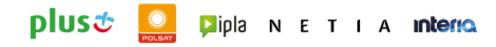


Equity story Q3'20 results

Investor Presentation

November 2020

Cyfrowy Polsat S.A. Capital Group





1. Executive summary and strategic directions



Mission of Polsat Group



Who we are

We are the leading provider of entertainment and telecommunication in Poland.

Our mission

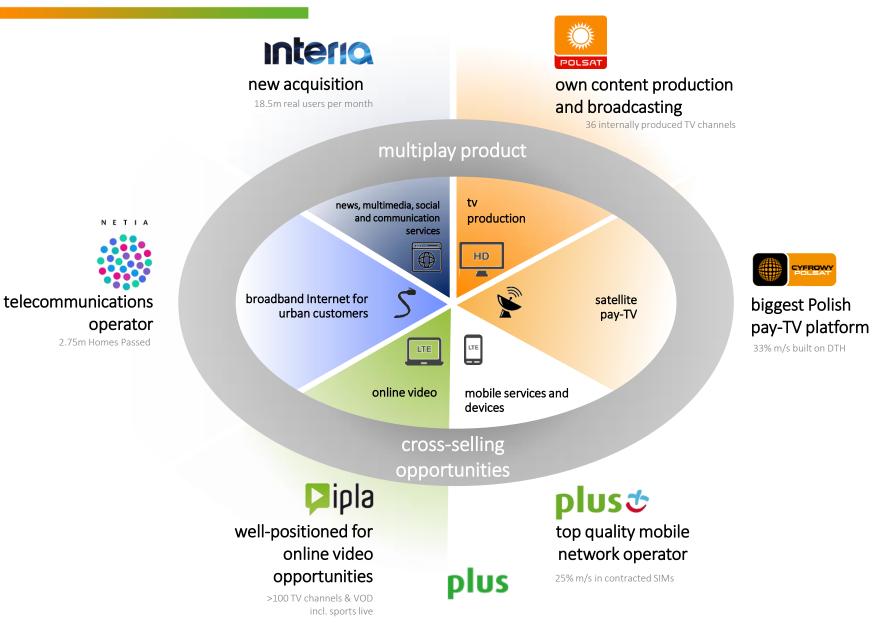
Our mission is to create and deliver the most attractive TV content, telecommunication products and other services for the home, as well as individual and business customers, using state-of-the-art technologies to provide top quality multiplay services that match the changing needs of our customers, while maintaining the highest possible level of their satisfaction.



Our assets



4



Strategic idea for the coming years



Internet for everyone

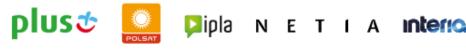
Mobile, Home mobile/ODU IDU/, Fiber optic

Content/Television for everyone

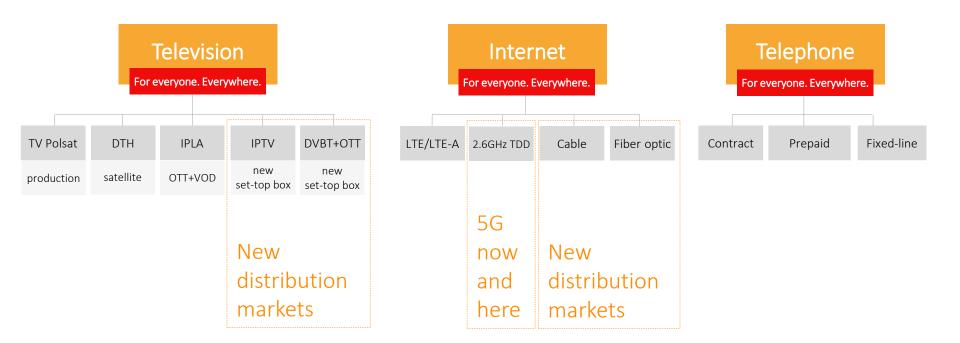
Satellite, IPTV (closed network), OTT (open network)

Telephone for everyone

Plus/Plush – subscription and prepaid services available across Poland



Our services – For everyone. Everywhere.





CYFROWY

Our content – emotions for everyone





CYFROWY

smartDOM strategy: combining a wide portfolio of services with content, i.e. emotions







 Providing stable services against a flat, monthly access fee while ensuring satisfactory quality

Content = Emotions /Entertainment/











- → Addressing all important audience segments
- → Fresh content every day
- On all distribution platforms



VALUE FOR MONEY OFFER

Focus on contracted services and customer loyalty provides a stable business model



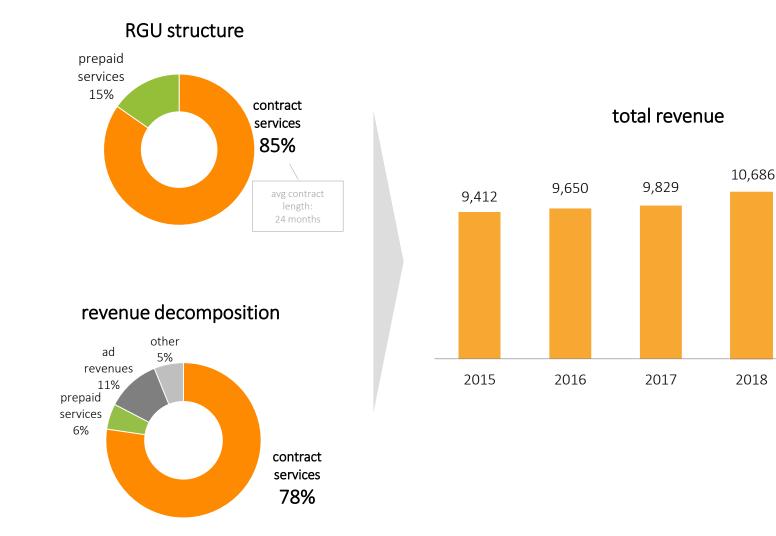
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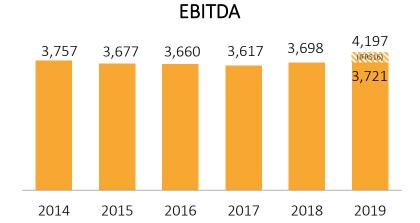
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Source: Company data, pro forma for Aero2 acquisition; 2018 - based on currently applicable IFRS 15 standard and incl. Netia Group's results

