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## 1. Financial KPIs

### Revenues

1.01	Revenues by activity	Provide Group revenues split in convergent services, mobile only services, fixed only services, IT & integration services, wholesale, equipment sales and other revenues.
1.02	Convergent services	Revenues from B2C convergent offers (excluding equipment sales). A convergent offer is defined as an offer combining at least a broadband access (xDSL, FTTx, cable or Fixed-4G (fLTE) with cell-lock) and a mobile voice contract (excluding MVNOs). Convergent services revenues do not include incoming and visitor roaming revenues.
1.03	Mobile only services	Revenues from mobile offers (excluding B2C convergent offers and equipment sales) and M2M connectivity. Mobile only services revenues do not include incoming and visitor roaming revenues.
1.04	Fixed only services	Revenues from fixed offers (excluding B2C convergent offers and equipment sales). It includes (i) conventional fixed telephony, (ii) fixed broadband services, and (iii) business solutions and networks (with the exception of France, for which essential business solutions and networks are supported by Enterprise). For the Enterprise segment, fixed-only service revenues include sales of network equipment related to the operation of voice and data services.
1.05	IT & Integration services	Revenues from unified communication and collaboration services (Local Area Network and telephony, advising, integration, project management, video conferencing offers), hosting and infrastructure services (including Cloud Computing), applications services (customer relations management and other applications services), security services, machine-to-machine (excluded connectivity) as well as sales of equipment related to the above products and services.
1.06	Wholesale	Revenues with third-party telecom operators for (i) mobile : incoming, visitor roaming, domestic mobile interconnection (i.e. network sharing and domestic roaming agreement) and MVNO, and for (ii) fixed carriers services.
1.07	Equipment sales	Revenues from all mobile and fixed equipment sales, excluding (i) equipment sales associated with the supply of IT & Integration services, (ii) sales of network equipment related to the operation of voice and data services in the Enterprise operating segment, and (iii) equipment sales to dealers and brokers.
1.08	Other revenues	Include (i) equipment sales to brokers and dealers, (ii) portal, on-line advertising revenues, (iii) corporate transversal business line activities, and (iv) other miscellaneous revenues.
1.09	Retail services (B2C+B2B)	Aggregation of revenues from (i) convergent services, (ii) mobile only services, (iii) fixed only services, and (iv) IT & Integration services.

### P&L elements

1.10	External purchases	Include the following operational expenses, excluding leases set within the scope of the standard IFRS 16: (i) commercial expenses & content costs (see 1.11), (ii) interconnection costs (see 1.12), (iii) other network expenses and IT expenses (see 1.13), and (iv) other external purchases (including overheads, real estate fees, purchases of other services and service fees, purchases of equipment and other supplies held in inventory, call center outsourcing expenses and other external services, net of capitalized goods and services produced).
1.11	Commercial and equipment expenses & content rights	Purchases of handsets and other products sold, retail fees and commissions, advertising, promotional, sponsoring and rebranding expenses, and content costs. Excluding leases set within the scope of the standard IFRS 16.
1.12	Network expenses & interconnection costs	Service fees and inter-operator costs (network expenses and interconnection costs). Excluding leases set within the scope of the standard IFRS 16.
1.13	Other network expenses & IT expenses	Other IT&N expenses. Outsourcing expenses for operations and technical maintenance, and IT expenses. Excluding leases set within the scope of the standard IFRS 16.
1.14	Labour expenses	Wages and employee benefit expenses (net of capitalized costs), employee profit sharing expenses, and share-based compensation expenses.
1.15	EBITDAaL	EBITDAaL (EBITDA after Leases) corresponds to operating income (i) before depreciation and amortization of fixed assets, effects resulting from business combinations, reclassification of translation adjustment from liquidated entities, impairment of goodwill and fixed assets, share of profits (losses) of associates and joint ventures, (ii) after interest on lease liabilities and on liabilities related to financed assets, and (iii) adjusted for significant litigation, specific labor expenses, fixed assets, investments and businesses portfolio review, restructuring programs costs, acquisition and integration costs and, where appropriate, other specific items.

### Cash flow elements

1.20	eCAPEX	eCAPEX correspond to (i) investments in property, plant and equipment and intangible assets, excluding telecommunications licenses and financed assets, and (ii) less the price on disposals of fixed assets.
1.21	Operating cash flow	EBITDAaL (see 1.15) minus eCAPEX (see 1.20).
1.22	Change in working capital requirement	Change in gross inventories, plus change in gross trade receivables, plus change in trade payables for other goods and services, plus change in other customer contract assets and liabilities, plus change in other assets and liabilities (excluding receivables and payables related to operating taxes and levies).
1.23	Other operational items	Of which (i) disbursements related to "Part-Time for Seniors" plan in France (TPS) and related to restructuring and integration costs, (ii) gap between lease liabilities' repayments and their non-monetary effects included in EBITDAaL, and (iii) elimination of other non-monetary effects included in EBITDAaL.
1.24	Organic cash flow	Organic cash flow from telecoms activities corresponds to net cash provided by operating activities, minus (i) repayments of lease liabilities and on debts related to financed assets, and (ii) purchases and sales of property, plant and equipment and intangible assets, net of the change in the fixed assets payables, (iii) excluding effect of telecommunication licenses paid and excluding effect of significant litigations paid (and received).
1.25	Net financial debt variation	Variation of net financial debt (see 1.26).

### Net financial debt

1.26	Net financial debt	Net financial debt as defined and used by Orange does not include Mobile Financial Services activities for which the concept is not relevant. It consists of (a) financial liabilities excluding operating payables (translated into euros at the year-end closing rate) including derivative instruments (assets and liabilities), less (b) cash collateral paid, cash, cash equivalents and financial assets at fair value. Furthermore, financial instruments designated as cash flow hedges included in net financial debt are set up to hedge in particular items that are not included therein, such as future cash flows. As a consequence, the portion of these unmatured hedging instruments recorded in other comprehensive income is added to the gross financial debt to offset this temporary difference.
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### Comparable basis

1.30	Data on a comparable basis	Data presented with comparable perimeter and foreign exchange for the preceding period.
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## 2. Operational KPIs

### Group KPIs

2.01	Group accesses	Number of mobile accesses (see 2.20) and fixed accesses (see 2.30). Excluding MVNOs customers and accesses of entities accounted for under the equity method.
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### Convergent KPIs

2.10	Convergent customers	Number of B2C customers holding an offer combining at least a broadband access (xDSL, FTTx, cable or Fixed-4G (fLTE) with cell-lock) and a mobile voice contract (excluding MVNOs). The convergent customer base is equal to the broadband convergent access base (see 2.35).
2.11	Convergent ARPO (quarterly)	Average Revenues Per Offer (ARPO) of convergent services are calculated by dividing (a) the service revenues (excluding IFRS 15 adjustment) from convergent offers billed to the B2C customers over the past three months, by (b) the weighted average number of convergent customers over the same period. The weighted average number of convergent customers is the average of the monthly averages during the period in question. The monthly average is the arithmetic mean of the number of convergent customers at the start and end of the month. ARPO is expressed in monthly data.

### Mobile KPIs

2.20	Mobile accesses (excl. MVNOs)	Number of active SIM cards, including (i) M2M and (ii) business and internet everywhere. Excluding MVNOs customers and accesses of entities accounted for under the equity method.
2.21	Contract	Mobile customer with whom Orange has a formal contractual agreement with a billing on a monthly basis for access fees and for any additional voice or data use.
2.22	Prepaid	Number of mobile customers paying in advance for any use of data or voice, via the purchase of refills, without a contractual agreement binding the customer to Orange.
2.23	M2M (machine-to-machine)	Number of SIM cards dedicated to exchange of information between machines that is established between the central control system (server) and any type of equipment, through one or several communication networks.
2.24	Mobile convergent accesses	Number of mobile accesses of convergent customers (see 2.10).
2.25	Mobile only accesses	Number of mobile accesses (see 2.20) excluding mobile convergent accesses (see 2.24).
2.26	MVNO customers	Hosted MVNO customers on Orange networks.
2.27	Mobile volume market share (in %)	Number of mobile customer divided by the population of the country at the end of the period multiplied by the penetration subscription rate. Most recent quarter published corresponds to company estimates.
2.28	Mobile only ARPO (quarterly)	Average Revenues Per Offer (ARPO) of mobile only services are calculated by dividing (a) the service revenues (excluding IFRS 15 adjustment and M2M) from mobile only offers billed to the customers over the past three months, by (b) the weighted average number of mobile only customers (excluding M2M) over the same period. The weighted average number of mobile only customers is the average of the monthly averages during the period in question. The monthly average is the arithmetic mean of the number of customers at the start and end of the month. ARPO is expressed in monthly data. Mobile only ARPO does not include incoming and visitors roaming revenues.
2.29	Mobile contract churn excluding M2M (quarterly)	Number of total mobile contract customers (excluding M2M) who disconnect or are considered to have disconnected from the network, voluntarily or involuntarily (excluding money-back return and fraudulent connections) over the past three months, divided by the weighted average number of total contract customers (excluding M2M) over the same period. The mobile contract churn rate is expressed in yearly data.

### Fixed KPIs

2.30	Fixed accesses	Number of fixed retail accesses (see 2.31) and fixed wholesale accesses (see 2.XX) operated by Orange. Excluding accesses of entities accounted for under the equity method.
2.31	Fixed retail accesses	Number of retail fixed broadband accesses (see 2.33) and fixed narrowband accesses (see 2.32).
2.32	Fixed broadband accesses	Number of fixed broadband accesses : xDSL (ADSL and VDSL), FTTx, cable, Fixed-4G (fLTE) and other broadband accesses (satellite, Wimax and others).
2.34	Fixed broadband convergent accesses	Number of B2C customers holding an offer combining at least a broadband access (xDSL, FTTx, cable or Fixed-4G (fLTE) with cell-lock) and a mobile voice contract (excluding MVNOs). The broadband convergent customer base is equal to the convergent access base (see 2.10).
2.35	Fixed broadband only accesses	Number of fixed broadband accesses (see 2.33) excluding broadband convergent accesses (see 2.35).
2.36	Fixed narrowband accesses	Number of retail narrowband accesses (mainly PSTN accesses, payphones and others). Additional analog lines on a narrowband access are not taken into account.
2.37	Fixed wholesale accesses	Number of fixed broadband and narrowband wholesale accesses operated by Orange.
2.38	Fixed only broadband ARPO (quarterly)	Average Revenues Per Offer (ARPO) of fixed only broadband services are calculated by dividing (a) the service revenues (excluding IFRS 15 adjustment) from fixed only broadband offers billed to the customers over the past three months, by (b) the weighted average number of fixed only broadband customers over the same period. The weighted average number of fixed only broadband customers is the average of the monthly averages during the period in question. The monthly average is the arithmetic mean of the number of customers at the start and end of the month. ARPO is expressed in monthly data.
2.39	Broadband volume market share (in %)	Number of Orange fixed broadband accesses divided by the number of fixed broadband accesses in the market.
2.40	Net adds broadband market share (in %)	Quarterly Orange fixed broadband net adds divided by the quarterly fixed broadband net adds in the market.

### Enterprise KPIs

2.50	Enterprise - XoIP	Number of XoIP connections that consists in BIV (Business Internet Voix) + BIC (Business Internet Centrex) + BTIP (Business Talk IP) + BTC (Business Talk Centrex).
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### Other KPIs

2.60	Headcount (end of period)	Number of employees working on the last day of the period, including permanent contracts and fixed-term contracts.
2.61	Headcount (average cumulated FTE)	Average number of active employees over the period, pro-rata to their working time, including permanent contracts and fixed-term contracts. FTE = Full Time Equivalent.



# GROUP Consolidated accounts

(in millions of euros)	Glossary	2020													
		1Q19cb	1Q20	2Q19cb	2Q20	1H19cb	1H20	3Q19cb	3Q20	4Q19cb	4Q20	2H19cb	2H20	FY19cb	FY20
<b>Profit &amp; loss statement</b>															
<b>Revenues</b>		<b>10 290</b>	<b>10 394</b>	<b>10 413</b>	<b>10 375</b>	<b>20 703</b>	<b>20 769</b>	<b>10 504</b>	<b>10 584</b>	<b>10 944</b>	<b>10 917</b>	<b>21 448</b>	<b>21 501</b>	<b>42 151</b>	<b>42 270</b>
Telecoms activities		10 291	10 395	10 414	10 375	20 705	20 771	10 505	10 585	10 945	10 921	21 450	21 506	42 155	42 277
Mobile Financial Services		0	0	0	0	0	0	0	0	0	0	0	0	0	0
External purchases	1.10	(4 335)	(4 378)	(4 286)	(4 168)	(8 620)	(8 546)	(4 393)	(4 261)	(4 814)	(4 877)	(9 207)	(9 138)	(17 827)	(17 684)
Commercial and equipment expenses & content rights	1.11	(1 727)	(1 637)	(1 715)	(1 458)	(3 443)	(3 095)	(1 755)	(1 673)	(2 105)	(2 100)	(3 861)	(3 772)	(7 303)	(6 868)
Network expenses & interconnection costs	1.12	(1 122)	(1 174)	(1 126)	(1 158)	(2 248)	(2 332)	(1 174)	(1 106)	(1 158)	(1 090)	(2 333)	(2 196)	(4 581)	(4 529)
Other network expenses & IT expenses (Other IT&N expenses)	1.13	(828)	(859)	(770)	(840)	(1 598)	(1 698)	(808)	(847)	(835)	(958)	(1 643)	(1 805)	(3 241)	(3 503)
Property, general expenses, capitalized costs and others		(657)	(708)	(674)	(712)	(1 331)	(1 420)	(656)	(635)	(715)	(729)	(1 371)	(1 365)	(2 702)	(2 785)
Other operating income & expenses		52	51	99	(54)	151	(3)	102	20	(37)	27	66	47	217	44
Labour expenses	1.14	(2 193)	(2 195)	(2 182)	(2 147)	(4 375)	(4 342)	(1 944)	(1 991)	(2 180)	(2 132)	(4 124)	(4 122)	(8 499)	(8 465)
Operating taxes and levies		(889)	(915)	(318)	(317)	(1 206)	(1 232)	(321)	(352)	(292)	(340)	(613)	(692)	(1 819)	(1 924)
Amortization and impairment of financed assets		(1)	(9)	(3)	(12)	(3)	(22)	(4)	(15)	(6)	(18)	(10)	(34)	(14)	(55)
Amortization and impairment of rights of use assets		(307)	(317)	(320)	(335)	(627)	(652)	(314)	(367)	(328)	(365)	(642)	(731)	(1 269)	(1 384)
Interest expenses on lease liabilities and on liabilities related to financed assets		(31)	(29)	(34)	(30)	(65)	(59)	(32)	(33)	(31)	(30)	(63)	(63)	(128)	(122)
<b>EBITDAaL</b>	1.15	<b>2 587</b>	<b>2 601</b>	<b>3 371</b>	<b>3 312</b>	<b>5 958</b>	<b>5 914</b>	<b>3 597</b>	<b>3 584</b>	<b>3 256</b>	<b>3 182</b>	<b>6 854</b>	<b>6 767</b>	<b>12 812</b>	<b>12 680</b>
Telecoms activities		2 631	2 635	3 404	3 350	6 035	5 985	3 634	3 613	3 301	3 241	6 935	6 854	12 970	12 839
% of revenues		25,6%	25,3%	32,7%	32,3%	29,1%	28,8%	34,6%	34,1%	30,2%	29,7%	32,3%	31,9%	30,8%	30,4%
Mobile Financial Services		(44)	(34)	(34)	(38)	(78)	(72)	(37)	(29)	(45)	(59)	(82)	(88)	(160)	(160)
Presentation adjustments (1)		(55)	29	(73)	(197)	(129)	(168)	82	76	88	(23)	170	52	41	(115)
Amortization of fixed assets						(3 549)						(3 585)			(7 134)
Effects resulting from business combinations, Reclassification of translation adjustment from liquidated entities						0						0		0	
Impairment of goodwill and fixed assets						1						(31)		(30)	
Share of profits (losses) of associates and joint ventures						(6)						4		(2)	
Neutralization of financial interest included in EBITDAaL						59						63		122	
<b>EBIT</b>						<b>2 250</b>						<b>3 271</b>		<b>5 521</b>	
Telecoms activities						2 337						3 378		5 715	
Mobile Financial Services						(87)						(108)		(195)	
<b>Financial result</b>						(744)						(570)		(1 314)	
Income tax						(491)						1 339		848	
Consolidated net income						1 015						4 040		5 055	
Non controlling interests						88						145		233	
<b>Consolidated net income - Group share</b>						927						3 895		4 822	

(1) Significant litigations, Specific labor expenses, Fixed assets, investments & businesses portfolio review, Restructuring program costs, Acquisition & integration costs and Other specific items.

