 64.3    | 67.6    | 82.2    | 71.1    | 73.3    | 73.2    | 80.7    | -1.8%      |
| EBITDA  | 103.5   | 112.5   | 8.7%       | 15.6    | 27.7    | 25.2    | 35.0    | 22.5    | 30.7    | 25.5    | 33.8    | -3.4%      |
| De-Mail & Energy                                | -2.7    | -0.7    |            | -4.0    | 1.3     | 1.0     | -0.3    | -1.3    | 0.6     | 0.5     | -0.5    |            |
| EBITDA comparable                               | 106.2   | 113.2   | 6.6%       | 19.8    | 26.5    | 24.3    | 35.5    | 23.8    | 30.1    | 25.0    | 34.3    | -3.4%      |

### Customer figures

| Development of customer contracts (in millions) | 31.12.2023   | 31.12.2024   | 31.12.2024 vs. 31.12.2023 | 31.03.2023   | 30.06.2023   | 30.09.2023   | 31.12.2023   | 31.03.2024   | 30.06.2024   | 30.09.2024   | 31.12.2024   | 31.12.2024 vs. 30.09.2024 |
|---|--------------|--------------|---------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------------------|
| Total customers, subscription based             | 28.43        | 29.02        | + 0.59                    | 27.65        | 27.89        | 28.15        | 28.45        | 28.65        | 28.78        | 28.85        | 29.02        | + 0.17                    |
| <b>Consumer Access, total contracts</b>         | <b>16.26</b> | <b>16.39</b> | + 0.13                    | <b>15.87</b> | <b>15.96</b> | <b>16.11</b> | <b>16.26</b> | <b>16.30</b> | <b>16.35</b> | <b>16.35</b> | <b>16.39</b> | + 0.04                    |
| of which Mobile Internet                        | 12.25        | 12.44        | + 0.19                    | 11.80        | 11.91        | 12.10        | 12.25        | 12.29        | 12.36        | 12.38        | 12.44        | + 0.06                    |
| of which broadband products                     | 4.01         | 3.95         | - 0.06                    | 4.07         | 4.05         | 4.01         | 4.01         | 4.01         | 3.99         | 3.97         | 3.95         | - 0.02                    |
| <b>Business Applications, total contracts</b>   | <b>9.37</b>  | <b>9.59</b>  | + 0.22                    | <b>9.15</b>  | <b>9.25</b>  | <b>9.30</b>  | <b>9.39</b>  | <b>9.49</b>  | <b>9.52</b>  | <b>9.52</b>  | <b>9.59</b>  | + 0.07                    |
| <b>Consumer Applications, total</b>             | <b>42.73</b> | <b>41.97</b> | - 0.76                    | <b>42.48</b> | <b>42.22</b> | <b>42.51</b> | <b>42.73</b> | <b>42.06</b> | <b>41.66</b> | <b>41.66</b> | <b>41.97</b> | + 0.31                    |
| of which Premium Mail Subscriptions             | 2.03         | 2.22         | + 0.19                    | 1.99         | 1.94         | 1.98         | 2.03         | 2.07         | 2.11         | 2.16         | 2.22         | + 0.06                    |
| of which Value Added Subscriptions              | 0.77         | 0.82         | + 0.05                    | 0.75         | 0.76         | 0.76         | 0.77         | 0.79         | 0.80         | 0.82         | 0.82         | +/- 0                     |
| of which free accounts                          | 39.93        | 38.93        | - 1.00                    | 39.74        | 39.52        | 39.77        | 39.93        | 39.20        | 38.75        | 38.68        | 38.93        | + 0.25                    |
| <b>Business Applications, total contracts</b>   | <b>9.37</b>  | <b>9.59</b>  | + 0.22                    | <b>9.15</b>  | <b>9.25</b>  | <b>9.30</b>  | <b>9.39</b>  | <b>9.49</b>  | <b>9.52</b>  | <b>9.52</b>  | <b>9.59</b>  | + 0.07                    |
| Business Applications, total customers          | 6.18         | 6.32         | + 0.14                    | 6.06         | 6.10         | 6.13         | 6.19         | 6.26         | 6.28         | 6.30         | 6.32         | + 0.02                    |