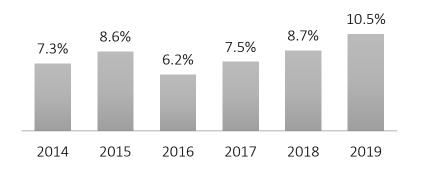
Stable EBITDA combined with low CAPEX needs yields strong recurring FCF

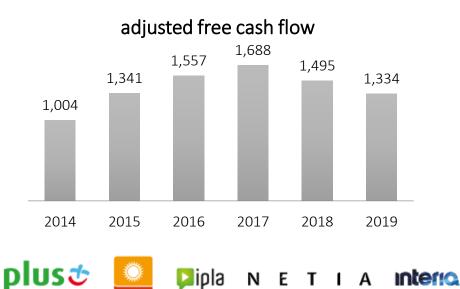






CAPEX intensity





Source: Company data, 2014-2016 pro forma for Aero2 acquisition

Stable company providing attractive returns to shareholders





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The largest database of contract customers in the country

 $\begin{array}{c} \textbf{46\%} \text{ of households in Poland have at least} \\ \text{ one of our services}^1 \end{array}$

smartDOM as a platform for successive building of values and loyalty

New distribution markets

- → IPTV and DVBT + OTT
- → Fiber optic / cable
- → VAS upselling

High, stable financial results

Attractive dividend

>11.5 bn PLN in revenues 4.2 bn PLN of EBITDA ~1.5 bn PLN of FCF² at least **PLN 0.93** per share³

recurring strong FCF allows for further debt reduction

Note: (1) Source: Market Situation Survey 2018. Representative sample of households in Poland, n= 5,494. Study carried out using the individual CAPI interview method. Study conducted by IQS Sp. z o.o.

(2) Revenue and EBITDA based on FY'19, FCF based on 2017-2019 average. (3) Based on 2019-2021 dividend policy. Interio



2. Our background and competitive position



We head towards creating a fully convergent TV and telco operator



Control over key assets is essential for executing our long-term strategy





Content production

- ad sales and brokerage house
- loyal viewers
- diversified distribution
- well-established brand
- no. 1 player in sports
- unique local content
- TV production studios
- broadcasting licenses



Satellite & Internetbased pay-TV

- multiplay offer based on own products
- contracted customers
- well-established brand
- own sales channels
- own set-top-box factory
- satellite broadcasting infrastructure
- IPTV/OTT technology

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Mobile voice & broadband

- multiplay offer based on own products
- contracted customers
- well-established brand
- own sales channels
- countrywide mobile infrastructure, incl. towers
- unique portfolio of frequencies

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Online video

- potential for upselling to pay-TV and mobile customers
- distribution through fixed and mobile technologies
- additional window for monetizing sports content
- key local content on exclusivity basis
- internally developed online platform

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Fixed-line broadband

- ca. 2.7m HPs in own fixed access network (B2C)
- contracted customers
- strong position on B2B market – key office buildings already wired
- well-established brand
- 20k km of countrywide backbone network

Interio

Internet media

- leading player on the Polish market of new generation media
- ca. 60% of Internet users in Poland
- webpages visited by over 18m real users every month
- number of page views exceeds 1.5 bn per month

Unique convergent offer among media and telco providers



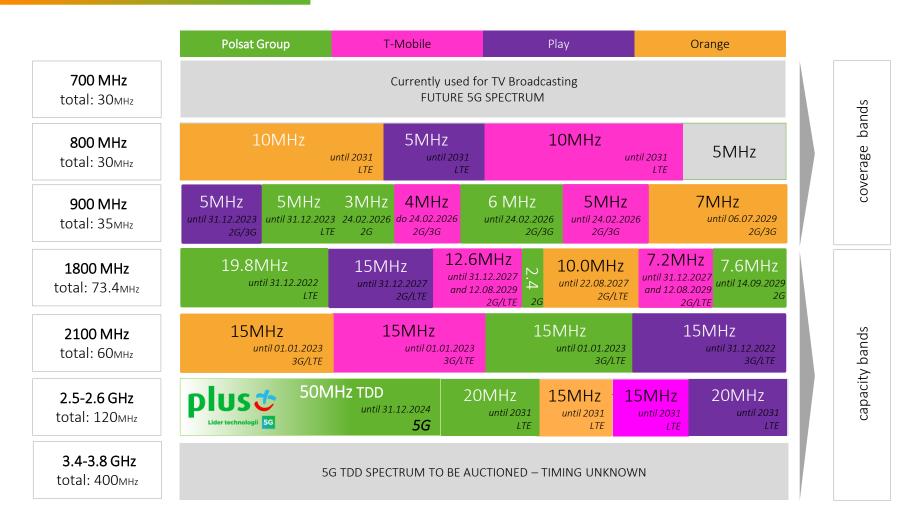


Source: web pages of operators, UKE.