## Operating cash flow

<b>EBITDAaL</b>	1.15	<b>2 588</b>	<b>2 602</b>	<b>3 372</b>	<b>3 312</b>	<b>5 960</b>	<b>5 914</b>	<b>3 597</b>	<b>3 584</b>	<b>3 256</b>	<b>3 182</b>	<b>6 854</b>	<b>6 767</b>	<b>12 812</b>	<b>12 680</b>
<b>eCAPEX</b>	1.20	1 631	<b>1 580</b>	1 871	<b>1 576</b>	3 502	<b>3 156</b>	1 715	<b>1 730</b>	2 040	<b>2 247</b>	3 755	<b>3 977</b>	7 257	<b>7 132</b>
Telecoms activities		1 623	<b>1 574</b>	1 862	<b>1 567</b>	3 486	<b>3 142</b>	1 708	<b>1 723</b>	2 035	<b>2 238</b>	3 743	<b>3 961</b>	7 229	<b>7 102</b>
% of revenues		15,8%	15,1%	17,9%	15,1%	16,8%	15,1%	16,3%	16,3%	18,6%	20,5%	17,5%	18,4%	17,1%	16,8%
Mobile Financial Services		8	6	8	8	16	14	6	7	5	9	11	16	28	30
<b>Operating cash flow (EBITDAaL - eCAPEX)</b>	1.21	957	<b>1 022</b>	1 501	<b>1 737</b>	2 458	<b>2 759</b>	1 883	<b>1 854</b>	1 216	<b>936</b>	3 099	<b>2 790</b>	5 555	<b>5 548</b>



**GROUP**  
**Consolidated accounts**

(in millions of euros)	Glossary	2020												
		1Q19cb	1Q20	2Q19cb	2Q20	1H19cb	1H20	3Q19cb	3Q20	4Q19cb	4Q20	2H19cb	2H20	FY19cb
<b>Capital evolution</b>														
Number of ordinary shares at the end of the period								2 660 056 999						2 660 056 599
Weighted average number of ordinary shares outstanding - basic								2 654 514 167						2 656 122 534
Weighted average number of ordinary shares outstanding - diluted								2 682 021 278						2 683 788 856



**GROUP**  
**Consolidated accounts**

(in millions of euros)	Glossary	2021												
		1Q20cb	1Q21	2Q20cb	2Q21	1H20cb	1H21	3Q20cb	3Q21	4Q20cb	4Q21	2H20cb	2H21	FY20cb
<b>Profit &amp; loss statement</b>														
<b>Revenues</b>		<b>10 265</b>	<b>10 315</b>	<b>10 288</b>	<b>10 551</b>	<b>20 553</b>	<b>20 867</b>							
Telecoms activities		10 267	10 317	10 288	10 553	20 555	20 870							
Mobile Financial Services		0	0	0	0	0	0							
<b>External purchases</b>	<b>1.10</b>	(4 317)	(4 342)	(4 129)	(4 391)	(8 446)	(8 733)							
Commercial and equipment expenses & content rights	1.11	(1 615)	(1 735)	(1 439)	(1 748)	(3 054)	(3 483)							
Network expenses & interconnection costs	1.12	(1 159)	(1 073)	(1 154)	(1 125)	(2 312)	(2 198)							
Other network expenses & IT expenses (Other IT&N expenses)	1.13	(842)	(896)	(825)	(870)	(1 667)	(1 766)							
Property, general expenses, capitalized costs and others		(701)	(638)	(711)	(648)	(1 412)	(1 286)							
<b>Other operating income &amp; expenses</b>		<b>57</b>	<b>47</b>	<b>(51)</b>	<b>49</b>	<b>6</b>	<b>96</b>							
Labour expenses	1.14	(2 172)	(2 169)	(2 135)	(2 205)	(4 308)	(4 373)							
<b>Operating taxes and levies</b>		(910)	(881)	(313)	(307)	(1 222)	(1 188)							
Amortization and impairment of financed assets		(9)	(21)	(12)	(21)	(22)	(41)							
<b>Amortization and impairment of rights of use assets</b>		(313)	(358)	(333)	(372)	(647)	(731)							
Interest expenses on lease liabilities and on liabilities related to financed assets		(28)	(27)	(28)	(31)	(57)	(58)							
<b>EBITDAaL</b>	<b>1.15</b>	<b>2 573</b>	<b>2 565</b>	<b>3 286</b>	<b>3 272</b>	<b>5 859</b>	<b>5 837</b>							
Telecoms activities		2 607	2 592	3 326	3 300	5 933	5 893							
% of revenues		25,4%	25,1%	32,3%	31,3%	28,9%	28,2%							
Mobile Financial Services		(35)	(29)	(40)	(28)	(75)	(56)							
<b>Presentation adjustments (1)</b>		29	(190)	(197)	(253)	(168)	(443)							
Amortization of fixed assets						(3 523)	(3 499)							
Effects resulting from business combinations, Reclassification of translation adjustment from liquidated entities						0	0							
Impairment of goodwill and fixed assets						1	(3 706)							
Share of profits (losses) of associates and joint ventures						(5)	1							
Neutralization of financial interest included in EBITDAaL						57	58							
<b>EBIT</b>						<b>2 220</b>	<b>(1 752)</b>							
Telecoms activities						2 309	(1 676)							
Mobile Financial Services						(90)	(77)							
<b>Financial result</b>							(436)							
Income tax							(417)							
<b>Consolidated net income</b>							(2 605)							
Non controlling interests							165							
<b>Consolidated net income - Group share</b>							(2 769)							

(1) Significant litigations, Specific labor expenses, Fixed assets, investments & businesses portfolio review, Restructuring program costs, Acquisition & integration costs and Other specific items.

### Operating cash flow

<b>EBITDAaL</b>	<b>1.15</b>	<b>2 573</b>	<b>2 565</b>	<b>3 286</b>	<b>3 272</b>	<b>5 859</b>	<b>5 837</b>						
<b>eCAPEX</b>	<b>1.20</b>	<b>1 566</b>	<b>1 760</b>	<b>1 565</b>	<b>2 085</b>	<b>3 131</b>	<b>3 845</b>						
Telecoms activities		1 559	1 754	1 556	2 079	3 115	3 832						
% of revenues		15,2%	17,0%	15,1%	19,7%	15,2%	18,4%						
Mobile Financial Services		7	6	9	6	16	13						
<b>Operating cash flow (EBITDAaL - eCAPEX)</b>	<b>1.21</b>	<b>1 007</b>	<b>805</b>	<b>1 721</b>	<b>1 187</b>	<b>2 727</b>	<b>1 992</b>						



**GROUP**  
**Consolidated accounts**

(in millions of euros)	Glossary	2021												
		1Q20cb	1Q21	2Q20cb	2Q21	1H20cb	1H21	3Q20cb	3Q21	4Q20cb	4Q21	2H20cb	2H21	FY20cb
<b>Capital evolution</b>														
Number of ordinary shares at the end of the period								2 660 056 599						
Weighted average number of ordinary shares outstanding - basic								2 659 134 113						
Weighted average number of ordinary shares outstanding - diluted								2 659 134 113						



**GROUP**  
**Consolidated accounts**

(in millions of euros)	Glossary	2020			2021		
		1H20	2H20	FY20	1H21	2H21	FY21
<b>Cash flow statement &amp; Net financial debt of telecoms activities</b>							
<b>Operating cash flow (EBITDAaL - eCAPEX) (telecom activities)</b>	1.21	<b>2 843</b>	<b>2 893</b>	<b>5 736</b>	<b>2 060</b>		
EBITDAaL (telecoms activities)	1.15	5 985	6 854	12 839	5 893		
eCAPEX (telecoms activities)	1.20	(3 142)	(3 960)	(7 102)	(3 832)		
Change in eCAPEX payables		(340)	647	307	(284)		
Change in working capital requirement	1.22	(1 017)	517	(500)	382		
Net interest paid (1)		(559)	(568)	(1 127)	(582)		
Income paid tax (2)		(527)	(558)	(1 085)	(500)		
Other operational items	1.23	(146)	(692)	(838)	(236)		
<b>Organic cash flow (telecom activities)</b>	1.24	<b>255</b>	<b>2 239</b>	<b>2 494</b>	<b>840</b>		
Telecommunication licenses paid		(134)	(217)	(351)	(129)		
Significant litigations paid (and cashed)		(18)	2 235	2 217	(354)		
Net of acquisitions and disposals		(18)	(70)	(88)	(286)		
Subordinated notes issuances & coupons		(186)	(106)	(292)	(475)		
Dividends to Orange shareholders		(532)	(1 063)	(1 595)	(1 330)		
Minority shareholders remuneration in group subsidiaries		(164)	(61)	(225)	(190)		
Other financial items		(157)	(28)	(185)	69		
<b>Net financial debt variation: (+) decrease / (-) increase</b>	1.25	<b>(954)</b>	<b>2 930</b>	<b>1 976</b>	<b>(1 855)</b>		
<b>Net financial debt</b>	1.26	<b>(26 420)</b>	<b>(23 489)</b>	<b>(23 489)</b>	<b>(25 344)</b>		

(1) Excluding interests paid on lease liabilities and on liabilities related to financed assets for 132 million euros in 2020 and for 104 million euros in 2019.

(2) Excluding, in 2020, tax income relating to the settlement of the tax dispute in France in respect of fiscal years 2005-2006 for 2,246 million euros.



**GROUP**  
**Comparable basis**

(in millions of euros)	Currency	revenues (1)					EBITDAaL (1)					eCAPEX (1)					B/S (2)	
		Total	Euros	Zloty	Egyptian pound	Other	Total	Euros	Zloty	Egyptian pound	Other	Total	Euros	Zloty	Egyptian pound	Other	Zloty	Egyptian pound
<b>1Q20</b>																		
actual per currency	EUR	10 394	7 874	640	220	1 660	2 601	1 954	158	72	417	1 580	1 266	79	30	204	4,55	17,34
euro exchange rate applied in 1Q20			1,00	4,32	17,37			1,00	4,32	17,37			1,00	4,32	17,37			
euro exchange rate applied in 1Q21			1,00	4,54	18,92			1,00	4,54	18,92			1,00	4,54	18,92			4,65 18,46
forex impact	EUR	(122)		(31)	(18)	(73)	(29)		(7)	(6)	(16)	(14)		(4)	(2)	(8)		
perimeter impact (3)	EUR	(6)	(6)	0	0	(0)	0	(4)	0	0	4	0	0	0	0	(0)		
<b>1Q20 comparable basis</b>	<b>EUR</b>	<b>10 265</b>	<b>7 868</b>	<b>609</b>	<b>202</b>	<b>1 587</b>	<b>2 573</b>	<b>1 950</b>	<b>151</b>	<b>67</b>	<b>405</b>	<b>1 566</b>	<b>1 266</b>	<b>76</b>	<b>28</b>	<b>196</b>		
<b>2Q20</b>																		
actual per currency	EUR	10 375	7 874	620	211	1 670	3 312	2 626	162	73	451	1 576	1 181	106	37	251	4,46	18,15
euro exchange rate applied in 2Q20			1,00	4,51	17,52			1,00	4,51	17,52			1,00	4,51	17,52			
euro exchange rate applied in 2Q21			1,00	4,46	19,68			1,00	4,46	19,68			1,00	4,46	19,68			4,50 19,30
forex impact	EUR	(76)	0	(3)	(15)	(57)	(25)		(2)	(5)	(18)	(10)		(1)	(3)	(6)		
perimeter impact (3)	EUR	(12)	(3)	0	0	(9)	(1)	(5)	0	(0)	3	0	0	0	0	(0)		
<b>2Q20 comparable basis</b>	<b>EUR</b>	<b>10 288</b>	<b>7 871</b>	<b>617</b>	<b>196</b>	<b>1 604</b>	<b>3 286</b>	<b>2 622</b>	<b>160</b>	<b>67</b>	<b>437</b>	<b>1 565</b>	<b>1 181</b>	<b>105</b>	<b>35</b>	<b>245</b>		
<b>1H20</b>																		
actual per currency	EUR	20 769	15 748	1 260	432	3 330	5 914	4 580	320	145	868	3 156	2 447	186	67	456	4,46	18,15
euro exchange rate applied in 1H20			1,00	4,41	17,44			1,00	4,41	17,44			1,00	4,41	17,44			
euro exchange rate applied in 1H21			1,00	4,50	19,30			1,00	4,50	19,30			1,00	4,50	19,30			4,50 19,30
forex impact	EUR	(198)	0	(34)	(33)	(130)	(54)		(9)	(11)	(34)	(25)		(5)	(5)	(14)		
perimeter impact (3)	EUR	(18)	(9)	0	0	(9)	(1)	(8)	0	0	7	0	0	0	0	(0)		
<b>1H20 comparable basis</b>	<b>EUR</b>	<b>20 553</b>	<b>15 738</b>	<b>1 225</b>	<b>398</b>	<b>3 191</b>	<b>5 859</b>	<b>4 572</b>	<b>311</b>	<b>134</b>	<b>842</b>	<b>3 131</b>	<b>2 447</b>	<b>181</b>	<b>62</b>	<b>441</b>		
<b>3Q20</b>																		
actual per currency	EUR	10 584	8 047	620	222	1 695	3 584	2 879	167	83	455	1 730	1 366	87	41	235	4,55	18,48
euro exchange rate applied in 3Q20			1,00	4,44	18,60			1,00	4,44	18,60			1,00	4,44	18,60			
euro exchange rate applied in 3Q21			1,00	4,50	19,30			1,00	4,50	19,30			1,00	4,50	19,30			4,50 19,30
forex impact	EUR	(77)	0	2	(16)	(63)	(12)		1	(6)	(6)	(10)		0	(3)	(8)		
perimeter impact (3)	EUR	(7)	(8)	0	0	1	0	(4)	0	0	4	0	(0)	0	0	0		
<b>3Q20 comparable basis</b>	<b>EUR</b>	<b>10 500</b>	<b>8 039</b>	<b>622</b>	<b>206</b>	<b>1 633</b>	<b>3 573</b>	<b>2 875</b>	<b>168</b>	<b>77</b>	<b>452</b>	<b>1 720</b>	<b>1 366</b>	<b>88</b>	<b>38</b>	<b>228</b>		



**GROUP**  
**Comparable basis**

(in millions of euros)	Currency	revenues (1)					EBITDAaL (1)					eCAPEX (1)					B/S (2)	
		Total	Euros	Zloty	Egyptian pound	Other	Total	Euros	Zloty	Egyptian pound	Other	Total	Euros	Zloty	Egyptian pound	Other	Zloty	Egyptian pound
<b>9m20</b>																		
actual per currency	EUR	31 353	23 794	1 880	654	5 025	9 498	7 460	487	228	1 323	4 886	3 813	273	109	691	4,55	18,48
euro exchange rate applied in 9m20			1,00	4,42	17,83			1,00	4,42	17,83			1,00	4,42	17,83			
euro exchange rate applied in 9m21			1,00	4,50	19,30			1,00	4,50	19,30			1,00	4,50	19,30			
forex impact	EUR	(275)	0	(32)	(50)	(193)	(65)		(8)	(17)	(40)	(35)		(5)	(8)	(22)		
perimeter impact (3)	EUR	(25)	(17)	0	0	(8)	(1)	(12)	0	0	11	0	0	0	0	(0)		
<b>9m20 comparable basis</b>	<b>EUR</b>	<b>31 053</b>	<b>23 778</b>	<b>1 847</b>	<b>604</b>	<b>4 824</b>	<b>9 432</b>	<b>7 447</b>	<b>479</b>	<b>211</b>	<b>1 294</b>	<b>4 851</b>	<b>3 814</b>	<b>268</b>	<b>100</b>	<b>669</b>		
<b>4Q20</b>																		
actual per currency	EUR	10 917	8 228	677	221	1 791	3 182	2 466	143	79	494	2 247	1 740	133	39	335	4,56	19,25
euro exchange rate applied in 4Q20			1,00	4,51	18,71			1,00	4,51	18,71			1,00	4,51	18,71			
euro exchange rate applied in 4Q21			1,00	4,50	19,30			1,00	4,50	19,30			1,00	4,50	19,30			
forex impact	EUR	(24)	0	0	(7)	(17)	(2)		0	(3)	(0)	(5)		(0)	(1)	(4)		
perimeter impact (3)	EUR	(10)	7	0	0	(18)	(4)	(5)	0	0	1	0	0	0	0	(0)		
<b>4Q20 comparable basis</b>	<b>EUR</b>	<b>10 882</b>	<b>8 235</b>	<b>677</b>	<b>214</b>	<b>1 756</b>	<b>3 176</b>	<b>2 461</b>	<b>144</b>	<b>76</b>	<b>495</b>	<b>2 241</b>	<b>1 740</b>	<b>132</b>	<b>38</b>	<b>331</b>		
<b>2H20</b>																		
actual per currency	EUR	21 501	16 275	1 297	443	3 486	6 767	5 346	310	162	949	3 977	3 107	220	80	570	4,56	19,25
euro exchange rate applied in 2H20			1,00	4,47	18,66			1,00	4,47	18,66			1,00	4,47	18,66			
euro exchange rate applied in 2H21			1,00	4,50	19,30			1,00	4,50	19,30			1,00	4,50	19,30			
forex impact	EUR	(101)	0	2	(23)	(80)	(14)		1	(8)	(7)	(16)		(0)	(4)	(11)		
perimeter impact (3)	EUR	(17)	(0)	0	0	(17)	(4)	(9)	0	0	5	0	0	0	0	(0)		
<b>2H20 comparable basis</b>	<b>EUR</b>	<b>21 383</b>	<b>16 275</b>	<b>1 299</b>	<b>420</b>	<b>3 389</b>	<b>6 749</b>	<b>5 336</b>	<b>312</b>	<b>153</b>	<b>948</b>	<b>3 961</b>	<b>3 107</b>	<b>220</b>	<b>76</b>	<b>559</b>		
<b>FY20</b>																		
actual per currency	EUR	42 270	32 022	2 556	875	6 817	12 680	9 926	630	307	1 817	7 132	5 554	405	147	1 026	4,56	19,25
euro exchange rate applied in FY20			1,00	4,44	18,05			1,00	4,44	18,05			1,00	4,44	18,05			
euro exchange rate applied in FY21			1,00	4,50	19,30			1,00	4,50	19,30			1,00	4,50	19,30			
forex impact	EUR	(299)	0	(32)	(57)	(210)	(68)		(8)	(20)	(40)	(40)		(5)	(10)	(26)		
perimeter impact (3)	EUR	(35)	(9)	0	0	(26)	(5)	(17)	0	0	12	0	0	0	0	(0)		
<b>FY20 comparable basis</b>	<b>EUR</b>	<b>41 936</b>	<b>32 013</b>	<b>2 524</b>	<b>818</b>	<b>6 580</b>	<b>12 607</b>	<b>9 908</b>	<b>623</b>	<b>287</b>	<b>1 789</b>	<b>7 092</b>	<b>5 554</b>	<b>400</b>	<b>138</b>	<b>1 000</b>		

(1) Average exchange rates over the period used to convert the P&L accounts of the group foreign subsidiaries from local currency to euros.

(2) End of period exchange rates used to convert the balance sheet accounts of the group foreign subsidiaries from local currency to euros.

(3) Comparable basis: unaudited figures, subject to adjustments.



## GROUP Segment reporting

(in millions of euros)	Glossary	1H20											
		France		Europe		Africa & Middle East		Enterprise		IC & SS		Eliminations	
1H19cb	1H20	1H19cb	1H20	1H19cb	1H20	1H19cb	1H20	1H19cb	1H20	1H19cb	1H20	1H19cb	1H20
<b>Telecoms - Profit &amp; loss statement</b>													
<b>Revenues</b>		<b>8 880</b>	<b>9 024</b>	<b>5 392</b>	<b>5 229</b>	<b>2 742</b>	<b>2 845</b>	<b>3 908</b>	<b>3 859</b>	<b>746</b>	<b>728</b>	<b>(964)</b>	<b>(915)</b>
External purchases	1.10	(3 316)	(3 313)	(3 006)	(2 912)	(1 190)	(1 219)	(1 988)	(1 977)	(1 036)	(970)	1 960	1 898
Other operating income & expenses		421	353	(26)	(53)	(70)	(80)	(234)	(252)	1 049	989	(996)	(983)
Labour expenses	1.14	(1 922)	(1 900)	(484)	(455)	(247)	(252)	(999)	(1 035)	(687)	(662)	0	0
Operating taxes and levies		(688)	(735)	(141)	(117)	(257)	(264)	(59)	(58)	(62)	(58)	0	0
Amortization and impairment of financed assets		(3)	(22)	0	0	0	0	0	0	0	0	0	(3)
Amortization and impairment of rights of use assets		(84)	(102)	(235)	(220)	(72)	(64)	(46)	(63)	(188)	(202)	0	0
Interest expenses (lease liabilities & related to financed assets)		(5)	(5)	(15)	(15)	(36)	(32)	(2)	(2)	(5)	(4)	0	0
<b>EBITDAaL</b>	1.15	<b>3 284</b>	<b>3 301</b>	<b>1 485</b>	<b>1 457</b>	<b>871</b>	<b>935</b>	<b>578</b>	<b>471</b>	<b>(183)</b>	<b>(179)</b>	<b>0</b>	<b>0</b>
% of revenues		37,0%	36,6%	27,5%	27,9%	31,8%	32,9%	14,8%	12,2%	-24,5%	-24,6%	29,1%	28,8%
Presentation adjustments (1)		(55)	(174)	(1)	20	3	(2)	(15)	(2)	(60)	(7)	0	(128)
Amortization of fixed assets		(1 575)		(1 091)		(508)		(205)		(157)		0	(3 536)
Effects resulting from business combinations, Reclass. of translation adjustment from liquidated entities		0	0	0	0	0	0	0	0	0	0	0	0
Impairment of goodwill and fixed assets		0	1	0	0	0	0	0	0	0	0	0	1
Share of profits (losses) of associates & joint ventures		0	0	(1)		1		1	(1)	(6)	0	0	(6)
Neutralization of financial interests included in EBITDAaL		5	15	32		2		2	4	0	0	0	58
<b>EBIT</b>		<b>1 557</b>	<b>402</b>	<b>456</b>		<b>267</b>		<b>(345)</b>		<b>0</b>		<b>0</b>	<b>2 337</b>
<b>Group - Profit &amp; loss statement</b>													
(in millions of euros)	Glossary					Telecoms activities Total		Mobile Financial Services		Eliminations		Group Total	
		1H19cb	1H20	1H19cb	1H20	1H19cb	1H20	1H19cb	1H20	1H19cb	1H20	1H19cb	1H20
<b>Revenues</b>						<b>20 705</b>	<b>20 771</b>	<b>0</b>	<b>0</b>	<b>(2)</b>	<b>(1)</b>	<b>20 703</b>	<b>20 769</b>
External purchases	1.10					(8 576)	(8 493)	(47)	(54)	3	1	(8 620)	(8 546)
Other operating income & expenses						145	(26)	7	22	0	1	151	(3)
Labour expenses	1.14					(4 339)	(4 305)	(36)	(38)	0	0	(4 375)	(4 342)
Operating taxes and levies						(1 206)	(1 231)	0	(1)	0	0	(1 206)	(1 232)
Amortization and impairment of financed assets						(3)	(22)	0	0	0	0	(3)	(22)
Amortization and impairment of rights of use assets						(625)	(651)	(1)	(1)	0	0	(627)	(652)
Interest expenses (lease liabilities & related to financed assets)						(64)	(58)	0	0	0	0	(65)	(59)
<b>EBITDAaL</b>	1.15					<b>6 035</b>	<b>5 985</b>	<b>(78)</b>	<b>(72)</b>	<b>1</b>	<b>1</b>	<b>5 958</b>	<b>5 914</b>
% of revenues						29,1%	28,8%					(129)	(168)
Presentation adjustments (1)						(128)	(165)	0	(2)	0	0	0	(3 549)
Amortization of fixed assets						(3 536)		(13)		0	0	0	0
Effects resulting from business combinations, Reclass. of translation adjustment from liquidated entities						0		0		0	0	0	0
Impairment of goodwill and fixed assets						1		0		0	0	0	1
Share of profits (losses) of associates & joint ventures						(6)		0		0	0	0	(6)
Neutralization of financial interests included in EBITDAaL						58		0		0	0	0	59
<b>EBIT</b>						<b>2 337</b>		<b>(87)</b>		<b>1</b>		<b>2 250</b>	

(1) Significant litigations, Specific labor expenses, Fixed assets, investments & businesses portfolio review, Restructuring program costs, Acquisition & integration costs and Other specific items.



# GROUP

## Segment reporting

(in millions of euros)	Glossary	FY20													
		France		Europe		Africa & Middle East		Enterprise		IC & SS		Eliminations		Telecoms activities Total	
FY19cb	FY20	FY19cb	FY20	FY19cb	FY20	FY19cb	FY20	FY19cb	FY20	FY19cb	FY20	FY19cb	FY20	FY19cb	FY20
<b>Telecoms - Profit &amp; loss statement</b>															
<b>Revenues</b>		<b>18 165</b>	<b>18 461</b>	<b>10 968</b>	<b>10 580</b>	<b>5 543</b>	<b>5 834</b>	<b>7 914</b>	<b>7 807</b>	<b>1 495</b>	<b>1 450</b>	<b>(1 930)</b>	<b>(1 855)</b>	<b>42 155</b>	<b>42 277</b>
External purchases		(7 046)	(7 101)	(6 176)	(5 959)	(2 398)	(2 443)	(4 058)	(4 019)	(2 035)	(1 951)	3 978	3 891	(17 735)	(17 582)
Other operating income & expenses		842	711	7	(65)	(169)	(135)	(469)	(486)	2 041	2 025	(2 048)	(2 036)	203	15
Labour expenses		(3 714)	(3 663)	(949)	(912)	(495)	(514)	(1 971)	(2 027)	(1 296)	(1 274)	0	0	(8 426)	(8 390)
Operating taxes and levies		(902)	(955)	(242)	(238)	(490)	(552)	(106)	(102)	(79)	(75)	0	0	(1 819)	(1 923)
Amortization and impairment of financed assets		(14)	(55)	0	0	0	0	0	0	0	0	0	0	(14)	(55)
Amortization and impairment of rights of use assets		(175)	(225)	(463)	(443)	(133)	(158)	(103)	(145)	(391)	(410)	0	0	(1 266)	(1 380)
Interest expenses (lease liabilities & related to financed assets)		(9)	(10)	(32)	(30)	(72)	(67)	(4)	(5)	(10)	(9)	0	0	(128)	(121)
<b>EBITDAaL</b>		<b>7 146</b>	<b>7 163</b>	<b>3 112</b>	<b>2 932</b>	<b>1 785</b>	<b>1 964</b>	<b>1 202</b>	<b>1 023</b>	<b>(276)</b>	<b>(244)</b>	<b>0</b>	<b>0</b>	<b>12 970</b>	<b>12 839</b>
% of revenues		39,3%	38,8%	28,4%	27,7%	32,2%	33,7%	15,2%	13,1%	-18,5%	-16,9%	0	0	30,8%	30,4%
Presentation adjustments (1)		(72)	(191)	48	29	3	(2)	(25)	1	90	56	0	0	44	(107)
Amortization of fixed assets			(3 157)		(2 187)		(1 011)		(410)		(342)	0	0		(7 106)
Effects resulting from business combinations, Reclass. of translation adjustment from liquidated entities				0	0	0			0		0	0	0	0	0
Impairment of goodwill and fixed assets				(15)	(8)	0			0		(7)	0	0		(30)
Share of profits (losses) of associates & joint ventures				(1)	0	8			1		(9)	0	0		(2)
Neutralization of financial interests included in EBITDAaL				10	30	67			5		9	0	0		121
<b>EBIT</b>		<b>3 809</b>	<b>796</b>		<b>1 027</b>			<b>621</b>		<b>(538)</b>		<b>0</b>		<b>5 715</b>	
<b>Group - Profit &amp; loss statement</b>															
(in millions of euros)		Glossary				Telecoms activities Total		Mobile Financial Services		Eliminations		Group Total			
FY19cb	FY20	FY19cb	FY20	FY19cb	FY20	FY19cb	FY20	FY19cb	FY20	FY19cb	FY20	FY19cb	FY20		
<b>Revenues</b>						<b>42 155</b>	<b>42 277</b>	<b>0</b>	<b>0</b>	<b>(4)</b>	<b>(7)</b>	<b>42 151</b>	<b>42 270</b>		
External purchases						(17 735)	(17 582)	(96)	(108)	5	6	(17 827)	(17 684)		
Other operating income & expenses						203	15	14	27	0	2	217	44		
Labour expenses						(8 426)	(8 390)	(73)	(75)	0	0	(8 499)	(8 465)		
Operating taxes and levies						(1 819)	(1 923)	(1)	(1)	0	0	(1 819)	(1 924)		
Amortization and impairment of financed assets						(14)	(55)	0	0	0	0	(14)	(55)		
Amortization and impairment of rights of use assets						(1 266)	(1 380)	(3)	(3)	0	0	(1 269)	(1 384)		
Interest expenses (lease liabilities & related to financed assets)						(128)	(121)	0	0	0	0	(128)	(122)		
<b>EBITDAaL</b>						<b>12 970</b>	<b>12 839</b>	<b>(160)</b>	<b>(160)</b>	<b>1</b>	<b>1</b>	<b>12 812</b>	<b>12 680</b>		
% of revenues						30,8%	30,4%								
Presentation adjustments (1)						44	(107)	(2)	(8)	0	0	41	(115)		
Amortization of fixed assets								(7 106)			0		(7 134)		
Effects resulting from business combinations, Reclass. of translation adjustment from liquidated entities								0			0		0		
Impairment of goodwill and fixed assets								(30)			0		(30)		
Share of profits (losses) of associates & joint ventures								(2)			0		(2)		
Neutralization of financial interests included in EBITDAaL								121			0		122		
<b>EBIT</b>								<b>5 715</b>		<b>(195)</b>	<b>1</b>		<b>5 521</b>		

(1) Significant litigations, Specific labor expenses, Fixed assets, investments & businesses portfolio review, Restructuring program costs, Acquisition & integration costs and Other specific items.



## GROUP Segment reporting

(in millions of euros)	Glossary	1H21											
		France		Europe		Africa & Middle East		Enterprise		IC & SS		Eliminations	
1H20cb	1H21	1H20cb	1H21	1H20cb	1H21	1H20cb	1H21	1H20cb	1H21	1H20cb	1H21	1H20cb	1H21

### Telecoms - Profit & loss statement

<b>Revenues</b>		<b>8 992</b>	<b>8 950</b>	<b>5 181</b>	<b>5 164</b>	<b>2 748</b>	<b>3 043</b>	<b>3 789</b>	<b>3 840</b>	<b>729</b>	<b>743</b>	<b>(883)</b>	<b>(869)</b>	<b>20 555</b>	<b>20 870</b>
External purchases		(3 318)	(3 440)	(2 892)	(2 940)	(1 176)	(1 212)	(1 907)	(1 943)	(974)	(992)	1 875	1 846	(8 392)	(8 681)
Other operating income & expenses		344	387	(45)	(28)	(81)	(104)	(251)	(229)	1 009	1 003	(992)	(977)	(17)	52
Labour expenses		(1 902)	(1 867)	(450)	(465)	(245)	(265)	(1 024)	(1 068)	(648)	(668)	0	0	(4 269)	(4 333)
Operating taxes and levies		(735)	(661)	(116)	(134)	(256)	(295)	(58)	(46)	(58)	(52)	0	0	(1 222)	(1 187)
Amortization and impairment of financed assets		(22)	(41)	0	0	0	0	0	0	0	0	0	0	(22)	(41)
Amortization and impairment of rights of use assets		(102)	(142)	(219)	(224)	(61)	(83)	(61)	(68)	(202)	(212)	0	0	(645)	(729)
Interest expenses (lease liabilities & related to financed assets)		(5)	(5)	(15)	(15)	(31)	(33)	(2)	(3)	(4)	(4)	0	0	(56)	(58)
<b>EBITDAaL</b>		<b>3 252</b>	<b>3 181</b>	<b>1 444</b>	<b>1 359</b>	<b>898</b>	<b>1 051</b>	<b>486</b>	<b>484</b>	<b>(148)</b>	<b>(182)</b>	<b>0</b>	<b>0</b>	<b>5 933</b>	<b>5 893</b>
% of revenues		36,2%	35,5%	27,9%	26,3%	32,7%	34,5%	12,8%	12,6%	-20,2%	-24,5%			28,9%	28,2%
Presentation adjustments (1)		(174)	(68)	20	(156)	(2)	(32)	(2)	(9)	(7)	(176)	0	0	(165)	(440)
Amortization of fixed assets		(1 575)	(1 569)	(1 082)	(1 098)	(491)	(479)	(206)	(183)	(157)	(153)	0	0	(3 510)	(3 482)
Effects resulting from business combinations, Reclass. of translation adjustment from liquidated entities		0	0	0	0	0	0	0	0	0	0	0	0	0	0
Impairment of goodwill and fixed assets		0	(1)	1	(3 704)	0	0	0	0	0	(2)	0	0	1	(3 706)
Share of profits (losses) of associates & joint ventures		0	0	0	0	(1)	5	1	0	(5)	(4)	0	0	(5)	1
Neutralization of financial interests included in EBITDAaL		5	5	15	15	31	33	2	3	4	4	0	0	56	58
<b>EBIT</b>		<b>1 508</b>	<b>1 548</b>	<b>397</b>	<b>(3 584)</b>	<b>435</b>	<b>579</b>	<b>281</b>	<b>295</b>	<b>(312)</b>	<b>(514)</b>	<b>0</b>	<b>1</b>	<b>2 309</b>	<b>(1 676)</b>

(in millions of euros)	Glossary	1H21											
		Telecoms activities Total		Mobile Financial Services		Eliminations		Group Total		1H20cb		1H21	
1H20cb	1H21	1H20cb	1H21	1H20cb	1H21	1H20cb	1H21	1H20cb	1H21	1H20cb	1H21	1H20cb	1H21

### Group - Profit & loss statement

<b>Revenues</b>		<b>20 555</b>	<b>20 870</b>	<b>0</b>	<b>0</b>	<b>(2)</b>	<b>(4)</b>	<b>20 553</b>	<b>20 867</b>
External purchases		(8 392)	(8 681)	(56)	(56)	2	5	(8 446)	(8 733)
Other operating income & expenses		(17)	52	22	44	0	0	6	96
Labour expenses		(4 269)	(4 333)	(39)	(41)	0	0	(4 308)	(4 373)
Operating taxes and levies		(1 222)	(1 187)	(1)	(1)	0	0	(1 222)	(1 188)
Amortization and impairment of financed assets		(22)	(41)	0	0	0	0	(22)	(41)
Amortization and impairment of rights of use assets		(645)	(729)	(1)	(2)	0	0	(647)	(731)
Interest expenses (lease liabilities & related to financed assets)		(56)	(58)	0	0	0	0	(57)	(58)
<b>EBITDAaL</b>		<b>5 933</b>	<b>5 893</b>	<b>(75)</b>	<b>(56)</b>	<b>1</b>	<b>1</b>	<b>5 859</b>	<b>5 837</b>
% of revenues		28,9%	28,2%						
Presentation adjustments (1)		(165)	(440)	(2)	(4)	0	0	(168)	(443)
Amortization of fixed assets		(3 510)	(3 482)	(13)	(17)	0	0	(3 523)	(3 499)
Effects resulting from business combinations, Reclass. of translation adjustment from liquidated entities		0	0	0	0	0	0	0	0
Impairment of goodwill and fixed assets		1	(3 706)	0	0	0	0	0	(3 706)
Share of profits (losses) of associates & joint ventures		(5)	1	0	0	0	0	(5)	1
Neutralization of financial interests included in EBITDAaL		56	58	0	0	0	0	57	58
<b>EBIT</b>		<b>2 309</b>	<b>(1 676)</b>	<b>(90)</b>	<b>(77)</b>	<b>1</b>	<b>1</b>	<b>2 220</b>	<b>(1 752)</b>

(1) Significant litigations, Specific labor expenses, Fixed assets, investments & businesses portfolio review, Restructuring program costs, Acquisition & integration costs and Other specific items.



## GROUP Segment reporting

(in millions of euros)	Glossary	FY21								IC & SS		Eliminations		Telecoms activities Total	
		France		Europe		Africa & Middle East		Enterprise		IC & SS		Eliminations		Telecoms activities Total	
FY20cb	FY21	FY20cb	FY21	FY20cb	FY21	FY20cb	FY21	FY20cb	FY21	FY20cb	FY21	FY20cb	FY21	FY20cb	FY21

### Telecoms - Profit & loss statement

Revenues													
External purchases	1.10												
Other operating income & expenses													
Labour expenses	1.14												
Operating taxes and levies													
Amortization and impairment of financed assets													
Amortization and impairment of rights of use assets													
Interest expenses (lease liabilities & related to financed assets)													
<b>EBITDAaL</b>	1.15												
% of revenues													
Presentation adjustments (1)													
Amortization of fixed assets													
Effects resulting from business combinations,													
Reclass. of translation adjustment from liquidated entities													
Impairment of goodwill and fixed assets													
Share of profits (losses) of associates & joint ventures													
Neutralization of financial interests included in EBITDAaL													
<b>EBIT</b>													

(in millions of euros)	Glossary	FY21								Telecoms activities Total	Mobile Financial Services	Eliminations	Group Total
		FY20cb	FY21	FY20cb	FY21	FY20cb	FY21	FY20cb	FY21				

### Group - Profit & loss statement

Revenues													
External purchases	1.10												
Other operating income & expenses													
Labour expenses	1.14												
Operating taxes and levies													
Amortization and impairment of financed assets													
Amortization and impairment of rights of use assets													
Interest expenses (lease liabilities & related to financed assets)													
<b>EBITDAaL</b>	1.15												
% of revenues													
Presentation adjustments (1)													
Amortization of fixed assets													
Effects resulting from business combinations,													
Reclass. of translation adjustment from liquidated entities													
Impairment of goodwill and fixed assets													
Share of profits (losses) of associates & joint ventures													
Neutralization of financial interests included in EBITDAaL													
<b>EBIT</b>													

(1) Significant litigations, Specific labor expenses, Fixed assets, investments & businesses portfolio review, Restructuring program costs, Acquisition & integration costs and Other specific items.