Note: (1) In 2019 T-Mobile and in 2020 Play started providing fixed BB based on third party infrastructure.

Our unique frequencies allow for first-to-market 5G deployment

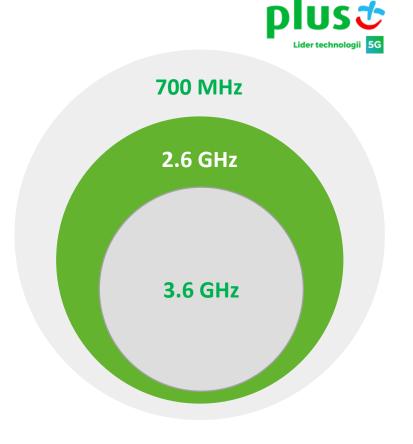




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2.6 GHz frequency provides an optimal ratio of efficient coverage to transfer speed

- In May 2020 Plus launched the first commercial 5G network in Poland, providing up to 600 Mbps transfers
- The 2.6 GHz band enables transmission of higher volumes of data at higher speeds while covering a larger area within every cell
- Hence, 2.6 GHz band provides an opportunity for a cost-efficient rollout of urban 5G
- Ultimately Plus 5G network will be rolled out using all the available frequency bands





We want to use this window of opportunity to take the lead in the 5G race in Poland!

- We plan to put on air >1,700 BTS in >150 towns and cities by 2021
- 11 million Poles will soon be within our 5G network coverage
- Real mobile broadband highway: up to 600 Mbps, stable connections, low latency
- No spectrum sharing just pure 5G!







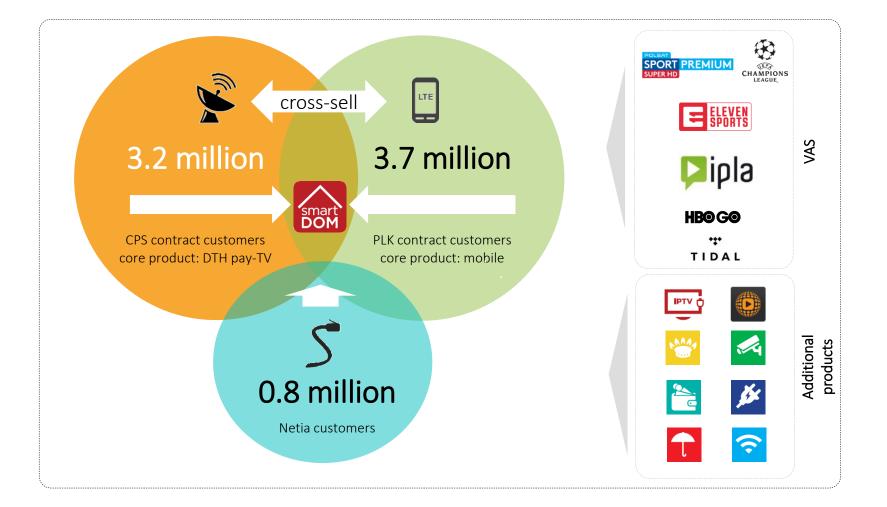


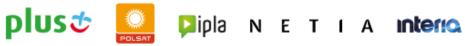
3. Merging our customer bases provides us with opportunities



Our market strategy focuses on cross-selling services within our joint customer base

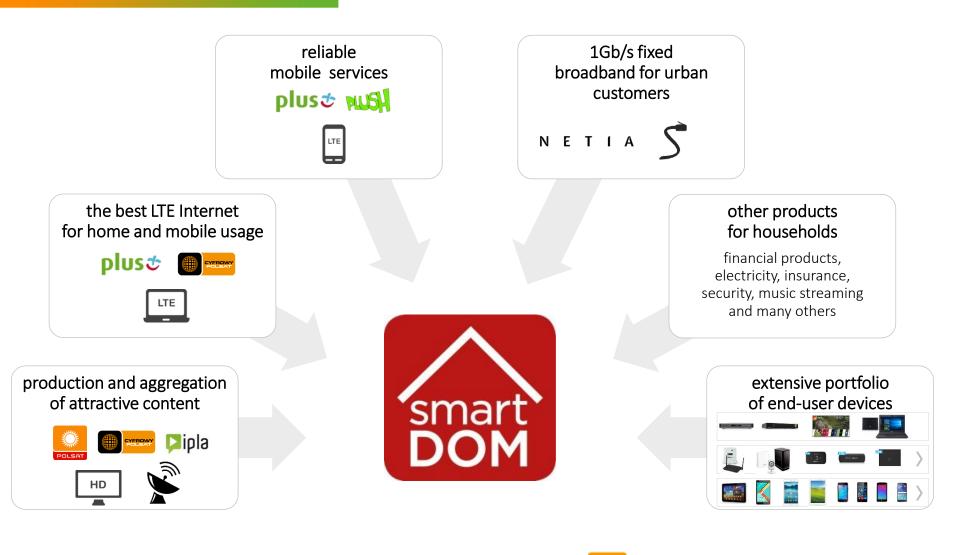






Source: Company data

SmartDOM is our key proposition for the underdeveloped Polish multiplay market



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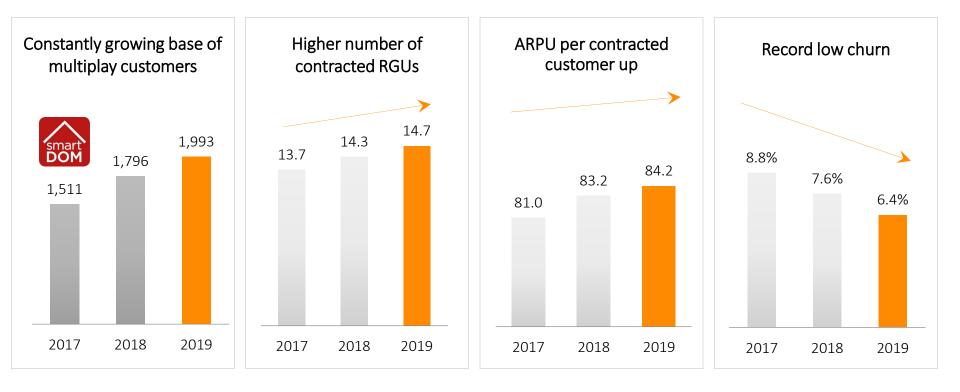
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CYFROWY