## TELECOMS ACTIVITIES

### financial KPIs

(in millions of euros)	Glossary	2020													
		1Q19cb	1Q20	2Q19cb	2Q20	1H19cb	1H20	3Q19cb	3Q20	4Q19cb	4Q20	2H19cb	2H20	FY19cb	FY20
<b>Revenues by country</b>															
Telecoms activities		10 291	10 395	10 414	10 375	20 705	20 771	10 505	10 585	10 945	10 921	21 450	21 506	42 155	42 277
yoy variance (cb)		1,0%	-0,4%			0,3%		0,8%		-0,2%		0,3%		0,3%	
France		4 409	4 431	4 470	4 593	8 880	9 024	4 551	4 693	4 734	4 744	9 285	9 437	18 165	18 461
yoy variance (cb)		0,5%	2,7%			1,6%		3,1%		0,2%		1,6%		1,6%	
Europe		2 711	2 685	2 681	2 544	5 392	5 229	2 737	2 636	2 838	2 715	5 576	5 351	10 968	10 580
yoy variance (cb)		-1,0%	-5,1%			-3,0%		-3,7%		-4,3%		-4,0%		-3,5%	
Spain		1 318	1 287	1 306	1 216	2 624	2 503	1 310	1 237	1 328	1 211	2 639	2 448	5 263	4 951
yoy variance (cb)		-2,4%	-6,8%			-4,6%		-5,6%		-8,8%		-7,2%		-5,9%	
Other european countries		1 396	1 401	1 378	1 329	2 774	2 729	1 431	1 402	1 513	1 506	2 943	2 908	5 717	5 638
yoy variance (cb)		0,3%	-3,6%			-1,6%		-2,0%		-0,4%		-1,2%		-1,4%	
Eliminations		(2)	(2)	(3)	(1)	(5)	(4)	(4)	(3)	(3)	(2)	(7)	(5)	(12)	(9)
Africa & Middle East		1 360	1 445	1 382	1 401	2 742	2 845	1 402	1 474	1 399	1 515	2 801	2 989	5 543	5 834
yoy variance (cb)		6,2%	1,3%			3,8%		5,1%		8,3%		6,7%		5,2%	
Enterprise		1 918	1 934	1 990	1 925	3 908	3 859	1 931	1 898	2 074	2 050	4 006	3 948	7 914	7 807
yoy variance (cb)		0,8%	-3,3%			-1,3%		-1,7%		-1,2%		-1,4%		-1,4%	
International carrier & shared services		371	374	375	355	746	728	373	352	375	370	748	722	1 495	1 450
yoy variance (cb)		0,7%	-5,4%			-2,4%		-5,7%		-1,4%		-3,6%		-3,0%	
Eliminations		(479)	(474)	(484)	(441)	(964)	(915)	(490)	(467)	(476)	(473)	(966)	(940)	(1 930)	(1 855)
<b>Revenues by activity</b>															
Telecoms activities		1.01													
yoy variance (cb)		1,0%	-0,4%			0,3%		0,8%		-0,2%		0,3%		0,3%	
Convergent services		1.02													
yoy variance (cb)		4,6%	3,6%			4,1%		1,5%		-1,0%		0,2%		2,1%	
Mobile only services		1.03													
yoy variance (cb)		0,4%	-2,7%			-1,2%		-1,2%		-0,2%		-0,7%		-0,9%	
Fixed only services		1.04													
yoy variance (cb)		-2,3%	-1,6%			-2,0%		-1,4%		-2,9%		-2,2%		-2,1%	
IT & Integration services		1.05													
yoy variance (cb)		10,3%	0,3%			5,1%		-1,6%		7,6%		3,3%		4,1%	
Wholesale		1.06													
yoy variance (cb)		1,9%	8,5%			5,2%		5,7%		1,6%		3,6%		4,4%	
Equipment sales		1.07													
yoy variance (cb)		-9,9%	-24,0%			-16,9%		-1,9%		-4,2%		-3,2%		-9,5%	
Other revenues		1.08													
yoy variance (cb)		14,2%	3,3%			8,6%		12,6%		3,4%		7,7%		8,1%	



## TELECOMS ACTIVITIES

### financial KPIs

(in millions of euros)	Glossary	2020													
		1Q19cb	1Q20	2Q19cb	2Q20	1H19cb	1H20	3Q19cb	3Q20	4Q19cb	4Q20	2H19cb	2H20	FY19cb	FY20
<b>EBITDAaL</b>															
Telecoms activities	1.15	2 631	<b>2 635</b>	3 404	<b>3 350</b>	6 035	<b>5 985</b>	3 634	<b>3 613</b>	3 301	<b>3 241</b>	6 935	<b>6 854</b>	12 970	<b>12 839</b>
yoy variance (cb)			0,2%		-1,6%		-0,8%		-0,6%		-1,8%		-1,2%		-1,0%
France						3 284	<b>3 301</b>					3 862	<b>3 862</b>	7 146	<b>7 163</b>
yoy variance (cb)							0,5%						0,0%		0,2%
Europe						1 485	<b>1 457</b>					1 627	<b>1 475</b>	3 112	<b>2 932</b>
yoy variance (cb)							-1,9%						-9,4%		-5,8%
Spain						787	<b>728</b>					859	<b>705</b>	1 646	<b>1 433</b>
yoy variance (cb)							-7,5%						-18,0%		-13,0%
Other european countries						698	<b>729</b>					768	<b>771</b>	1 466	<b>1 499</b>
yoy variance (cb)							4,4%						0,3%		2,3%
Eliminations						0	<b>0</b>					0	<b>0</b>	0	<b>0</b>
Africa & Middle East						871	<b>935</b>					915	<b>1 030</b>	1 785	<b>1 964</b>
yoy variance (cb)							7,3%						12,6%		10,0%
Enterprise						578	<b>471</b>					624	<b>552</b>	1 202	<b>1 023</b>
yoy variance (cb)							-18,5%						-11,5%		-14,9%
International carrier & shared services						(183)	<b>(179)</b>					(93)	<b>(65)</b>	(276)	<b>(244)</b>
yoy variance (cb)							-1,9%						-30,0%		-11,4%
Eliminations						0	<b>0</b>					0	<b>0</b>	0	<b>0</b>
<b>eCAPEX</b>															
Telecoms activities	1.20	1 623	<b>1 574</b>	1 862	<b>1 567</b>	3 486	<b>3 142</b>	1 708	<b>1 723</b>	2 035	<b>2 238</b>	3 743	<b>3 961</b>	7 229	<b>7 102</b>
yoy variance (cb)			-3,0%		-15,8%		-9,9%		0,9%		10,0%		5,8%		-1,8%
France						1 862	<b>1 635</b>					2 190	<b>2 113</b>	4 052	<b>3 748</b>
yoy variance (cb)							-12,2%						-3,5%		-7,5%
Europe						930	<b>761</b>					738	<b>1 086</b>	1 668	<b>1 847</b>
yoy variance (cb)							-18,2%						47,2%		10,7%
Spain						529	<b>392</b>					283	<b>577</b>	812	<b>969</b>
yoy variance (cb)							-25,9%						103,9%		19,3%
Other european countries						401	<b>369</b>					455	<b>509</b>	856	<b>878</b>
yoy variance (cb)							-8,2%						12,0%		2,5%
Africa & Middle East						420	<b>449</b>					557	<b>587</b>	977	<b>1 036</b>
yoy variance (cb)							6,8%						5,4%		6,0%
Enterprise						200	<b>174</b>					203	<b>165</b>	403	<b>339</b>
yoy variance (cb)							-13,0%						-18,9%		-16,0%
International carrier & shared services						73	<b>123</b>					55	<b>10</b>	128	<b>133</b>
yoy variance (cb)							68,9%						-82,6%		3,7%



## TELECOMS ACTIVITIES

### financial KPIs

(in millions of euros)	Glossary	2021												
		1Q20cb	1Q21	2Q20cb	2Q21	1H20cb	1H21	3Q20cb	3Q21	4Q20cb	4Q21	2H20cb	2H21	FY20cb
<b>Revenues by country</b>														
Telecoms activities		10 267	<b>10 317</b>	10 288	<b>10 553</b>	20 555	<b>20 870</b>							
yoY variance (cb)			0,5%		2,6%		1,5%							
France		4 415	<b>4 404</b>	4 577	<b>4 546</b>	8 992	<b>8 950</b>							
yoY variance (cb)			-0,2%		-0,7%		-0,5%							
Europe		2 646	<b>2 583</b>	2 535	<b>2 581</b>	5 181	<b>5 164</b>							
yoY variance (cb)			-2,4%		1,8%		-0,3%							
Spain		1 282	<b>1 188</b>	1 213	<b>1 180</b>	2 495	<b>2 368</b>							
yoY variance (cb)			-7,4%		-2,7%		-5,1%							
Other European countries		1 366	<b>1 397</b>	1 323	<b>1 403</b>	2 689	<b>2 800</b>							
yoY variance (cb)			2,2%		6,1%		4,1%							
Eliminations		(2)	(2)	(1)	(2)	(4)	(4)							
Africa & Middle East		1 389	<b>1 488</b>	1 359	<b>1 555</b>	2 748	<b>3 043</b>							
yoY variance (cb)			7,1%		14,4%		10,7%							
Enterprise		1 900	<b>1 907</b>	1 889	<b>1 932</b>	3 789	<b>3 840</b>							
yoY variance (cb)			0,4%		2,3%		1,3%							
International carrier & shared services		374	<b>364</b>	355	<b>379</b>	729	<b>743</b>							
yoY variance (cb)			-2,5%		6,7%		2,0%							
Eliminations		(457)	(430)	(426)	(440)	(883)	(869)							
<b>Revenues by activity</b>														
Telecoms activities	1.01	10 267	<b>10 317</b>	10 288	<b>10 553</b>	20 555	<b>20 870</b>							
yoY variance (cb)			0,5%		2,6%		1,5%							
Convergent services	1.02	1 827	<b>1 819</b>	1 812	<b>1 835</b>	3 639	<b>3 654</b>							
yoY variance (cb)			-0,4%		1,3%		0,4%							
Mobile only services	1.03	2 537	<b>2 565</b>	2 484	<b>2 624</b>	5 021	<b>5 189</b>							
yoY variance (cb)			1,1%		5,7%		3,3%							
Fixed only services	1.04	2 308	<b>2 277</b>	2 321	<b>2 257</b>	4 630	<b>4 533</b>							
yoY variance (cb)			-1,4%		-2,8%		-2,1%							
IT & Integration services	1.05	763	<b>802</b>	759	<b>844</b>	1 522	<b>1 646</b>							
yoY variance (cb)			5,1%		11,3%		8,2%							
Wholesale	1.06	1 920	<b>1 867</b>	2 121	<b>2 038</b>	4 042	<b>3 906</b>							
yoY variance (cb)			-2,8%		-3,9%		-3,4%							
Equipment sales	1.07	643	<b>712</b>	533	<b>679</b>	1 176	<b>1 392</b>							
yoY variance (cb)			10,8%		27,5%		18,4%							
Other revenues	1.08	268	<b>275</b>	258	<b>276</b>	526	<b>551</b>							
yoY variance (cb)			2,4%		6,9%		4,6%							



## TELECOMS ACTIVITIES financial KPIs

(in millions of euros)	Glossary	2021													
		1Q20cb	1Q21	2Q20cb	2Q21	1H20cb	1H21	3Q20cb	3Q21	4Q20cb	4Q21	2H20cb	2H21	FY20cb	FY21
<b>EBITDAaL</b>															
Telecoms activities	1.15		2 607	<b>2 592</b>	3 326	<b>3 300</b>	5 933	<b>5 893</b>							
<em>yoy variance (cb)</em>				-0,6%		-0,8%		-0,7%							
<b>France</b>							<b>3 252</b>	<b>3 181</b>							
<em>yoy variance (cb)</em>								-2,2%							
<b>Europe</b>							<b>1 444</b>	<b>1 359</b>							
<em>yoy variance (cb)</em>								-5,9%							
<b>Spain</b>							<b>728</b>	<b>610</b>							
<em>yoy variance (cb)</em>								-16,2%							
<b>Other european countries</b>							<b>715</b>	<b>749</b>							
<em>yoy variance (cb)</em>								4,7%							
<b>Eliminations</b>							<b>0</b>	<b>0</b>							
<b>Africa &amp; Middle East</b>							<b>898</b>	<b>1 051</b>							
<em>yoy variance (cb)</em>								17,0%							
<b>Enterprise</b>							<b>486</b>	<b>484</b>							
<em>yoy variance (cb)</em>								-0,5%							
<b>International carrier &amp; shared services</b>							<b>(148)</b>	<b>(182)</b>							
<em>yoy variance (cb)</em>								23,6%							
<b>Eliminations</b>							<b>0</b>	<b>0</b>							
<b>eCAPEX</b>															
Telecoms activities	1.20		1 559	<b>1 754</b>	1 556	<b>2 079</b>	3 115	<b>3 832</b>							
<em>yoy variance (cb)</em>				12,5%		33,6%		23,0%							
<b>France</b>							<b>1 647</b>	<b>2 171</b>							
<em>yoy variance (cb)</em>								31,8%							
<b>Europe</b>							<b>755</b>	<b>870</b>							
<em>yoy variance (cb)</em>								15,2%							
<b>Spain</b>							<b>392</b>	<b>457</b>							
<em>yoy variance (cb)</em>								16,6%							
<b>Other european countries</b>							<b>363</b>	<b>413</b>							
<em>yoy variance (cb)</em>								13,8%							
<b>Africa &amp; Middle East</b>							<b>434</b>	<b>525</b>							
<em>yoy variance (cb)</em>								21,0%							
<b>Enterprise</b>							<b>170</b>	<b>157</b>							
<em>yoy variance (cb)</em>								-8,0%							
<b>International carrier &amp; shared services</b>							<b>110</b>	<b>110</b>							
<em>yoy variance (cb)</em>								0,5%							



## TELECOMS ACTIVITIES

### operational KPIs

(accesses in thousands)	Glossary	2020				2021			
		1Q20	2Q20	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21

### Group KPIs

#### Customer base

Group accesses (excl. MVNOs)	2.01	253 725	253 076	256 983	259 204	261 609	263 171
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### Convergent KPIs

#### Customer base

Convergent customers (excl. MVNOs) (1)	2.10	10 825	10 814	10 914	11 056	11 129	11 185
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### Mobile group KPIs

#### Customer base

Mobile accesses (excl. MVNOs) - by type of billing	2.20	208 532	207 956	211 856	214 094	216 624	218 401
Contract	2.21	74 860	75 094	76 252	77 368	78 069	78 800
M2M	2.23	16 391	16 623	17 145	17 703	17 977	18 236
Excluding M2M		58 470	58 471	59 107	59 665	60 092	60 564
Prepaid	2.22	133 671	132 862	135 604	136 726	138 556	139 601
Mobile accesses (excl. MVNOs) - by offer	2.20	208 532	207 956	211 856	214 094	216 624	218 401
Convergent	2.24	19 291	19 233	19 484	19 826	19 991	20 160
Mobile only	2.25	189 241	188 722	192 371	194 268	196 633	198 241

### Fixed group KPIs

#### Customer base

Fixed accesses	2.30	45 193	45 120	45 128	45 110	44 985	44 770
Retail accesses	2.31	29 349	29 322	29 357	29 442	29 400	29 316
Fixed broadband accesses - by technology	2.32	20 776	20 971	21 301	21 680	21 913	22 095
FTTH and cable		8 105	8 421	8 997	9 635	10 230	10 742
xDSL		11 176	10 940	10 561	10 198	9 820	9 451
LTE for fixed and others		1 495	1 611	1 743	1 848	1 863	1 902
Fixed broadband accesses - by offer	2.32	20 776	20 971	21 301	21 680	21 913	22 095
Convergent	2.34	10 825	10 814	10 914	11 056	11 129	11 185
Broadband only	2.35	9 952	10 158	10 387	10 624	10 784	10 910
Fixed narrowband accesses	2.36	8 572	8 351	8 055	7 762	7 487	7 222
Retail PSTN accesses		8 445	8 225	7 931	7 638	7 364	7 100
Other fixed accesses		127	126	124	124	123	122
Wholesale accesses	2.37	15 844	15 797	15 771	15 667	15 585	15 453
Internet features		9 993	10 049	10 188	10 347	10 437	10 660
IPTV and satellite accesses		41 581	43 482	45 710	48 304	50 412	52 819
FTTH and cable		40 358	42 321	44 564	47 195	49 332	51 787



## TELECOMS ACTIVITIES operational KPIs

(accesses in thousands)	Glossary	2020				2021				
		1Q20	2Q20	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21	
<b>Headcount</b>										
<b>Headcount (end of period - historical basis) (1)</b>										
Group	2.60	<b>144 856</b>	<b>142 969</b>	<b>142 501</b>	<b>142 150</b>	<b>139 777</b>	<b>138 626</b>			
Mobile Financial Services		838	840	850	918	918	979			
Telecoms activities		<b>144 018</b>	<b>142 129</b>	<b>141 651</b>	<b>141 232</b>	<b>138 859</b>	<b>137 647</b>			
France		60 189	58 744	57 890	57 122	55 528	54 900			
Europe		27 994	27 227	27 193	27 198	26 619	26 157			
Spain		7 568	7 576	7 677	7 698	7 344	7 116			
Other European countries		20 426	19 651	19 516	19 500	19 275	19 041			
Poland		12 241	11 567	11 399	11 397	11 176	10 932			
Belgium & Luxembourg		2 025	1 922	1 914	1 874	1 904	1 930			
Central European countries		6 160	6 162	6 203	6 229	6 196	6 180			
Africa & Middle East		14 423	14 499	14 553	14 622	14 641	14 530			
Enterprise		<b>27 718</b>	<b>27 905</b>	<b>28 340</b>	<b>28 553</b>	<b>28 546</b>	<b>28 532</b>			
International carrier & shared services		13 694	13 754	13 675	13 737	13 525	13 528			
<b>Headcount (average cumulated full time equivalent - historical basis) (1)</b>										
Group	2.61	<b>134 688</b>	<b>134 085</b>	<b>133 808</b>	<b>133 787</b>	<b>132 704</b>	<b>132 153</b>			
Mobile Financial Services		836	831	832	848	944	942			
Telecoms activities		<b>133 852</b>	<b>133 254</b>	<b>132 977</b>	<b>132 939</b>	<b>131 761</b>	<b>131 211</b>			
France		52 285	51 909	51 643	51 476	50 149	49 927			
Europe		27 459	27 107	26 903	26 807	26 294	26 000			
Spain		7 001	7 017	7 030	7 052	6 887	6 749			
Other European countries		20 459	20 089	19 874	19 755	19 408	19 251			
Poland		12 363	12 031	11 835	11 720	11 341	11 210			
Belgium & Luxembourg		1 977	1 938	1 903	1 885	1 881	1 873			
Central European countries		6 119	6 120	6 136	6 150	6 185	6 168			
Africa & Middle East		14 431	14 440	14 471	14 501	14 606	14 575			
Enterprise		<b>27 043</b>	<b>27 116</b>	<b>27 255</b>	<b>27 429</b>	<b>28 001</b>	<b>27 990</b>			
International carrier & shared services		12 632	12 682	12 704	12 726	12 710	12 719			

(1) The headcount numbers reflect the Group's current consolidated scope (all associates are excluded).



# ORANGE

## Market France KPIs (1)

(accesses in thousands)	Glossary	2020				2021				
		1Q20	2Q20	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21	
<b>Mobile KPIs</b>										
<b>Customer base</b>										
Mobile accesses (excl. MVNOs)	2.20	34 451	34 342	34 532	34 808	34 837	34 810			
Contract	2.21	32 244	32 292	32 564	32 916	33 054	33 056			
M2M	2.23	9 976	9 958	10 101	10 294	10 318	10 182			
Excluding M2M		22 268	22 334	22 462	22 622	22 737	22 874			
Prepaid	2.22	2 207	2 050	1 968	1 893	1 782	1 754			
<b>Market share</b>										
Mobile volume market share (in %) (2)	2.27	35,1%	34,9%	34,9%	34,9%	34,9%	na			

## Fixed KPIs

Customer base									
Fixed accesses - by market									
Retail accesses (France operating segment)	2.30	32 294	32 141	31 952	31 695	31 445	31 160		
16 100	2.31	16 044	15 952	15 872	15 784	15 692			
Business accesses (Enterprise operating segment)		1 489	1 467	1 442	1 404	1 361	1 325		
14 705		14 630	14 558	14 419	14 300	14 143			
Wholesale accesses (France operating segment)		32 294	32 141	31 952	31 695	31 445	31 160		
Fixed accesses - by technology	2.30	11 942	12 001	12 094	12 197	12 288	12 354		
Fixed broadband accesses	2.32	3 551	3 789	4 152	4 542	4 930	5 287		
FTTH		8 356	8 177	7 877	7 586	7 289	6 996		
xDSL (3)		36	35	66	68	69	72		
LTE for fixed and others (3)		5 646	5 510	5 300	5 079	4 857	4 662		
Fixed narrowband accesses	2.36	5 610	5 474	5 263	5 043	4 821	4 627		
PSTN accesses		36	36	36	36	36	35		
Other fixed accesses									
Wholesale accesses	2.37	14 705	14 630	14 558	14 419	14 300	14 143		
<b>Market share</b>									
Broadband volume market share (in %) (2)	2.39	40,0%	40,0%	40,0%	39,8%	39,8%	na		
Net adds broadband market share (in %) (2)	2.40	28,0%	41,0%	43,0%	36,0%	43,0%	na		

(1) Accesses in France of "France" and "Enterprise" operating segments.

(2) Numbers for the latest quarter are company estimates.

(3) 3Q 2020 : Including reallocation of 32k customers from xDSL customer base to "LTE for fixed and others" customer base.



**FRANCE**  
**financial KPIs**

(in millions of euros)	Glossary	2020													
		1Q19cb	1Q20	2Q19cb	2Q20	1H19cb	1H20	3Q19cb	3Q20	4Q19cb	4Q20	2H19cb	2H20	FY19cb	FY20
<b>Revenues</b>		4 409	4 431	4 470	4 593	8 880	9 024	4 551	4 693	4 734	4 744	9 285	9 437	18 165	18 461
<em>yoy variance (cb)</em>		0,5%	2,7%			1,6%		3,1%		0,2%		1,6%		1,6%	
<b>Retail services (B2C+B2B)</b>	1.09	2 693	2 692	2 683	2 684	5 376	5 377	2 703	2 691	2 731	2 696	5 434	5 387	10 810	10 764
<em>yoy variance (cb)</em>		0,0%	0,1%			0,0%		-0,4%		-1,3%		-0,9%		-0,4%	
<b>Convergent services</b>	1.02	1 078	1 137	1 087	1 131	2 165	2 268	1 109	1 137	1 149	1 155	2 258	2 292	4 423	4 559
<em>yoy variance (cb)</em>		5,4%	4,1%			4,7%		2,5%		0,5%		1,5%		3,1%	
<b>Mobile only services</b>	1.03	580	565	577	559	1 157	1 124	579	564	565	558	1 144	1 122	2 301	2 245
<em>yoy variance (cb)</em>		-2,7%	-3,1%			-2,9%		-2,7%		-1,2%		-1,9%		-2,4%	
<b>Fixed only services</b>	1.04	1 034	991	1 020	995	2 054	1 986	1 015	990	1 017	983	2 032	1 974	4 086	3 959
<em>yoy variance (cb)</em>		-4,2%	-2,5%			-3,3%		-2,4%		-3,3%		-2,9%		-3,1%	
o/w fixed only broadband services		667	676	670	686	1 337	1 363	674	689	688	696	1 362	1 385	2 699	2 748
<em>yoy variance (cb)</em>		1,4%	2,5%			1,9%		2,2%		1,2%		1,7%		1,8%	
o/w fixed only narrowband services		367	315	350	308	717	623	340	301	329	287	670	589	1 387	1 212
<em>yoy variance (cb)</em>		-14,2%	-12,0%			-13,2%		-11,5%		-12,8%		-12,1%		-12,6%	
<b>IT &amp; integration services</b>	1.05	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<em>yoy variance (cb)</em>		0,0%	0,0%			0,0%		0,0%		0,0%		0,0%		0,0%	
<b>Wholesale</b>	1.06	1 303	1 336	1 375	1 535	2 678	2 871	1 396	1 543	1 424	1 452	2 821	2 995	5 498	5 866
<em>yoy variance (cb)</em>		2,6%	11,7%			7,2%		10,5%		1,9%		6,2%		6,7%	
<b>Equipment sales</b>	1.07	297	252	281	206	578	458	335	302	439	427	773	729	1 351	1 187
<em>yoy variance (cb)</em>		-15,2%	-26,7%			-20,8%		-9,8%		-2,6%		-5,7%		-12,2%	
<b>Other revenues</b>	1.08	117	151	132	167	248	318	118	157	140	169	257	326	506	644
<em>yoy variance (cb)</em>		29,3%	27,0%			28,1%		33,3%		21,0%		26,6%		27,3%	
<b>EBITDAaL</b>	1.15					3 284	3 301					3 862	3 862	7 146	7 163
% of revenues						37,0%	36,6%					41,6%	40,9%	39,3%	38,8%
<b>eCAPEX</b>	1.20					1 862	1 635					2 190	2 113	4 052	3 748
% of revenues						21,0%	18,1%					23,6%	22,4%	22,3%	20,3%



**FRANCE**  
**financial KPIs**

(in millions of euros)	Glossary	2021												
		1Q20cb	1Q21	2Q20cb	2Q21	1H20cb	1H21	3Q20cb	3Q21	4Q20cb	4Q21	2H20cb	2H21	FY20cb
<b>Revenues</b>														
<em>yoy variance (cb)</em>														
<b>Retail services (B2C+B2B)</b>	1.09													
<em>yoy variance (cb)</em>														
<b>Convergent services</b>	1.02													
<em>yoy variance (cb)</em>														
<b>Mobile only services</b>	1.03													
<em>yoy variance (cb)</em>														
<b>Fixed only services</b>	1.04													
<em>yoy variance (cb)</em>														
o/w fixed only broadband services														
<em>yoy variance (cb)</em>														
o/w fixed only narrowband services														
<em>yoy variance (cb)</em>														
<b>IT &amp; integration services</b>	1.05													
<em>yoy variance (cb)</em>														
<b>Wholesale</b>	1.06													
<em>yoy variance (cb)</em>														
<b>Equipment sales</b>	1.07													
<em>yoy variance (cb)</em>														
<b>Other revenues</b>	1.08													
<em>yoy variance (cb)</em>														
<b>EBITDAaL</b>	1.15													
% of revenues														
<b>eCAPEX</b>	1.20													
% of revenues														



# FRANCE

## operational KPIs

(accesses in thousands)	Glossary	2020				2021				
		1Q20	2Q20	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21	
<b>Convergent KPIs</b>										
<b>Customer base</b>										
Convergent customers (excl. MVNOs)	2.10	5 802	5 796	5 816	5 843	5 851	5 858			
Number of mobile accesses per convergent offer		1,7	1,7	1,7	1,7	1,7	1,7			
Quarterly ARPO (per month, in euros)										
Convergent ARPO	2.11	68,9	68,7	68,8	69,0	68,8	69,2			
yoy variance (cb)		2,3%	2,2%	1,2%	-1,2%	-0,1%	0,7%			
<b>Mobile KPIs</b>										
<b>Customer base</b>										
Mobile accesses (excl. MVNOs) - by type of billing	2.20	21 595	21 467	21 511	21 521	21 442	21 556			
Contract	2.21	19 388	19 417	19 543	19 629	19 660	19 802			
M2M	2.23	15	15	16	15	15	15			
Excluding M2M		19 373	19 402	19 527	19 614	19 645	19 787			
Prepaid	2.22	2 207	2 050	1 968	1 893	1 782	1 754			
Mobile accesses (excl. MVNOs) - by offer	2.20	21 595	21 467	21 511	21 521	21 442	21 556			
Convergent	2.24	9 724	9 692	9 756	9 807	9 811	9 842			
Mobile only	2.25	11 871	11 775	11 755	11 714	11 632	11 714			
M2M	2.23	15	15	16	15	15	15			
Contract excluding M2M		9 649	9 710	9 771	9 807	9 835	9 945			
Prepaid	2.22	2 207	2 050	1 968	1 893	1 782	1 754			
<b>Commercial offers</b>										
Open		9 724	9 692	9 756	9 807	9 811	9 842			
o/w Open multi-lignes		3 895	3 878	3 923	3 944	3 935	3 951			
Sosh		3 925	4 029	4 162	4 244	4 298	4 406			
<b>Quarterly churn</b>										
Contract churn excluding M2M	2.29	11,7%	9,5%	13,0%	13,0%	11,6%	10,8%			
Quarterly ARPO (per month, in euros)										
Mobile only blended ARPO	2.28	16,7	16,6	16,9	16,9	16,9	17,0			
yoy variance (cb)		-0,5%	-1,2%	0,3%	0,0%	1,5%	2,6%			
Mobile only contract ARPO		19,7	19,4	19,5	19,4	19,3	19,3			
Mobile only prepaid ARPO		4,1	3,9	4,5	4,3	4,1	4,2			
<b>Network coverage</b>										
% 4G coverage of population		99%	99%	99%	99%	99%	99%			



**FRANCE**  
**operational KPIs**

(accesses in thousands)	Glossary	2020				2021				
		1Q20	2Q20	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21	
<b>Fixed KPIs</b>										
<b>Customer base</b>										
<b>Fixed accesses</b>	2.30	<b>30 805</b>	<b>30 674</b>	<b>30 510</b>	<b>30 291</b>	<b>30 084</b>	<b>29 835</b>			
Retail accesses	2.31	<b>16 100</b>	<b>16 044</b>	<b>15 952</b>	<b>15 872</b>	<b>15 784</b>	<b>15 692</b>			
<b>Fixed broadband accesses - by technology</b>	2.32	<b>11 694</b>	<b>11 755</b>	<b>11 851</b>	<b>11 955</b>	<b>12 050</b>	<b>12 118</b>			
FTTH		3 529	3 766	4 127	4 515	4 900	5 253			
xDSL (2)		8 130	7 954	7 658	7 373	7 081	6 792			
LTE for fixed and others (2)		36	35	66	68	69	72			
<b>Fixed broadband accesses - by offer</b>	2.32	<b>11 694</b>	<b>11 755</b>	<b>11 851</b>	<b>11 955</b>	<b>12 050</b>	<b>12 118</b>			
Convergent	2.34	5 802	5 796	5 816	5 843	5 851	5 858			
Broadband only	2.35	5 893	5 959	6 035	6 112	6 199	6 261			
<b>Fixed narrowband accesses</b>	2.36	<b>4 406</b>	<b>4 289</b>	<b>4 101</b>	<b>3 917</b>	<b>3 735</b>	<b>3 574</b>			
Retail PSTN accesses		4 369	4 253	4 065	3 880	3 699	3 539			
Other fixed accesses (1)		36	36	36	36	36	35			
<b>Wholesale accesses</b>	2.37	<b>14 705</b>	<b>14 630</b>	<b>14 558</b>	<b>14 419</b>	<b>14 300</b>	<b>14 143</b>			
FTTx		2 746	3 005	3 377	3 785	4 192	4 523			
Copper (xDSL+PSTN)		11 960	11 624	11 181	10 635	10 108	9 621			
<b>Quarterly ARPO (per month, in euros)</b>										
<b>Fixed only broadband ARPO</b>	2.38	<b>36,3</b>	<b>36,6</b>	<b>36,1</b>	<b>35,8</b>	<b>35,8</b>	<b>35,7</b>			
yoy variance (cb)		-0,5%	0,2%	-1,1%	-3,0%	-1,6%	-2,7%			
<b>Internet features</b>										
IPTV and satellite accesses		7 308	7 395	7 484	7 612	7 712	7 954			
<b>FTTH</b>										
FTTH homes connectable	2.41	17 835	19 268	20 889	22 893	24 414	26 113			

(1) Including payphone.

(2) 3Q 2020 : Including reallocation of 32k customers from xDSL customer base to "LTE for fixed and others" customer base.



## EUROPE financial KPIs

(in millions of euros)	Glossary	2020													
		1Q19cb	1Q20	2Q19cb	2Q20	1H19cb	1H20	3Q19cb	3Q20	4Q19cb	4Q20	2H19cb	2H20	FY19cb	FY20
<b>Europe</b>															
<b>Revenues by activity</b>															
Revenues		2 711	2 685	2 681	2 544	5 392	5 229	2 737	2 636	2 838	2 715	5 576	5 351	10 968	10 580
<em>yoy variance (cb)</em>		-1,0%	-1,0%	-5,1%	-3,0%	-3,0%	-3,0%	-3,7%	-4,3%	-4,3%	-4,3%	-4,0%	-4,0%	-3,5%	-3,5%
Retail services (B2C+B2B)	1.09	1 836	1 831	1 818	1 765	3 655	3 596	1 855	1 771	1 858	1 781	3 713	3 552	7 368	7 147
<em>yoy variance (cb)</em>		-0,3%	-0,3%	-2,9%	-1,6%	-1,6%	-1,6%	-4,5%	-4,2%	-4,2%	-4,2%	-4,3%	-4,3%	-3,0%	-3,0%
Convergent services	1.02	672	695	665	682	1 337	1 377	675	673	690	667	1 365	1 340	2 702	2 717
<em>yoy variance (cb)</em>		3,4%	3,4%	2,5%	3,0%	3,0%	3,0%	-0,2%	-3,4%	-3,4%	-3,4%	-1,8%	-1,8%	0,5%	0,5%
Mobile only services	1.03	825	781	817	744	1 642	1 525	834	766	807	747	1 641	1 513	3 283	3 038
<em>yoy variance (cb)</em>		-5,3%	-5,3%	-8,9%	-7,1%	-7,1%	-7,1%	-8,2%	-7,4%	-7,4%	-7,4%	-7,8%	-7,8%	-7,5%	-7,5%
Fixed only services	1.04	290	280	284	266	574	546	277	270	278	267	555	536	1 129	1 083
<em>yoy variance (cb)</em>		-3,5%	-3,5%	-6,2%	-4,9%	-4,9%	-4,9%	-2,7%	-4,1%	-4,1%	-4,1%	-3,4%	-3,4%	-4,1%	-4,1%
IT & integration services	1.05	49	74	52	73	101	147	68	61	83	101	151	162	252	310
<em>yoy variance (cb)</em>		51,0%	51,0%	39,9%	45,3%	45,3%	45,3%	-9,5%	21,3%	21,3%	21,3%	7,5%	7,5%	22,7%	22,7%
Wholesale	1.06	466	478	469	474	935	952	506	480	500	492	1 007	972	1 942	1 924
<em>yoy variance (cb)</em>		2,5%	2,5%	1,0%	1,8%	1,8%	1,8%	-5,3%	-1,6%	-1,6%	-1,6%	-3,5%	-3,5%	-0,9%	-0,9%
Equipment sales	1.07	358	331	356	280	713	611	339	355	436	409	775	764	1 488	1 375
<em>yoy variance (cb)</em>		-7,4%	-7,4%	-21,4%	-14,4%	-14,4%	-14,4%	4,8%	-6,2%	-6,2%	-6,2%	-1,4%	-1,4%	-7,6%	-7,6%
Other revenues	1.08	51	45	38	25	89	70	37	30	44	33	81	64	171	134
<em>yoy variance (cb)</em>		-11,8%	-11,8%	-33,4%	-21,0%	-21,0%	-21,0%	-18,8%	-24,6%	-24,6%	-24,6%	21,9%	21,9%	-21,5%	-21,5%
EBITDAaL	1.15					1 485	1 457					1 627	1 475	3 112	2 932
% of revenues						27,5%	27,9%					29,2%	27,6%	28,4%	27,7%
eCAPEX	1.20					930	761					738	1 086	1 668	1 847
% of revenues						17,3%	14,5%					13,2%	20,3%	15,2%	17,5%



## EUROPE financial KPIs

(in millions of euros)	Glossary	2021												
		1Q20cb	1Q21	2Q20cb	2Q21	1H20cb	1H21	3Q20cb	3Q21	4Q20cb	4Q21	2H20cb	2H21	FY20cb
<b>Europe</b>														
<b>Revenues by activity</b>														
Revenues		2 646	<b>2 583</b>	2 535	<b>2 581</b>	5 181	<b>5 164</b>							
<em>yoy variance (cb)</em>			-2,4%		1,8%		-0,3%							
<b>Retail services (B2C+B2B)</b>	1.09	<b>1 808</b>	<b>1 727</b>	1 761	<b>1 724</b>	<b>3 569</b>	<b>3 451</b>							
<em>yoy variance (cb)</em>			-4,5%		-2,1%		-3,3%							
<b>Convergent services</b>	1.02	<b>690</b>	<b>666</b>	681	<b>672</b>	<b>1 371</b>	<b>1 337</b>							
<em>yoy variance (cb)</em>			-3,6%		-1,4%		-2,5%							
<b>Mobile only services</b>	1.03	<b>772</b>	<b>719</b>	741	<b>715</b>	<b>1 514</b>	<b>1 434</b>							
<em>yoy variance (cb)</em>			-6,9%		-3,6%		-5,3%							
<b>Fixed only services</b>	1.04	<b>274</b>	<b>265</b>	265	<b>256</b>	<b>540</b>	<b>522</b>							
<em>yoy variance (cb)</em>			-3,3%		-3,4%		-3,3%							
<b>IT &amp; integration services</b>	1.05	<b>71</b>	<b>77</b>	73	<b>81</b>	<b>144</b>	<b>158</b>							
<em>yoy variance (cb)</em>			7,7%		11,0%		9,4%							
<b>Wholesale</b>	1.06	<b>471</b>	<b>454</b>	473	<b>472</b>	<b>944</b>	<b>926</b>							
<em>yoy variance (cb)</em>			-3,7%		-0,2%		-2,0%							
<b>Equipment sales</b>	1.07	<b>323</b>	<b>368</b>	276	<b>349</b>	<b>598</b>	<b>718</b>							
<em>yoy variance (cb)</em>			14,2%		26,8%		20,0%							
<b>Other revenues</b>	1.08	<b>44</b>	<b>34</b>	25	<b>36</b>	<b>69</b>	<b>70</b>							
<em>yoy variance (cb)</em>			-22,9%		42,1%		0,9%							
<b>EBITDAaL</b>	1.15					<b>1 444</b>	<b>1 359</b>							
% of revenues						27,9%	26,3%							
<b>eCAPEX</b>	1.20					<b>755</b>	<b>870</b>							
% of revenues						14,6%	16,8%							



## EUROPE financial KPIs

(in millions of euros)	Glossary	2020														
		1Q19cb	1Q20	2Q19cb	2Q20	1H19cb	1H20	3Q19cb	3Q20	4Q19cb	4Q20	2H19cb	2H20	FY19cb	FY20	
<b>Spain</b>																
<b>Revenues by activity</b>																
Revenues		1 318	1 287	1 306	1 216	2 624	2 503	1 310	1 237	1 328	1 211	2 639	2 448	5 263	4 951	
<em>yoY variance (cb)</em>		-2,4%		-6,8%		-4,6%		-5,6%		-8,8%		-7,2%		-5,9%		
Retail services (B2C+B2B)	1.09	953	910	936	869	1 889	1 779	933	860	938	837	1 871	1 697	3 760	3 476	
<em>yoY variance (cb)</em>		-4,6%		-7,2%		-5,8%		-7,7%		-10,8%		-9,3%		-7,6%		
Convergent services	1.02	530	517	518	502	1 049	1 020	518	488	525	477	1 043	965	2 092	1 984	
<em>yoY variance (cb)</em>		-2,4%		-3,1%		-2,8%		-5,8%		-9,2%		-7,5%		-5,1%		
Mobile only services	1.03	296	267	288	250	584	517	292	252	284	242	577	495	1 161	1 012	
<em>yoY variance (cb)</em>		-10,0%		-13,1%		-11,5%		-13,8%		-14,7%		-14,2%		-12,9%		
Fixed only services	1.04	125	124	128	114	254	238	121	118	127	115	247	233	501	471	
<em>yoY variance (cb)</em>		-1,3%		-10,8%		-6,1%		-2,3%		-8,9%		-5,7%		-5,9%		
IT & integration services	1.05	1	2	1	2	3	4	1	2	2	2	4	4	6	8	
<em>yoY variance (cb)</em>		48,1%		64,4%		56,3%		77,2%		-5,8%		23,8%		37,4%		
Wholesale	1.06	210	220	208	229	418	449	242	231	241	236	483	467	901	916	
<em>yoY variance (cb)</em>		4,8%		10,4%		7,6%		-4,6%		-2,1%		-3,4%		1,7%		
Equipment sales	1.07	155	145	162	118	317	263	136	145	149	139	285	284	602	547	
<em>yoY variance (cb)</em>		-6,3%		-27,2%		-17,0%		7,0%		-7,2%		-0,5%		-9,2%		
Other revenues	1.08	0	11	0	0	0	12	0	0	0	0	0	0	0	12	
<em>yoY variance (cb)</em>		-	-	-	-	-	-	-	-	-	-	-	-	-	-	
EBITDAaL	1.15					787	728					859	705	1 646	1 433	
% of revenues						30,0%	29,1%					32,6%	28,8%	31,3%	28,9%	
eCAPEX	1.20					529	392					283	577	812	969	
% of revenues						20,2%	15,7%					10,7%	23,6%	15,4%	19,6%	