Our multiplay strategy results in ARPU growth and strong customer loyalty







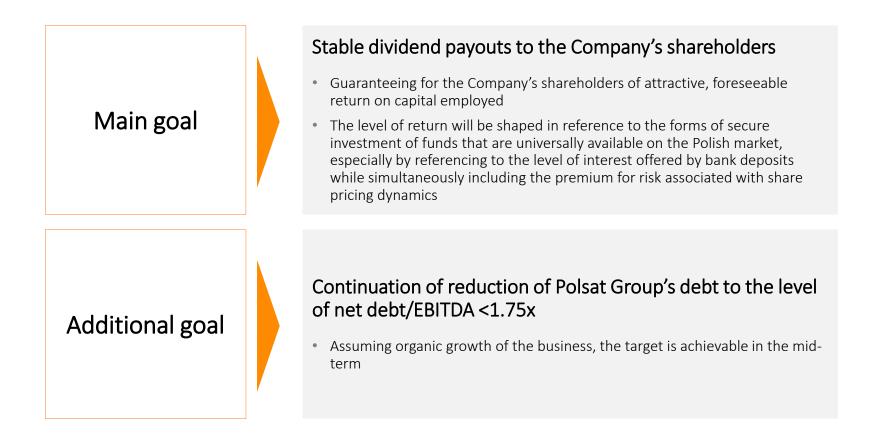


4. Dividend policy



Major assumptions underlying the management of capital resources





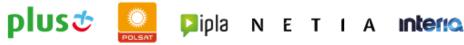


Proposed dividend payouts in the years 2019-2021



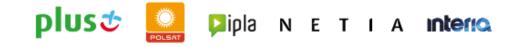


Dividend payout in the amount of PLN 0.93 per share generates a return rate of around 4.1% annually, based on Cyfrowy Polsat's average capitalization level in Q4'18





5. Strong track record



Successful decade of Polsat Group on WSE





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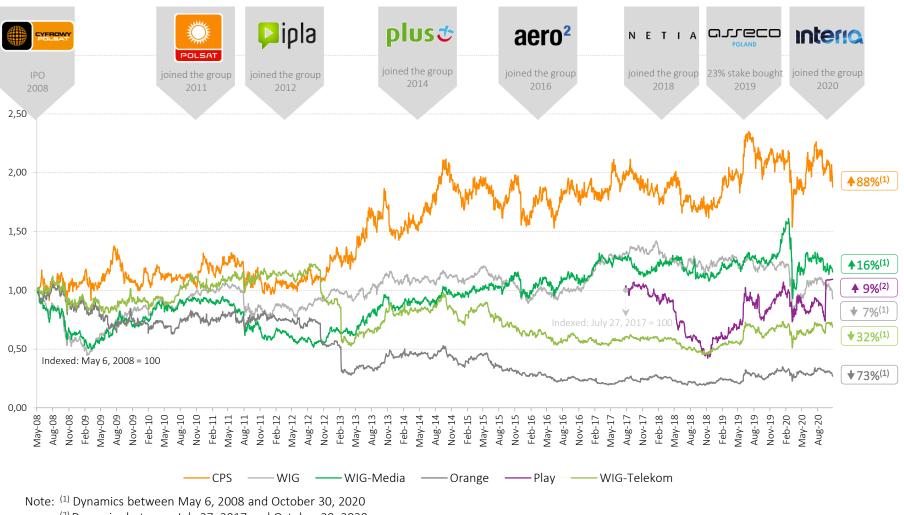
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Our strategic investments positively impacted the value of Polsat Group



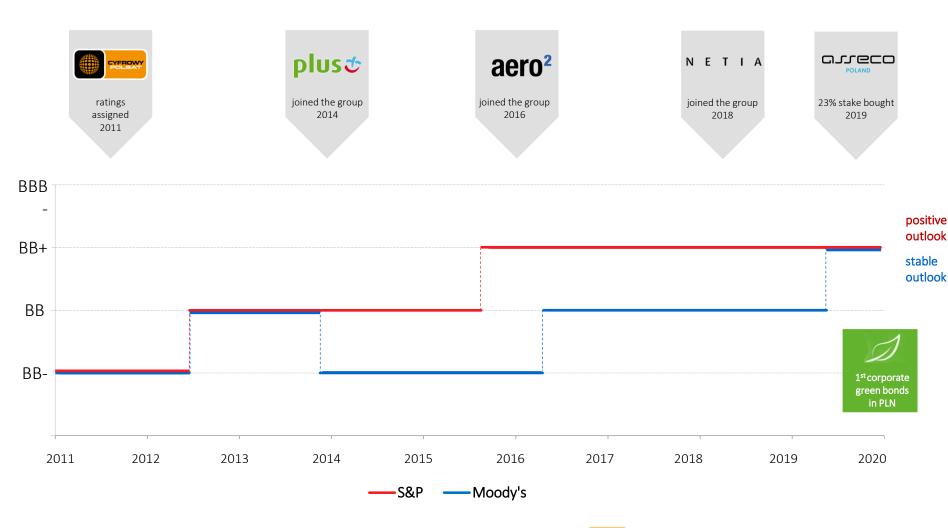
CPS stock performance since IPO compared to WSE indexes



⁽²⁾ Dynamics between July 27, 2017 and October 30, 2020

Our debtholders' comfort is equally important to us









We communicate transparently



Open dialogue with investors and brokers

14 brokers actively covering Polsat Group



2014-Q3'20 avg variance of the previews consensus vs actuals:

- revenue: 1.0%
- EBITDA: 2.2%

Management Board and IR team welcome interactions with investors

Our IR activities in numbers:

- ca. 20 national & international conferences and roadshows annually
- ca. 220 meetings with investors annually
- regular visits to London, NY, Boston, Paris, Frankfurt, Prague, Stockholm, etc.
- quarterly result calls conducted in English

We were frequently awarded for our communication



Listed Company of the Year Top Investor Relations

CEE Capital Markets Awards "Distinguishing top public companies listed in Central Eastern Europe"

> Best IR dept of a listed company – Poland

2018 All-Europe Executive Team



- Best IR Program
- Best CFO
- Best IR Professional
 (MEDIA sector, in the poll of sell-side representatives)





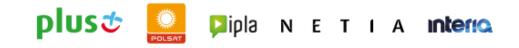


6. Appendix



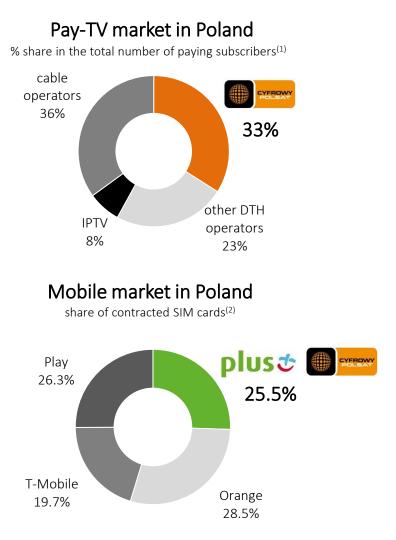


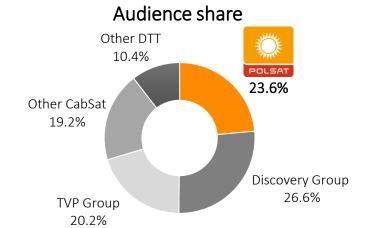
Current market position on individual markets



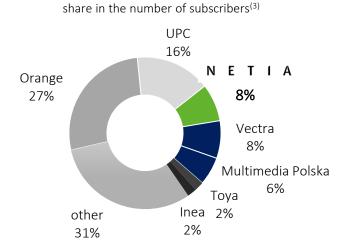
Competitive environment







Fixed broadband market in Poland

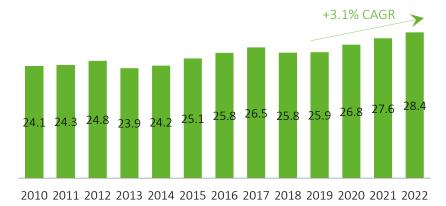


Source: NAM, All 16-49, all day, SHR%, 9M'20, including Live+2, internal analysis Note: (1) As at 2018, based on own estimates, sector data and PMR estimates

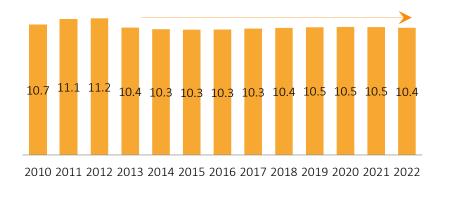
(2) As at 2019, own estimates based on data published by other operators

(3) Own estimates based on UKE ("Report on the telecommunications market in Poland in 2019"), incl. off-net customers.

Market development and forecasts

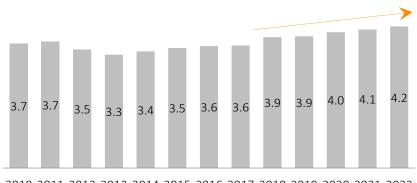


Total Polish mobile market value (bn PLN)



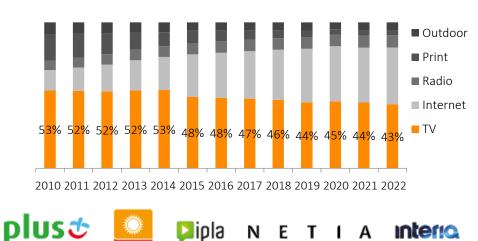
Total number of pay-TV customers in Poland (million)

Source: PMR; Zenith, "Advertising Expenditure Forecasts – July 2020"



Total Polish TV ad market value (bn PLN)

2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 2020 2021 2022



Polish ad market structure



Strategic acquisition of Interia.pl

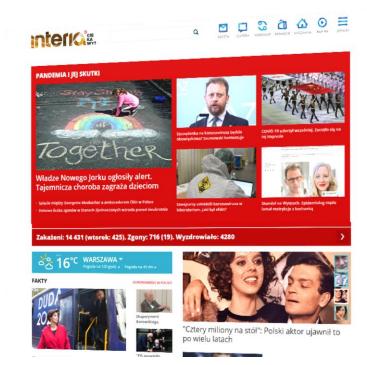


Strategic acquisition of Interia



- A strategic decision aimed at Polsat Group taking a significant position in the Internet
- A well-managed business with a competent team
- Additional channel for distribution and monetization of the content currently produced for the needs of TV Polsat's channels
- Significant strengthening of the position on the dynamically growing on-line advertising market
- Concentration of marketing efforts in the Internet for the entire portfolio of Polsat Group's products and services