## EUROPE financial KPIs

(in millions of euros)	Glossary	2021												
		1Q20cb	1Q21	2Q20cb	2Q21	1H20cb	1H21	3Q20cb	3Q21	4Q20cb	4Q21	2H20cb	2H21	FY20cb
<b>Spain</b>														
<b>Revenues by activity</b>														
Revenues		1 282	1 188	1 213	1 180	2 495	2 368							
<em>yoy variance (cb)</em>			-7,4%		-2,7%		-5,1%							
<b>Retail services (B2C+B2B)</b>	1.09	910	818	869	797	1 779	1 614							
<em>yoy variance (cb)</em>			-10,2%		-8,3%		-9,2%							
<b>Convergent services</b>	1.02	517	469	502	465	1 020	933							
<em>yoy variance (cb)</em>			-9,4%		-7,5%		-8,5%							
<b>Mobile only services</b>	1.03	267	231	250	220	517	450							
<em>yoy variance (cb)</em>			-13,6%		-12,3%		-12,9%							
<b>Fixed only services</b>	1.04	124	116	114	110	238	225							
<em>yoy variance (cb)</em>			-6,7%		-4,0%		-5,4%							
<b>IT &amp; integration services</b>	1.05	2	3	2	3	4	6							
<em>yoy variance (cb)</em>			41,1%		43,9%		42,6%							
<b>Wholesale</b>	1.06	220	215	229	228	449	443							
<em>yoy variance (cb)</em>			-2,3%		-0,5%		-1,4%							
<b>Equipment sales</b>	1.07	141	155	115	155	255	310							
<em>yoy variance (cb)</em>			10,0%		35,6%		21,5%							
<b>Other revenues</b>	1.08	11	1	0	0	12	0							
<em>yoy variance (cb)</em>			-95,4%		0,0%		-96,0%							
<b>EBITDAaL</b>	1.15					728	610							
% of revenues						29,2%	25,8%							
<b>eCAPEX</b>	1.20					392	457							
% of revenues						15,7%	19,3%							



## EUROPE financial KPIs

(in millions of euros)	Glossary	2020														
		1Q19cb	1Q20	2Q19cb	2Q20	1H19cb	1H20	3Q19cb	3Q20	4Q19cb	4Q20	2H19cb	2H20	FY19cb	FY20	
<b>Poland</b>																
<b>Revenues by activity</b>																
Revenues		643	649	612	627	1 254	1 276	646	629	666	685	1 313	1 314	2 567	2 590	
<em>yoY variance (cb)</em>		0,9%		2,6%		1,7%		-2,7%		2,8%		0,1%		0,9%		
Retail services (B2C+B2B)	1.09	399	419	387	404	786	824	411	402	413	434	823	836	1 609	1 660	
<em>yoY variance (cb)</em>		5,1%		4,5%		4,8%		-2,1%		5,2%		1,6%		3,2%		
Convergent services	1.02	85	97	85	95	170	192	90	99	90	101	180	200	351	392	
<em>yoY variance (cb)</em>		13,7%		11,5%		12,6%		9,5%		12,4%		10,9%		11,8%		
Mobile only services	1.03	148	148	143	140	291	287	149	145	145	143	293	288	585	575	
<em>yoY variance (cb)</em>		-0,3%		-2,5%		-1,4%		-2,3%		-1,2%		-1,8%		-1,6%		
Fixed only services	1.04	132	121	122	117	254	238	122	117	118	114	240	230	494	468	
<em>yoY variance (cb)</em>		-8,1%		-4,5%		-6,4%		-4,1%		-3,5%		-3,8%		-5,1%		
IT & integration services	1.05	34	54	36	53	70	107	50	42	60	76	110	118	181	225	
<em>yoY variance (cb)</em>		58,4%		46,4%		52,2%		-17,4%		27,3%		6,9%		24,5%		
Wholesale	1.06	130	139	126	136	255	275	132	133	125	137	257	270	512	545	
<em>yoY variance (cb)</em>		7,3%		7,9%		7,6%		1,0%		9,5%		5,1%		6,4%		
Equipment sales	1.07	85	71	78	68	163	139	81	73	106	90	187	163	350	303	
<em>yoY variance (cb)</em>		-16,6%		-12,3%		-14,6%		-9,4%		-15,1%		-12,6%		-13,5%		
Other revenues	1.08	29	19	21	19	50	38	23	20	22	23	45	44	95	82	
<em>yoY variance (cb)</em>		-33,1%		-10,2%		-23,6%		-11,9%		6,8%		-2,8%		-13,7%		
EBITDAaL	1.15					295	319					316	312	611	632	
% of revenues						23,5%	25,0%					24,1%	23,8%	23,8%	24,4%	
eCAPEX	1.20					215	186					168	220	383	405	
% of revenues						17,1%	14,5%					12,8%	16,7%	14,9%	15,7%	



## EUROPE financial KPIs

(in millions of euros)	Glossary	2021												
		1Q20cb	1Q21	2Q20cb	2Q21	1H20cb	1H21	3Q20cb	3Q21	4Q20cb	4Q21	2H20cb	2H21	FY20cb
<b>Poland</b>														
<b>Revenues by activity</b>														
Revenues		617	642	624	652	1 241	1 294							
<em>yoy variance (cb)</em>						4,1%	4,5%							
<b>Retail services (B2C+B2B)</b>	1.09	399	410	402	421	802	830							
<em>yoy variance (cb)</em>						2,7%	4,5%							
<b>Convergent services</b>	1.02	92	105	94	108	187	213							
<em>yoy variance (cb)</em>						13,7%	14,8%							
<b>Mobile only services</b>	1.03	140	139	139	144	279	283							
<em>yoy variance (cb)</em>						-1,1%	3,3%							
<b>Fixed only services</b>	1.04	115	111	116	109	231	220							
<em>yoy variance (cb)</em>						-3,8%	-6,2%							
<b>IT &amp; integration services</b>	1.05	51	55	53	59	104	115							
<em>yoy variance (cb)</em>						7,7%	12,9%							
<b>Wholesale</b>	1.06	132	132	135	132	267	264							
<em>yoy variance (cb)</em>						-0,5%	-2,3%							
<b>Equipment sales</b>	1.07	67	76	68	73	135	149							
<em>yoy variance (cb)</em>						12,2%	7,4%							
<b>Other revenues</b>	1.08	19	25	19	26	37	52							
<em>yoy variance (cb)</em>						36,6%	41,4%							
<b>EBITDAaL</b>	1.15					310	323							
% of revenues						25,0%	25,0%							
<b>eCAPEX</b>	1.20					181	195							
% of revenues						14,5%	15,1%							



## EUROPE financial KPIs

(in millions of euros)	Glossary	2020														
		1Q19cb	1Q20	2Q19cb	2Q20	1H19cb	1H20	3Q19cb	3Q20	4Q19cb	4Q20	2H19cb	2H20	FY19cb	FY20	
<b>Belgium &amp; Luxembourg</b>																
<b>Revenues by activity</b>																
Revenues		328	334	329	303	656	637	337	335	369	343	707	678	1 363	1 315	
<em>yoy variance (cb)</em>		1,9%	-7,9%			-3,0%		-0,6%		-7,2%		-4,0%		-3,5%		
Retail services (B2C+B2B)	1.09	215	225	216	221	431	446	225	231	223	230	447	460	879	906	
<em>yoy variance (cb)</em>		4,6%	2,1%			3,4%		2,6%		3,0%		2,8%		3,1%		
Convergent services	1.02	38	52	41	55	79	106	44	57	48	58	93	114	172	221	
<em>yoy variance (cb)</em>		35,8%	33,2%			34,5%		27,6%		20,0%		23,6%		28,6%		
Mobile only services	1.03	154	148	153	142	308	291	155	150	150	145	306	295	614	585	
<em>yoy variance (cb)</em>		-3,9%	-7,2%			-5,5%		-3,7%		-3,7%		-3,7%		-4,6%		
Fixed only services	1.04	13	14	12	15	25	29	14	14	13	16	27	31	52	60	
<em>yoy variance (cb)</em>		11,5%	20,4%			15,8%		5,6%		21,0%		13,2%		14,4%		
IT & integration services	1.05	10	10	10	10	20	20	11	10	11	10	22	20	41	40	
<em>yoy variance (cb)</em>		8,9%	-4,8%			1,9%		-11,4%		-1,1%		-6,4%		-2,5%		
Wholesale	1.06	67	65	72	53	139	119	73	64	77	63	150	127	289	246	
<em>yoy variance (cb)</em>		-2,1%	-26,0%			-14,6%		-12,7%		-17,3%		-15,0%		-14,8%		
Equipment sales	1.07	31	33	30	23	61	56	30	33	53	43	83	76	144	132	
<em>yoy variance (cb)</em>		4,4%	-21,9%			-8,4%		12,3%		-19,5%		-8,1%		-8,3%		
Other revenues	1.08	15	11	10	5	25	16	10	7	17	7	27	15	51	31	
<em>yoy variance (cb)</em>		-25,4%	-50,9%			-35,8%		-23,9%		-57,0%		-44,9%		-40,5%		
EBITDAaL	1.15					136	148					163	175	299	323	
% of revenues						20,7%	23,3%					23,1%	25,9%	21,9%	24,6%	
eCAPEX	1.20					80	65					100	113	180	178	
% of revenues						12,2%	10,2%					14,2%	16,6%	13,2%	13,5%	



## EUROPE financial KPIs

(in millions of euros)	Glossary	2021												
		1Q20cb	1Q21	2Q20cb	2Q21	1H20cb	1H21	3Q20cb	3Q21	4Q20cb	4Q21	2H20cb	2H21	FY20cb
<b>Belgium &amp; Luxembourg</b>														
<b>Revenues by activity</b>														
Revenues		334	<b>330</b>	303	<b>325</b>	637	<b>656</b>							
<i>yoy variance (cb)</i>			-1,0%		7,5%		3,0%							
<b>Retail services (B2C+B2B)</b>	1.09	<b>225</b>	<b>229</b>	221	<b>232</b>	446	<b>461</b>							
<i>yoy variance (cb)</i>			1,9%		4,9%		3,4%							
<b>Convergent services</b>	1.02	<b>52</b>	<b>60</b>	55	<b>63</b>	106	<b>124</b>							
<i>yoy variance (cb)</i>			16,9%		15,5%		16,2%							
<b>Mobile only services</b>	1.03	<b>148</b>	<b>141</b>	142	<b>141</b>	291	<b>282</b>							
<i>yoy variance (cb)</i>			-4,8%		-0,8%		-2,9%							
<b>Fixed only services</b>	1.04	<b>14</b>	<b>17</b>	15	<b>17</b>	29	<b>34</b>							
<i>yoy variance (cb)</i>			20,3%		18,9%		19,6%							
<b>IT &amp; integration services</b>	1.05	<b>10</b>	<b>10</b>	10	<b>10</b>	20	<b>21</b>							
<i>yoy variance (cb)</i>			-2,5%		8,7%		2,9%							
<b>Wholesale</b>	1.06	<b>65</b>	<b>55</b>	53	<b>58</b>	119	<b>113</b>							
<i>yoy variance (cb)</i>			-16,0%		8,5%		-4,9%							
<b>Equipment sales</b>	1.07	<b>33</b>	<b>41</b>	23	<b>29</b>	56	<b>70</b>							
<i>yoy variance (cb)</i>			25,3%		24,4%		24,9%							
<b>Other revenues</b>	1.08	<b>11</b>	<b>6</b>	5	<b>6</b>	16	<b>12</b>							
<i>yoy variance (cb)</i>			-49,5%		30,7%		24,6%							
<b>EBITDAaL</b>	1.15					148	<b>161</b>							
% of revenues						23,3%	24,6%							
<b>eCAPEX</b>	1.20					65	<b>81</b>							
% of revenues						10,2%	12,4%							



## EUROPE financial KPIs

(in millions of euros)	Glossary	2020														
		1Q19cb	1Q20	2Q19cb	2Q20	1H19cb	1H20	3Q19cb	3Q20	4Q19cb	4Q20	2H19cb	2H20	FY19cb	FY20	
<b>Central Europe</b>																
<b>Revenues by activity</b>																
Revenues		428	421	440	402	868	823	452	442	481	481	932	923	1 801	1 746	
<em>yoY variance (cb)</em>		-1,7%		-8,7%		-5,2%		-2,1%		0,1%		-0,9%		-3,0%		
<b>Retail services (B2C+B2B)</b>	1.09	269	276	279	271	548	547	287	278	285	281	571	558	1 120	1 106	
<em>yoY variance (cb)</em>		2,7%		-2,9%		-0,2%		-3,2%		-1,3%		-2,3%		-1,2%		
<b>Convergent services</b>	1.02	18	29	20	30	39	59	23	30	27	31	50	61	89	120	
<em>yoY variance (cb)</em>		57,0%		46,5%		51,5%		33,5%		15,0%		23,5%		35,8%		
<b>Mobile only services</b>	1.03	226	219	232	212	459	430	238	219	227	217	465	436	924	866	
<em>yoY variance (cb)</em>		-3,3%		-8,9%		-6,1%		-8,0%		-4,7%		-6,4%		-6,3%		
<b>Fixed only services</b>	1.04	20	21	21	20	42	41	21	21	20	21	41	42	83	83	
<em>yoY variance (cb)</em>		3,0%		-3,8%		-0,4%		-2,1%		6,6%		2,1%		0,8%		
<b>IT &amp; integration services</b>	1.05	4	8	5	9	9	17	5	7	10	12	15	19	24	36	
<em>yoY variance (cb)</em>		87,3%		77,0%		81,7%		55,5%		15,8%		28,3%		48,4%		
<b>Wholesale</b>	1.06	66	60	67	59	133	118	68	59	64	61	132	120	265	238	
<em>yoY variance (cb)</em>		-9,5%		-12,7%		-11,1%		-13,1%		-4,8%		-9,1%		-10,1%		
<b>Equipment sales</b>	1.07	86	82	86	70	173	152	93	103	127	137	219	241	392	393	
<em>yoY variance (cb)</em>		-4,8%		-18,5%		-11,6%		11,7%		8,1%		9,6%		0,2%		
<b>Other revenues</b>	1.08	7	3	7	2	14	5	5	2	5	2	10	5	24	9	
<em>yoY variance (cb)</em>		-57,0%		-76,3%		66,8%		-47,6%		-55,9%		-52,0%		-60,8%		
<b>Revenues by country</b>																
Revenues		428	421	440	402	868	823	452	442	481	481	932	923	1 801	1 746	
Romania		265	257	268	242	534	499	279	273	299	304	578	577	1 112	1 076	
Slovakia		132	132	138	129	271	261	138	136	147	144	285	280	556	541	
Moldova		33	34	35	32	68	66	37	36	36	35	73	71	141	137	
Eliminations		(2)	(2)	(2)	(1)	(4)	(3)	(2)	(3)	(2)	(2)	(4)	(4)	(8)	(7)	
<b>EBITDAaL</b>	1.15					267	261					289	283	556	544	
% of revenues						30,8%	31,7%					31,0%	30,6%	30,9%	31,2%	
<b>eCAPEX</b>	1.20					107	118					186	177	293	295	
% of revenues						12,3%	14,3%					20,0%	19,1%	16,3%	16,9%	
<b>Eliminations Europe</b>																
<b>Eliminations of revenues</b>		(6)	(6)	(5)	(4)	(10)	(10)	(9)	(7)	(6)	(5)	(15)	(12)	(25)	(22)	



## EUROPE financial KPIs

(in millions of euros)	Glossary	2021												
		1Q20cb	1Q21	2Q20cb	2Q21	1H20cb	1H21	3Q20cb	3Q21	4Q20cb	4Q21	2H20cb	2H21	FY20cb
<b>Central Europe</b>														
<b>Revenues by activity</b>														
Revenues		419	428	399	428	817	856							
<i>yoy variance (cb)</i>														
<b>Retail services (B2C+B2B)</b>	1.09	274	270	269	275	543	545							
<i>yoy variance (cb)</i>														
<b>Convergent services</b>	1.02	29	32	30	36	59	67							
<i>yoy variance (cb)</i>														
<b>Mobile only services</b>	1.03	217	208	210	211	427	419							
<i>yoy variance (cb)</i>														
<b>Fixed only services</b>	1.04	21	22	20	20	41	42							
<i>yoy variance (cb)</i>														
<b>IT &amp; integration services</b>	1.05	8	9	9	8	17	17							
<i>yoy variance (cb)</i>														
<b>Wholesale</b>	1.06	59	57	59	58	118	116							
<i>yoy variance (cb)</i>														
<b>Equipment sales</b>	1.07	82	97	70	92	151	189							
<i>yoy variance (cb)</i>														
<b>Other revenues</b>	1.08	3	2	2	3	5	6							
<i>yoy variance (cb)</i>														
<b>Revenues by country</b>														
Revenues		419	428	399	428	817	856							
Romania		257	264	242	268	499	532							
Slovakia		132	133	129	130	261	263							
Moldova		31	32	29	31	60	64							
Eliminations		(2)	(2)	(2)	(1)	(3)	(3)							
<b>EBITDAaL</b>	1.15					257	264							
% of revenues						31,4%	30,9%							
<b>eCAPEX</b>	1.20					117	136							
% of revenues						14,4%	15,9%							
<b>Eliminations Europe</b>														
<b>Eliminations of revenues</b>		(5)	(5)	(4)	(5)	(10)	(10)							



## EUROPE operational KPIs

(accesses in thousands)	Glossary	2020				2021			
		1Q20	2Q20	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21

### Europe - Convergent KPIs

#### Customer base

B2C convergent customers (excl. MVNOs)	2.10	5 023	5 018	5 098	5 213	5 278	5 327
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### Spain - Convergent KPIs

#### Customer base

Convergent customers (excl. MVNOs) (2)	2.10	2 994	2 949	2 962	3 000	3 011	3 020
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Number of mobile accesses per convergent offer (2)

#### Quarterly ARPO (per month, in euros)

Convergent ARPO (2)	2.11	58,3	57,5	56,6	54,6	53,3	52,8
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yoY variance (cb)

		0,3%	-0,1%	-2,4%	-7,6%	-8,4%	-8,1%
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### Poland - Convergent KPIs

#### Customer base

Convergent customers (excl. MVNOs)	2.10	1 387	1 410	1 441	1 483	1 503	1 517
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Number of mobile lines per convergent offer

#### Quarterly ARPO (per month, in PLN)

Convergent ARPO	2.11	104,8	105,4	105,5	107,2	109,6	111,4
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yoY variance (cb)

		3,3%	3,4%	2,0%	4,2%	4,6%	5,6%
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### Belgium & Luxembourg - Convergent KPIs

#### Customer base

B2C convergent customers (excl. MVNOs)	2.10	256	264	279	289	304	314
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#### Belgium quarterly ARPO (per month, in euros)

B2C convergent ARPO	2.11	75,9	75,6	75,4	73,6	73,8	73,6
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yoY variance (cb)

		-1,9%	-1,5%	-3,0%	-4,0%	-2,8%	-2,7%
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### Central Europe - Convergent KPIs

#### Customer base

Convergent customers (excl. MVNOs)	2.10	386	395	417	441	461	476
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## EUROPE operational KPIs

(accesses in thousands)	Glossary	2020				2021				
		1Q20	2Q20	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21	
<b>Europe - Mobile KPIs</b>										
<b>Customer base</b>										
<b>Mobile accesses (excl. MVNOs) - by type of billing</b>	2.20	<b>50 647</b>	<b>50 098</b>	<b>50 955</b>	<b>50 934</b>	<b>50 895</b>	<b>51 398</b>			
Contract (1)	2.21	36 894	37 009	37 581	38 029	38 313	38 765			
M2M	2.23	6 214	6 459	6 809	7 165	7 386	7 748			
Excluding M2M		30 679	30 550	30 772	30 864	30 927	31 017			
Prepaid	2.22	13 753	13 089	13 374	12 906	12 581	12 633			
<b>Mobile accesses (excl. MVNOs) - by offer</b>	2.20	<b>50 647</b>	<b>50 098</b>	<b>50 955</b>	<b>50 934</b>	<b>50 895</b>	<b>51 398</b>			
Convergent	2.24	9 567	9 541	9 728	10 020	10 180	10 317			
Mobile only	2.25	41 080	40 557	41 227	40 915	40 715	41 081			
M2M	2.23	6 214	6 459	6 809	7 165	7 386	7 748			
Contract excluding M2M (1)		21 113	21 009	21 043	20 844	20 747	20 700			
Prepaid	2.22	13 753	13 089	13 374	12 906	12 581	12 633			

(1) Including cleaning of inactive base of -224k mobile contract customers in Slovakia in 4Q 2020.