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Source: Interia

Interia Group business at a glance

- Interia Group is the TOP3 leading Media Tech Group and one of the biggest digital companies in Poland
- The company operates one of the biggest horizontal portals with an email system and news, thematic vortals as well mobile applications and tools generating revenue across a wide variety of different income streams







Investment into Interia.pl opens an extensive range of Internet categories for our further exploitation





68% internet users reach in Poland

1.5bn monthly page views

Note: internet statistics includes Polsat-Interia Group

18.5m

users per month

We plan to double Interia's EBITDA in the mid-term





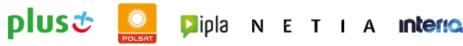
An additional channel for the monetization of content currently produced for the needs of the 34 Polsat family channels



Cost optimization by insourcing the online marketing campaigns run by Plus, Cyfrowy Polsat, IPLA, Netia or in TV Polsat's channels

×.5

Polsat Media Biuro Reklamy advertising office will assure more efficient sales of Interia's advertising space





Strategic alliance of Cyfrowy Polsat and Asseco Poland – local TMT sector leaders



Strategic alliance of two Polish TMT sector leaders





- #1 on the Polish media and telecommunications market
- 28 years of continued business development
- provides services to 46% of Polish households
- effective strategy allowed to outpace all local competitors
- full spectrum of products provides content, connectivity and other services for the home
- full range of key assets
- new areas of growth (geographic- and productwise)
- 11-year success story on the WSE

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- #1 software producer in Poland and CEE
- #6 software producer in Europe
- 30 years of experience in the IT sector
- 25K employees, including 5K in Poland
- 4.8K employees engaged in R&D
- rich experience in the TMT sector gained on the Polish and international markets
- focus on proprietary software for key economy sectors
- one of Polsat Group's key partners in the past
- 15-year success story on the WSE

Our organizations have a lot in common

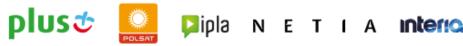
Polish companies that perfectly manage international competition on a local market

Benefits of the project from Cyfrowy Polsat's perspective





- Opting for a local partner, strongly engaged in the implementation of Polsat Group's IT environment, as a way to **diversify risk in the IT area**
- Polsat Group's focus on core media and telecommunications activities. Asseco shall ensure the highest level of IT solutions and services
- Ensuring the possibility to influence the **directions of development in prospective areas of technology** (payments, cybersecurity, business intelligence, 5G, etc.) thanks to the capital alliance
- Guarantee of support for dynamically developing operations of Polsat Group thanks to the significant competence potential of Asseco
- Execution opportunities for **new products and services** thanks to Asseco's scale of operations
- Asseco's international experience an inspiration for further development of services provided by Polsat Group
- Shares of Asseco Poland, with a dividend yield of approximately 5%, represent an **outstanding capital investment for Cyfrowy Polsat**



Today Polsat Group's IT area generates nearly PLN 400m of costs annually¹



- Along with the development of operations, the complexity of Polsat Group IT area grows dramatically
- Providing products tailored to the needs of our customers will generate further pressure on cost increases in the IT area
- High expertise in IT area will be also crucial for success of B2B projects run by Netia and Polkomtel

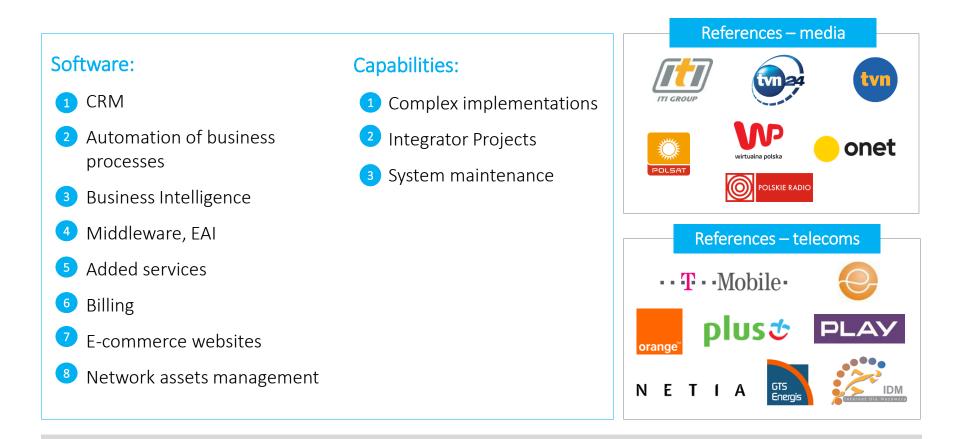
CP Group's IT area in numbers²

522 FTES	175 IT partners and subcontractors	295 projects run in 2019
Operator services 24x7x365	62.6K incidents solved annually	5.5K problems solved annually
120K calls to service desk annually	82K product offers	447 applications
5,267 servers	9,134 TB of gross capacity on disk arrays	10K PC computers in maintenance

A Interio

Asseco's TMT offering in Poland





Over **350 engineers** highly experienced in the execution of the most complex

and demanding projects within the telecommunications and media sectors

Asseco's international TMT references





Current shareholding structure of Asseco Poland S.A.



Shareholder	Number of shares and votes at GMS	Voting interest at GMS
Adam Góral (founder and CEO)	8 083 000	9.74%
Cyfrowy Polsat S.A.	19 047 373	22.95%
AVIVA Otwarty Fundusz Emerytalny Aviva Santander	8 301 733	10.00%
Nationale-Nederlanden Otwarty Fundusz Emerytalny	4 171 121	5.03%
Other shareholders	43 397 076	52.29%
Total	83 000 303	100%



Strategic context of the investment in Netia



Why did we buy Netia?





Valuable infrastructure

Complementary broadband technology, extensive backbone provides higher flexibility in further development of telecommunication network



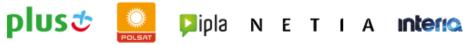
Attractive customer base

Potential for upselling products on the B2C market, significant strengthening of competitive position on the B2B market



Completely new market

Existing wireline access network already reaching several dozen of the biggest cities in Poland



Netia's infrastructure provides us with access to a completely new market





satellite TV (DTH)	cable TV (IPTV)				
LTE home Internet	1Gb/s fixed-line broadband				
mobile telephony					
video online					

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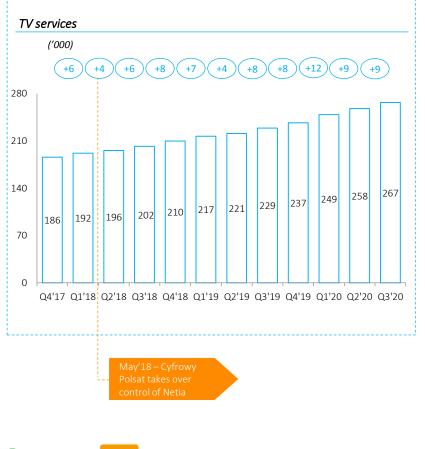
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•	nentation of synergies in etia according to plan	cooperatio	
		ESTIMATED CUMULATIVE EFFECT (2018-2023)	
Revenue	 Extension of smartDOM offer to include FTTH/DOCSIS Mutual upselling of products and services to B2C and B2B bases Improved efficiency of Netia's sales by exploiting CP POS network VAS and new products offered by the Group, e.g. IPTV 		
Operating expenses	 Taking advantage of the economies of scale to optimize content costs Higher efficiency of marketing activities Optimization of sales, customer care and customer retention costs Reduction of the number of POS's (overlap) Reduction of technical costs, including the cost of wholesale access to external infrastructure and MVNO-related costs Integration of technical and IT departments Other, including back office 	EBITDA synergies ca. PLN 600m	implemented according to plan
CAPEX	 Own production of set-top boxes, modems and routers Exploiting the negotiating power of the two companies Efficient investments into further development of the telecommunication network 	CAPEX synergies ca. PLN 200m	implemented according to plan

Positive effects of synergies already visible in Netia's KPIs...





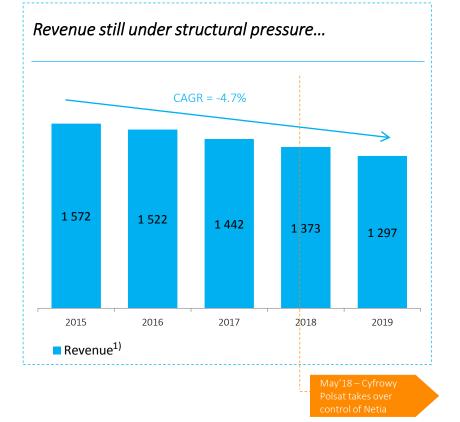


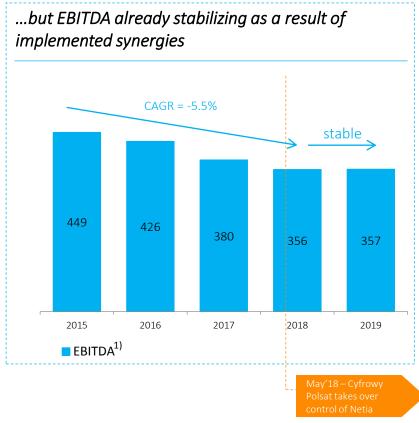
plus

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... and Netia's financial results







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NETIA INTERIO

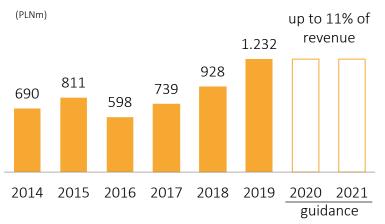


Our frequencies and CAPEX profile

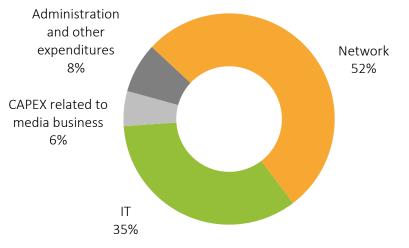


Capex guidance goes up to 11% of revenue after Netia acquisition



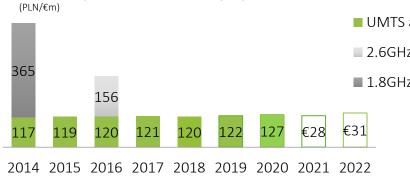


Cash CAPEX and guidance



CAPEX decomposition in 2019

Frequencies related payments



UMTS annual fee

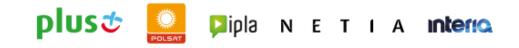
2.6GHz purchase

1.8GHz renewal





Long-term business performance trends



Over 2 million customers of multiplay offer

- Consistent implementation of our multiplay strategy results in a stable increase in the number of customers with bundled services by 100K YoY
- The number of RGUs owned by these customers increased to 6.28m
- Another quarter of decline in churn level – mainly due to our multiplay strategy