## Spain - Mobile KPIs

	Glossary	2020				2021			
		1Q20	2Q20	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21
<b>Customer base</b>									
<b>Mobile accesses (excl. MVNOs) - by type of billing</b>	2.20	<b>16 109</b>	<b>15 863</b>	<b>16 021</b>	<b>15 913</b>	<b>15 912</b>	<b>16 072</b>		
Contract	2.21	13 693	13 651	13 780	13 979	14 086	14 234		
M2M	2.23	2 351	2 428	2 531	2 646	2 730	2 841		
Excluding M2M		11 342	11 223	11 249	11 333	11 357	11 393		
Prepaid	2.22	2 416	2 212	2 241	1 934	1 825	1 839		
<b>Mobile accesses (excl. MVNOs) - by offer</b>	2.20	<b>16 109</b>	<b>15 863</b>	<b>16 021</b>	<b>15 913</b>	<b>15 912</b>	<b>16 072</b>		
Convergent	2.24	5 871	5 787	5 849	5 994	6 072	6 147		
Mobile only	2.25	10 238	10 076	10 172	9 919	9 840	9 925		
M2M	2.23	2 351	2 428	2 531	2 646	2 730	2 841		
Contract excluding M2M		5 471	5 435	5 400	5 339	5 285	5 246		
Prepaid	2.22	2 416	2 212	2 241	1 934	1 825	1 839		
<b>Market share</b>									
Mobile volume market share (in %) (1)	2.27	24,3%	23,9%	23,7%	23,3%	na	na		
<b>Quarterly churn</b>									
Contract churn excluding M2M	2.29	21,2%	13,8%	21,5%	23,0%	20,5%	17,2%		
<b>Quarterly ARPO (per month, in euros)</b>									
<b>Mobile only blended ARPO</b>	2.28	<b>11,5</b>	<b>11,1</b>	<b>11,3</b>	<b>11,2</b>	<b>11,0</b>	<b>10,7</b>		
YoY variance (cb)		-6,4%	-6,8%	-6,4%	-5,9%	-3,8%	-3,8%		
Contract ARPO		14,8	14,2	14,2	13,8	13,4	12,8		
Prepaid ARPO		4,2	3,7	4,2	4,5	4,4	4,5		
<b>Network coverage</b>									
% 4G coverage of population		97%	97,3%	98%	98%	98%	98%		

(1) Numbers for the latest quarter are company estimates.



## EUROPE operational KPIs

(accesses in thousands)	Glossary	2020				2021				
		1Q20	2Q20	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21	
<b>Poland - Mobile KPIs</b>										
<b>Customer base</b>										
<b>Mobile accesses (excl. MVNOs) - by type of billing</b>	2.20	<b>15 436</b>	<b>15 487</b>	<b>15 669</b>	<b>15 752</b>	<b>15 800</b>	<b>16 047</b>			
Contract	2.21	10 342	10 504	10 749	10 892	11 017	11 193			
M2M	2.23	1 710	1 823	1 987	2 046	2 111	2 221			
Excluding M2M		8 632	8 681	8 763	8 846	8 906	8 972			
Prepaid	2.22	5 095	4 982	4 920	4 860	4 783	4 855			
<b>Mobile accesses (excl. MVNOs) - by offer</b>	2.20	<b>15 436</b>	<b>15 487</b>	<b>15 669</b>	<b>15 752</b>	<b>15 800</b>	<b>16 047</b>			
Convergent	2.24	2 612	2 651	2 713	2 787	2 823	2 848			
Mobile only	2.25	12 825	12 835	12 957	12 965	12 977	13 199			
M2M	2.23	1 710	1 823	1 987	2 046	2 111	2 221			
Contract excluding M2M		6 020	6 029	6 050	6 060	6 083	6 124			
Prepaid	2.22	5 095	4 982	4 920	4 860	4 783	4 855			
<b>Market share</b>										
Mobile volume market share (in %) (1)	2.27	28,3%	28,3%	28,4%	28,3%	28,2%	na			
<b>Quarterly churn</b>										
Contract churn excluding M2M	2.29	10,1%	8,4%	8,9%	9,1%	9,3%	7,5%			
<b>Quarterly ARPO (per month, in PLN)</b>										
<b>Mobile only blended ARPO</b>	2.28	<b>19,5</b>	<b>19,3</b>	<b>19,9</b>	<b>19,8</b>	<b>19,6</b>	<b>20,1</b>			
yoY variance (cb)		-2,4%	-3,9%	-2,3%	-0,7%	0,1%	4,1%			
Mobile only contract ARPO		26,3	25,5	25,9	25,6	25,6	26,0			
Mobile only prepaid ARPO		11,6	11,9	12,5	12,7	11,9	12,6			
<b>Network coverage</b>										
% 4G coverage of population (2)		100%	100%	100%	100%	100%	100%			

(1) Numbers for the latest quarter are company estimates.

(2) Coverage together with T-Mobile network band with co-sharing.



## EUROPE operational KPIs

(accesses in thousands)	Glossary	2020				2021				
		1Q20	2Q20	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21	
<b>Belgium &amp; Luxembourg - Mobile KPIs</b>										
<b>Customer base</b>										
<b>Mobile accesses (excl. MVNOs) - by type of billing</b>	2.20	<b>4 728</b>	<b>4 740</b>	<b>4 824</b>	<b>4 906</b>	<b>4 961</b>	<b>5 061</b>			
Contract	2.21	4 202	4 242	4 332	4 428	4 503	4 615			
M2M	2.23	1 500	1 531	1 599	1 670	1 723	1 814			
Excluding M2M		2 702	2 711	2 732	2 758	2 781	2 800			
Prepaid	2.22	526	497	492	478	458	446			
<b>Mobile accesses (excl. MVNOs) - by offer</b>	2.20	<b>4 728</b>	<b>4 740</b>	<b>4 824</b>	<b>4 906</b>	<b>4 961</b>	<b>5 061</b>			
B2C convergent	2.24	391	402	435	463	488	505			
Mobile only	2.25	4 338	4 338	4 388	4 443	4 473	4 556			
M2M	2.23	1 500	1 531	1 599	1 670	1 723	1 814			
Contract excluding M2M		2 311	2 310	2 297	2 295	2 293	2 296			
Prepaid	2.22	526	497	492	478	458	446			
<b>Belgium quarterly ARPO (per month, in euros)</b>										
<b>Mobile only blended ARPO</b>	2.28	<b>17,7</b>	<b>17,2</b>	<b>18,2</b>	<b>17,5</b>	<b>17,4</b>	<b>17,4</b>			
yoY variance (cb)		-1,3%	-3,7%	-0,6%	-1,4%	-1,9%	0,8%			
Mobile only contract ARPO		20,3	19,7	20,5	19,8	19,6	19,6			
Mobile only prepaid ARPO		6,7	6,4	7,4	6,9	6,4	6,5			
<b>Belgium network coverage</b>										
% 4G coverage of population		100%	100%	100%	100%	100%	100%			

## Central Europe - Mobile KPIs

Customer base		2020				2021				
		1Q20	2Q20	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21	
<b>Customer base</b>										
<b>Mobile accesses (excl. MVNOs) - by type of billing</b>										
Contract (1)	2.21	8 657	8 611	8 720	8 729	8 707	8 724			
M2M	2.23	652	676	692	802	823	872			
Excluding M2M		8 004	7 935	8 027	7 926	7 884	7 852			
Prepaid	2.22	5 716	5 397	5 721	5 635	5 516	5 493			
<b>Mobile accesses (excl. MVNOs) - by offer</b>	2.20	<b>14 373</b>	<b>14 009</b>	<b>14 441</b>	<b>14 363</b>	<b>14 222</b>	<b>14 217</b>			
Convergent	2.24	694	701	732	775	797	818			
Mobile only	2.25	13 679	13 308	13 709	13 588	13 425	13 400			
M2M	2.23	652	676	692	802	823	872			
Contract excluding M2M (1)		7 311	7 235	7 295	7 151	7 087	7 035			
Prepaid	2.22	5 716	5 397	5 721	5 635	5 516	5 493			
<b>Mobile accesses (excl. MVNOs) - by country</b>	2.20	<b>14 373</b>	<b>14 009</b>	<b>14 441</b>	<b>14 363</b>	<b>14 222</b>	<b>14 217</b>			
Romania		9 551	9 327	9 712	9 809	9 716	9 702			
Slovakia (1)		2 752	2 729	2 715	2 552	2 519	2 501			
Moldova		2 070	1 953	2 014	2 003	1 987	2 015			
<b>Network coverage (% 4G coverage of population)</b>										
Romania		99%	99%	99%	99%	99%	99%			
Slovakia		96%	96%	96%	99%	99%	99%			
Moldova		98%	99%	99%	99%	99%	99%			

(1) Including cleaning of inactive base of -224K mobile contract customers in Slovakia in 4Q 2020.



## EUROPE operational KPIs

(accesses in thousands)	Glossary	2020				2021				
		1Q20	2Q20	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21	
<b>Europe - Fixed KPIs</b>										
<b>Customer base</b>										
<b>Fixed accesses</b>	2.30	<b>10 774</b>	<b>10 702</b>	<b>10 765</b>	<b>10 873</b>	<b>10 895</b>	<b>10 898</b>			
Retail accesses	2.31	9 635	9 535	9 551	9 625	9 610	9 588			
<b>Fixed broadband accesses - by technology</b>	2.32	<b>7 539</b>	<b>7 529</b>	<b>7 625</b>	<b>7 772</b>	<b>7 834</b>	<b>7 873</b>			
FTTH and cable		4 354	4 395	4 551	4 748	4 896	5 006			
xDSL		2 199	2 125	2 035	1 954	1 868	1 791			
LTE for fixed and others		986	1 010	1 039	1 069	1 069	1 076			
<b>Fixed broadband accesses - by offer</b>	2.32	<b>7 539</b>	<b>7 529</b>	<b>7 625</b>	<b>7 772</b>	<b>7 834</b>	<b>7 873</b>			
Convergent	2.34	5 023	5 018	5 098	5 213	5 278	5 327			
Broadband only	2.35	2 516	2 512	2 527	2 558	2 556	2 546			
<b>Fixed narrowband accesses</b>	2.36	<b>2 095</b>	<b>2 005</b>	<b>1 926</b>	<b>1 853</b>	<b>1 776</b>	<b>1 715</b>			
<b>Wholesale accesses</b>	2.37	<b>1 139</b>	<b>1 168</b>	<b>1 213</b>	<b>1 248</b>	<b>1 285</b>	<b>1 310</b>			
<b>Internet features</b>										
IPTV and satellite accesses		2 685	2 654	2 705	2 735	2 725	2 707			
<b>FTTH and cable</b>										
FTTH and cable homes connectable	2.41	22 669	23 009	23 456	23 851	24 300	24 805			
o/w FTTH homes connectable		21 446	21 848	22 310	22 741	23 220	23 773			

## Spain - Fixed KPIs

Customer base		2.30	<b>4 658</b>	<b>4 648</b>	<b>4 733</b>	<b>4 824</b>	<b>4 874</b>	<b>4 898</b>	
			2.31	<b>4 016</b>	<b>3 966</b>	<b>3 992</b>	<b>4 032</b>	<b>4 033</b>	
<b>Fixed accesses</b>	2.32	<b>4 016</b>	<b>3 966</b>	<b>3 992</b>	<b>4 032</b>	<b>4 033</b>	<b>4 024</b>		
Retail accesses		3 208	3 192	3 265	3 355	3 405	3 433		
<b>Fixed broadband accesses - by technology</b>	2.32	667	625	576	530	487	448		
FTTH and cable		140	149	150	147	142	143		
xDSL		140	149	150	147	142	143		
LTE for fixed and others		1 021	1 017	1 029	1 032	1 023	1 004		
<b>Fixed broadband accesses - by offer</b>	2.32	<b>4 016</b>	<b>3 966</b>	<b>3 992</b>	<b>4 032</b>	<b>4 033</b>	<b>4 024</b>		
Convergent	2.34	2 994	2 949	2 962	3 000	3 011	3 020		
Broadband only	2.35	642	683	741	792	840	874		
<b>Wholesale accesses</b>	2.37								
<b>Quarterly ARPO (per month, in euros)</b>									
<b>Fixed only broadband ARPO</b>	2.38	<b>30,8</b>	<b>29,4</b>	<b>29,3</b>	<b>28,2</b>	<b>27,3</b>	<b>26,3</b>		
yoY variance (cb)		-1,3%	-5,4%	-2,1%	-6,3%	-11,6%	-10,3%		
<b>Internet features</b>									
IPTV and satellite accesses		698	672	716	725	703	681		
<b>FTTH and cable</b>									
FTTH and cable homes connectable	2.41	15 000	15 069	15 218	15 315	15 461	15 689		
o/w FTTH homes connectable		14 475	14 604	14 772	14 894	15 045	15 284		



## EUROPE operational KPIs

(accesses in thousands)	Glossary	2020				2021				
		1Q20	2Q20	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21	
<b>Poland - Fixed KPIs</b>										
<b>Customer base</b>										
<b>Fixed accesses</b>	2.30	<b>5 075</b>	<b>5 023</b>	<b>4 965</b>	<b>4 921</b>	<b>4 841</b>	<b>4 779</b>			
Retail accesses	2.31	4 578	4 538	4 493	4 464	4 397	4 344			
<b>Fixed Broadband accesses - by technology</b>	2.32	<b>2 616</b>	<b>2 638</b>	<b>2 662</b>	<b>2 702</b>	<b>2 711</b>	<b>2 719</b>			
FTTH		564	608	662	725	779	827			
xDSL		1 460	1 427	1 387	1 349	1 305	1 267			
LTE for fixed and others		592	602	614	628	627	625			
<b>Fixed broadband accesses - by offer</b>	2.32	<b>2 616</b>	<b>2 638</b>	<b>2 662</b>	<b>2 702</b>	<b>2 711</b>	<b>2 719</b>			
Convergent	2.34	1 387	1 410	1 441	1 483	1 503	1 517			
Broadband only	2.35	1 230	1 228	1 221	1 220	1 208	1 202			
<b>Fixed narrowband accesses (1)</b>	2.36	<b>1 962</b>	<b>1 900</b>	<b>1 831</b>	<b>1 762</b>	<b>1 686</b>	<b>1 624</b>			
<b>Wholesale accesses</b>	2.37	<b>497</b>	<b>485</b>	<b>472</b>	<b>457</b>	<b>445</b>	<b>436</b>			
<b>Market share</b>										
Broadband volume market share (in %) (2)	2.39	28,3%	28,3%	28,3%	28,3%	28,3%	na			
<b>Quarterly ARPO (per month, in PLN)</b>										
<b>Fixed only broadband ARPO</b>	2.38	<b>56,7</b>	<b>58,0</b>	<b>58,7</b>	<b>58,7</b>	<b>58,8</b>	<b>59,2</b>			
yoY variance (cb)		2,2%	5,6%	6,4%	4,7%	3,6%	2,2%			
<b>Internet features</b>										
IPTV and satellite accesses		994	996	1 001	1 015	1 017	1 018			
<b>FTTH</b>										
FTTH homes connectable	2.41	4 393	4 602	4 793	4 998	5 174	5 379			

(1) Including payphone.

(2) Numbers for the latest quarter are company estimates.



## EUROPE operational KPIs

(accesses in thousands)	Glossary	2020				2021				
		1Q20	2Q20	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21	
<b>Belgium &amp; Luxembourg - Fixed KPIs</b>										
<b>Customer base</b>										
<b>Fixed accesses</b>	2.30	435	415	422	439	461	478			
<b>Fixed broadband accesses - by technology</b>	2.32	301	310	326	348	371	387			
FTTH and cable		291	299	316	337	360	377			
xDSL		11	11	10	10	10	11			
LTE for fixed and others		0	0	0	0	0	0			
<b>Fixed broadband accesses - by offer</b>	2.32	301	310	326	348	371	387			
B2C convergent	2.34	256	264	279	289	304	314			
Broadband only	2.35	45	46	48	59	67	73			
<b>Fixed narrowband accesses</b>	2.36	134	105	95	91	90	91			
<b>Internet features</b>										
IPTV and satellite accesses		245	247	253	259	267	274			

## Central Europe - Fixed KPIs

	Glossary	2020				2021			
		1Q20	2Q20	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21
<b>Customer base</b>									
<b>Fixed accesses</b>	2.30	606	616	645	689	719	743		
<b>Fixed broadband accesses - by technology</b>	2.32	606	616	645	689	719	743		
FTTH and cable		291	296	308	331	352	370		
xDSL		61	61	63	65	66	66		
LTE for fixed and others		254	259	275	294	301	307		
<b>Fixed broadband accesses - by offer</b>	2.32	606	616	645	689	719	743		
Convergent	2.34	386	395	417	441	461	476		
Broadband only	2.35	220	221	229	248	258	267		
<b>Fixed broadband accesses - by country</b>	2.32	606	616	645	689	719	743		
Romania		341	344	355	376	391	404		
Slovakia		207	214	231	250	263	272		
Moldova		57	58	60	63	65	67		
<b>Internet features</b>									
IPTV and satellite accesses		747	738	736	737	738	733		
<b>FTTH and cable</b>									
<b>FTTH and cable homes connectable</b>	2.41	3 276	3 337	3 445	3 538	3 666	3 737		
o/w FTTH homes connectable		2 578	2 641	2 745	2 849	3 001	3 111		



## AFRICA & MIDDLE EAST financial KPIs

(in millions of euros)	Glossary	2020													
		1Q19cb	1Q20	2Q19cb	2Q20	1H19cb	1H20	3Q19cb	3Q20	4Q19cb	4Q20	2H19cb	2H20	FY19cb	FY20
<b>Revenues by activity</b>															
<b>Revenues</b>		1 360	1 445	1 382	1 401	2 742	2 845	1 402	1 474	1 399	1 515	2 801	2 989	5 543	5 834
<em>yoY variance (cb)</em>		6,2%	1,3%	3,8%	5,1%									6,7%	5,2%
<b>Retail services (B2C+B2B)</b>	1.09	1 131	1 233	1 156	1 210	2 287	2 444	1 179	1 263	1 177	1 301	2 356	2 563	4 644	5 007
<em>yoY variance (cb)</em>		9,0%	4,7%	6,8%	7,1%									8,8%	7,8%
<b>Convergent services</b>	1.02	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<em>yoY variance (cb)</em>		0,0%	0,0%	0,0%	0,0%									0,0%	0,0%
<b>Mobile only services</b>	1.03	1 009	1 094	1 030	1 070	2 039	2 164	1 053	1 116	1 051	1 140	2 104	2 257	4 143	4 420
<em>yoY variance (cb)</em>		8,4%	3,9%	6,1%	6,0%									7,3%	6,7%
<b>Fixed only services</b>	1.04	119	133	123	137	242	270	122	140	123	152	245	292	487	562
<em>yoY variance (cb)</em>		12,0%	10,8%	11,4%	15,3%									19,5%	15,5%
<b>IT &amp; integration services</b>	1.05	3	6	3	4	6	11	4	6	4	9	8	14	14	25
<em>yoY variance (cb)</em>		94,2%	49,1%	73,3%	35,8%									77,0%	75,4%
<b>Wholesale</b>	1.06	199	181	192	161	392	342	193	176	179	177	372	353	764	695
<em>yoY variance (cb)</em>		-9,5%	-16,0%	-12,7%	-8,7%									-5,2%	-9,0%
<b>Equipment sales</b>	1.07	22	20	24	20	46	40	21	22	28	27	49	49	95	89
<em>yoY variance (cb)</em>		-7,4%	-18,3%	-13,1%	3,4%									-0,7%	-6,8%
<b>Other revenues</b>	1.08	7	10	10	9	17	19	9	14	15	10	24	24	41	43
<em>yoY variance (cb)</em>		42,8%	-8,7%	13,5%	48,3%									0,6%	6,0%
<b>Revenues by country</b>															
<b>Revenues</b>		1 360	1 445	1 382	1 401	2 742	2 845	1 402	1 474	1 399	1 515	2 801	2 989	5 543	5 834
Sonatel Subgroup (1) (2)		437	451	442	444	879	895	443	469	437	474	879	943	1 758	1 838
o/w Senegal		189	186	194	179	383	365	201	192	195	198	396	391	779	756
o/w Mali		151	155	151	154	302	309	152	160	156	160	308	320	610	629
o/w Guinea		88	99	87	98	175	197	81	101	77	98	158	199	332	396
Ivory Coast Subgroup (3)		292	321	294	315	586	636	296	336	311	356	608	692	1 194	1 328
o/w Ivory Coast		203	222	205	215	408	437	206	229	219	243	425	472	833	909
o/w Burkina Faso		78	85	79	86	158	171	80	91	82	98	163	189	320	360
Egypt		203	225	208	215	412	440	209	226	210	225	419	451	831	891
Morocco		146	153	144	143	290	295	155	155	155	161	309	316	599	611
Jordan (1)		99	98	102	101	201	200	100	97	93	95	193	192	394	392
Cameroon		77	80	78	79	154	159	79	83	78	87	157	170	312	329
Democratic Republic of Congo (DRC)		71	76	79	67	150	143	80	69	76	69	155	138	306	280
Others (4)		47	53	48	51	95	105	50	54	53	62	104	115	199	220
Eliminations		(12)	(13)	(13)	(15)	(25)	(27)	(11)	(14)	(13)	(14)	(24)	(28)	(49)	(56)
<b>EBITDAaL</b>	1.15					871	935					915	1 030	1 785	1 964
% of revenues						31,8%	32,9%					32,7%	34,5%	32,2%	33,7%
<b>eCAPEX</b>	1.20					420	449					557	587	977	1 036
% of revenues						15,3%	15,8%					19,9%	19,6%	17,6%	17,8%

(1) Data not disclosed : data not yet released by the legal entity.

(2) Sonatel Subgroup: Senegal, Mali, Guinea, Guinea-Bissau and Sierra Leone.

(3) Ivory Coast Subgroup: Ivory Coast, Burkina Faso and Liberia.

(4) Mainly Botswana, Madagascar, Central African Republic (CAR).



## AFRICA & MIDDLE EAST financial KPIs

(in millions of euros)	Glossary	2021												
		1Q20cb	1Q21	2Q20cb	2Q21	1H20cb	1H21	3Q20cb	3Q21	4Q20cb	4Q21	2H20cb	2H21	FY20cb
<b>Revenues by activity</b>														
Revenues		1 389	1 488	1 359	1 555	2 748	3 043							
yoY variance (cb)			7,1%		14,4%		10,7%							
Retail services (B2C+B2B)	1.09	1 185	1 301	1 174	1 359	2 359	2 660							
yoY variance (cb)			9,8%		15,8%		12,8%							
Convergent services	1.02	0	0	0	0	0	0							
yoY variance (cb)			0,0%		0,0%		0,0%							
Mobile only services	1.03	1 047	1 137	1 033	1 192	2 080	2 329							
yoY variance (cb)			8,5%		15,4%		11,9%							
Fixed only services	1.04	131	160	134	158	265	318							
yoY variance (cb)			21,8%		18,0%		19,9%							
IT & integration services	1.05	6	4	7	9	13	13							
yoY variance (cb)			-31,2%		32,4%		1,6%							
Wholesale	1.06	173	153	156	157	329	310							
yoY variance (cb)			-11,3%		0,6%		-5,6%							
Equipment sales	1.07	21	24	21	30	42	54							
yoY variance (cb)			15,4%		42,2%		28,8%							
Other revenues	1.08	10	9	8	9	18	18							
yoY variance (cb)			-6,1%		8,8%		0,7%							
<b>Revenues by country</b>														
Revenues		1 389	1 488	1 359	1 555	2 748	3 043							
Sonatel Subgroup (1) (2)		436	479	433	500	868	978							
o/w Senegal		186	187	179	193	365	381							
o/w Mali		155	167	154	173	309	340							
o/w Guinea		86	104	88	112	174	216							
Ivory Coast Subgroup (3)		319	347	314	363	633	710							
o/w Ivory Coast		222	233	215	241	437	474							
o/w Burkina Faso		85	98	86	105	171	203							
Egypt		207	220	200	229	406	449							
Morocco		151	154	145	160	296	314							
Jordan (1)		90	94	92	97	182	190							
Cameroon		80	89	79	97	159	185							
Democratic Republic of Congo (DRC)		69	63	61	67	130	131							
Others (4)		50	57	50	56	100	113							
Eliminations		(12)	(14)	(15)	(14)	(27)	(28)							
EBITDAaL	1.15					898	1 051							
% of revenues						32,7%	34,5%							
eCAPEX	1.20					434	525							
% of revenues						15,8%	17,2%							

(1) Data not disclosed : data not yet released by the legal entity.

(2) Sonatel Subgroup: Senegal, Mali, Guinea, Guinea-Bissau and Sierra Leone.

(3) Ivory Coast Subgroup: Ivory Coast, Burkina Faso and Liberia.

(4) Mainly Botswana, Madagascar, Central African Republic (CAR).



## AFRICA & MIDDLE EAST operational KPIs

(accesses in thousands)	Glossary	2020				2021				
		1Q20	2Q20	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21	
<b>Mobile KPIs</b>										
<b>Customer base</b>										
<b>Mobile accesses (excl. MVNOs) - by type of billing</b>	2.20	<b>123 434</b>	<b>123 516</b>	<b>126 368</b>	<b>128 351</b>	<b>130 893</b>	<b>132 192</b>			
Contract	2.21	5 723	5 793	6 107	6 424	6 701	6 979			
M2M	2.23	201	206	234	245	273	306			
Excluding M2M		5 522	5 587	5 873	6 179	6 428	6 672			
Prepaid	2.22	117 711	117 723	120 261	121 927	124 192	125 214			
<b>Mobile accesses (excl. MVNOs) - by country</b>	2.20	<b>123 434</b>	<b>123 516</b>	<b>126 368</b>	<b>128 351</b>	<b>130 893</b>	<b>132 192</b>			
<b>Sonatel Subgroup (1)</b>		<b>32 666</b>	<b>32 745</b>	<b>34 393</b>	<b>35 453</b>	<b>36 875</b>	<b>37 298</b>			
Senegal		9 936	9 903	10 345	10 595	10 712	10 961			
Mali		11 600	11 796	12 197	12 318	13 185	12 986			
Guinea		7 978	7 910	8 172	8 504	8 960	8 984			
Guinea Bissau		674	719	760	802	874	975			
Sierra Leone		2 479	2 418	2 919	3 235	3 144	3 392			
<b>Ivory Coast Subgroup</b>		<b>24 617</b>	<b>24 878</b>	<b>24 956</b>	<b>25 693</b>	<b>26 727</b>	<b>27 376</b>			
Ivory Coast		13 891	14 216	13 970	14 467	14 817	15 052			
Burkina Faso		8 989	9 141	9 403	9 594	10 231	10 628			
Liberia		1 737	1 521	1 583	1 633	1 678	1 695			
Egypt		28 130	27 601	27 711	27 501	27 546	26 835			
Morocco		12 564	12 446	12 506	13 304	13 349	13 616			
Jordan (1)		2 052	2 009	2 128	2 099	2 107	2 140			
Cameroun		8 431	8 522	9 194	9 262	9 462	9 493			
Democratic Republic of Congo (DRC)		10 674	11 095	11 096	10 495	10 339	10 910			
Botswana		1 368	1 337	1 348	1 408	1 431	1 467			
Madagascar		2 212	2 152	2 281	2 364	2 285	2 271			
Central African Republic (CAR)		720	730	756	770	772	786			

## Fixed KPIs

Customer base	2.30	<b>2 125</b>	<b>2 277</b>	<b>2 411</b>	<b>2 542</b>	<b>2 645</b>	<b>2 712</b>		
<b>Fixed accesses</b>	2.30	<b>1 295</b>	<b>1 441</b>	<b>1 582</b>	<b>1 712</b>	<b>1 792</b>	<b>1 867</b>		
Fixed broadband accesses	2.32	333	357	385	398	421	420		
Egypt		235	269	290	307	330	363		
Sonatel Subgroup (1)		125	140	155	190	179	189		
Ivory Coast Subgroup		285	297	310	334	348	361		
Jordan (1)		317	378	442	484	513	534		
Others		<b>830</b>	<b>836</b>	<b>829</b>	<b>829</b>	<b>854</b>	<b>845</b>		
<b>Fixed narrowband accesses</b>	2.32	212	215	221	228	236	243		
Sonatel Subgroup (1)		265	265	261	255	273	264		
Ivory Coast Subgroup		353	356	348	346	345	338		
Jordan (1)									
<b>FTTH</b>									
FTTH homes connectable	2.41	<b>1 077</b>	<b>1 206</b>	<b>1 366</b>	<b>1 560</b>	<b>1 698</b>	<b>1 901</b>		

(1) When data is not disclosed for these countries, it is because they have not yet been released by the legal entity.



# ENTERPRISE financial KPIs

(in millions of euros)	Glossary	2020													
		1Q19cb	1Q20	2Q19cb	2Q20	1H19cb	1H20	3Q19cb	3Q20	4Q19cb	4Q20	2H19cb	2H20	FY19cb	FY20
<b>Revenues</b>		1 918	1 934	1 990	1 925	3 908	3 859	1 931	1 898	2 074	2 050	4 006	3 948	7 914	7 807
<em>yoy variance (cb)</em>		0,8%	-3,3%	-1,3%	-1,7%								-1,4%	-1,4%	-1,4%
<b>Fixed only services</b>	1.04	992	974	994	984	1 986	1 958	971	952	993	942	1 964	1 893	3 950	3 851
<em>yoy variance (cb)</em>		-1,8%	-1,0%	-1,4%	-2,0%								-3,6%	-3,6%	-2,5%
o/w voice		328	307	323	326	650	632	313	303	322	302	635	605	1 285	1 237
<em>yoy variance (cb)</em>		-6,5%	1,0%	-2,8%	-3,4%								-4,7%	-4,7%	-3,8%
o/w data		664	667	672	658	1 335	1 326	658	649	671	639	1 329	1 289	2 664	2 614
<em>yoy variance (cb)</em>		0,5%	-2,0%	-0,7%	-1,3%								-3,0%	-3,0%	-1,9%
<b>IT &amp; integration services</b>	1.05	690	737	758	738	1 448	1 475	737	734	830	877	1 568	1 611	3 015	3 086
<em>yoy variance (cb)</em>		6,9%	-2,6%	1,9%	-0,5%								2,7%	2,7%	2,3%
<b>Mobile</b>	1.03	237	223	238	203	475	426	223	213	251	231	474	444	949	870
<em>yoy variance (cb)</em>		-5,8%	-14,8%	-10,3%	-4,6%								-6,4%	-6,4%	-8,3%
<b>Mobile only services</b>	1.03	181	166	187	162	368	327	174	159	185	163	360	322	727	649
<em>yoy variance (cb)</em>		-8,6%	-13,4%	-11,0%	-8,4%								-10,4%	-10,4%	-10,7%
<b>Wholesale</b>	1.06	10	10	8	11	18	21	8	11	8	13	16	24	34	45
<em>yoy variance (cb)</em>		0,5%	43,9%	20,1%	30,6%								46,7%	46,7%	33,0%
<b>Equipment sales</b>	1.07	46	48	43	30	89	77	40	42	58	56	98	98	187	175
<em>yoy variance (cb)</em>		3,9%	-31,7%	-13,3%	4,8%								-0,3%	-0,3%	-6,5%
<b>Other revenues</b>	1.08	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<em>yoy variance (cb)</em>		0,0%	0,0%	0,0%	0,0%								0,0%	0,0%	0,0%
<b>EBITDAaL</b>	1.15					578	471					624	552	1 202	1 023
% of revenues						14,8%	12,2%					15,6%	14,0%	15,2%	13,1%
<b>eCAPEX</b>	1.20					200	174					203	165	403	339
% of revenues						5,1%	4,5%					5,1%	4,2%	5,1%	4,3%



## ENTERPRISE financial KPIs

(in millions of euros)	Glossary	2021												
		1Q20cb	1Q21	2Q20cb	2Q21	1H20cb	1H21	3Q20cb	3Q21	4Q20cb	4Q21	2H20cb	2H21	FY20cb
<b>Revenues</b>														
<em>yoy variance (cb)</em>														
<b>Fixed only services</b>	1.04	1 900	1 907	1 889	1 932	3 789	3 840							
<em>yoy variance (cb)</em>		0,4%	2,3%			1,3%								
<b>o/w voice</b>		953	918	968	916	1 921	1 834							
<em>yoy variance (cb)</em>		-3,7%	-5,3%			-4,5%								
<b>o/w data</b>		303	288	323	281	626	569							
<em>yoy variance (cb)</em>		-4,9%	-12,9%			-9,0%								
<b>IT &amp; integration services</b>	1.05	650	630	645	636	1 296	1 265							
<em>yoy variance (cb)</em>		-3,2%	-1,5%			-2,4%								
<b>Mobile</b>	1.03	723	769	718	796	1 442	1 565							
<em>yoy variance (cb)</em>		6,4%	10,8%			8,6%								
<b>Mobile only services</b>	1.03	223	220	203	220	426	440							
<em>yoy variance (cb)</em>		-1,3%	8,7%			3,4%								
<b>Wholesale</b>	1.06	163	157	160	161	324	318							
<em>yoy variance (cb)</em>		-3,9%	0,7%			-1,6%								
<b>Equipment sales</b>	1.07	10	12	11	10	21	21							
<em>yoy variance (cb)</em>		19,1%	-15,6%			0,3%								
<b>Other revenues</b>	1.08	50	52	31	49	81	101							
<em>yoy variance (cb)</em>		3,2%	59,3%			24,6%								
<b>EBITDAaL</b>	1.15	0	0	0	0	0	0							
<b>% of revenues</b>		0,0%	0,0%			0,0%								
<b>eCAPEX</b>	1.20					170	157							
<b>% of revenues</b>						4,5%	4,1%							



## ENTERPRISE operational KPIs

(accesses in thousands)	Glossary	2020				2021			
		1Q20	2Q20	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21

### Mobile KPIs

#### Customer base

<b>Mobile accesses (excl. MVNOs)</b>	2.20	<b>12 856</b>	<b>12 875</b>	<b>13 021</b>	<b>13 287</b>	<b>13 394</b>	<b>13 254</b>
Contract	2.21	12 856	12 875	13 021	13 287	13 394	13 254
M2M	2.23	9 961	9 943	10 086	10 279	10 303	10 167
Excluding M2M		2 895	2 932	2 935	3 009	3 091	3 087
Prepaid	2.22	0	0	0	0	0	0

### Fixed KPIs

#### Customer base - France

<b>Fixed accesses</b>	2.30	<b>1 489</b>	<b>1 467</b>	<b>1 442</b>	<b>1 404</b>	<b>1 361</b>	<b>1 325</b>
Fixed broadband accesses	2.32	248	246	244	241	238	236
Fixed narrowband accesses	2.36	1 241	1 220	1 199	1 163	1 123	1 088
IP VPN accesses		305	305	306	307	306	304
XoIP offers	2.50	94	95	94	98	99	101
<b>Customer base - Worldwide</b>							
IP VPN accesses		363	360	360	366	355	352



## INTERNATIONAL CARRIER & SHARED SERVICES

(in millions of euros)	Glossary	2020													
		1Q19cb	1Q20	2Q19cb	2Q20	1H19cb	1H20	3Q19cb	3Q20	4Q19cb	4Q20	2H19cb	2H20	FY19cb	FY20
<b>Revenues</b>		371	374	375	355	746	728	373	352	375	370	748	722	1 495	1 450
<i>yoy variance (cb)</i>		0,7%		-5,4%		-2,4%		-5,7%		-1,4%		-3,6%		-3,0%	
<b>Wholesale</b>	1.06	274	271	269	259	543	530	269	250	265	259	534	508	1 077	1 038
<i>yoy variance (cb)</i>		-0,9%		-3,8%		-2,4%		-7,2%		-2,4%		-4,8%		-3,6%	
<b>Other revenues</b>	1.08	96	103	107	96	203	199	104	102	110	111	214	213	418	412
<i>yoy variance (cb)</i>		6,6%		-10,4%		-2,4%		-1,9%		0,8%		-0,5%		-1,4%	
<b>EBITDAaL</b>	1.15					(183)	(179)					(93)	(65)	(276)	(244)
<i>% of revenues</i>						-24,5%	-24,6%					-12,4%	-9,0%	-18,5%	-16,9%
<b>eCAPEX</b>	1.20					73	123					55	10	128	133
<i>% of revenues</i>						9,8%	16,9%					7,4%	1,3%	8,6%	9,2%



## INTERNATIONAL CARRIER & SHARED SERVICES

(in millions of euros)	Glossary	2021												
		1Q20cb	1Q21	2Q20cb	2Q21	1H20cb	1H21	3Q20cb	3Q21	4Q20cb	4Q21	2H20cb	2H21	FY20cb
<b>Revenues</b>		374	364	355	379	729	743							
<i>yoY variance (cb)</i>			-2,5%		6,7%		2,0%							
<b>Wholesale</b>	1.06	272	255	260	267	532	522							
<i>yoY variance (cb)</i>			-6,3%		2,8%		-1,9%							
<b>Other revenues</b>	1.08	101	109	95	112	196	221							
<i>yoY variance (cb)</i>			7,8%		17,4%		12,4%							
<b>EBITDAaL</b>	1.15					(148)	(182)							
% of revenues						-20,2%	-24,5%							
<b>eCAPEX</b>	1.20					110	110							
% of revenues						15,0%	14,8%							