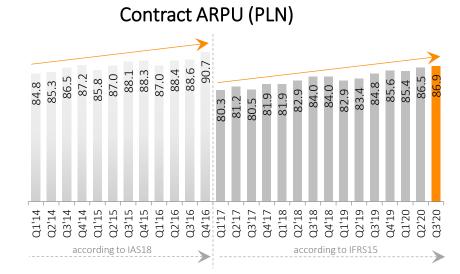
Number of multiplay customers +5% 2,048 2,028 1,947 DOM (thous. customers) 37% 36% 35% Q2'20 Q3'20 Q3'19 # of multiplay customers saturation of customer base with multiplay (%) Churn 6.8% 6.4% 6.1% Q3'19 Q2'20 Q3'20 Interio

CYFROWY

Multiplay supports the continuous growth of the number of services and ARPU







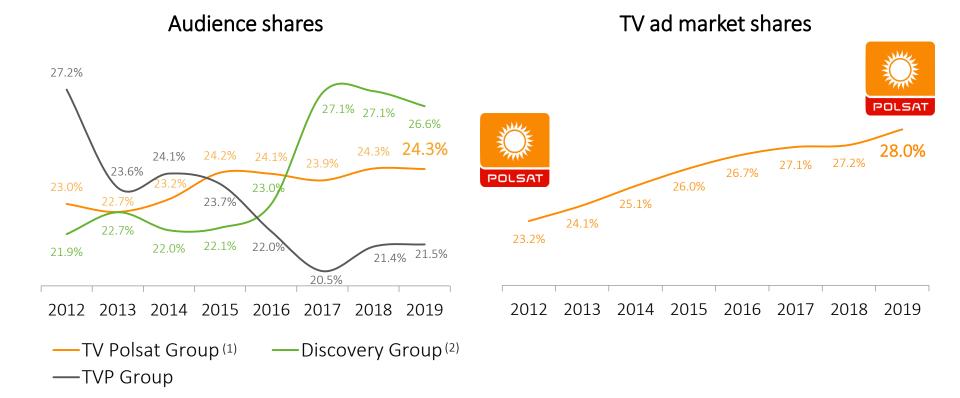
11 983 12 023 12 231 12 348	12 395 12 377 12 419 12 615 12 744 12 881 13 018	13 255 13 337 13 420 13 530 13 530 13 685 13 930 11 057	14 05 / 14 259 14 331 14 452 14 588 14 729 14 797 14 979 14 979
Q1'14 Q2'14 Q3'14 Q4'14	Q1'15 Q2'15 Q2'15 Q4'15 Q1'16 Q1'16 Q2'16 Q3'16	Q4'16 Q1'17 Q2'17 Q3'17 Q4'17 Q1'18 Q1'18 Q2'18 Q2'18	Q4'18 Q1'10 Q2'19 Q3'19 Q1'20 Q1'20 Q3'20 Q3'20

Contract RGUs EOP

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TV Polsat successfully monetizes its strong viewership results





Source: audience share: NAM, All 16-49, all day, SHR%; ad market share: revenue from advertising and sponsoring of TV Polsat Group according to Starcom's definition; internal analysis

Note: (1) excluding partnership channels: Polsat Viasat Explore, Polsat Viasat Nature, Polsat Viasat History, JimJam, CI Polsat

(2) 2017-2018 - pro forma, TVN Group channels and Discovery Networks Europe; 2012-2016 – TVN Group



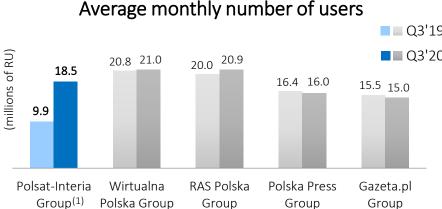


Q3'20 operational performance a. Media segment: TV and online



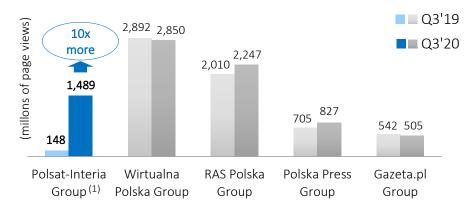
Strong position in the online business in Q3'20

- We are a leading Internet publisher in Poland thanks to the acquisition of Interia
- Our leading position in the web • media: 18.5m users and 1.5bn page views enable us to effectively pursue the synergies that we have announced



Q3'19 Q3'20

Average monthly number of page views



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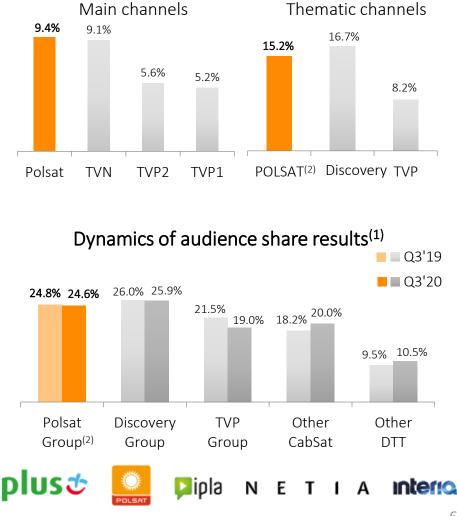
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Viewership of our channels in Q3'20

 Polsat's main channel is the unquestioned viewership leader in the commercial group

Audience shares⁽¹⁾



Source: NAM, All 16-49, all day, SHR%, including Live+2⁽¹⁾, internal analysis

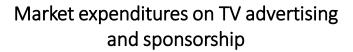
Note: (1) Audience shares include both live broadcasting and broadcasting during 2 consecutive days (i.e. Time Shifted Viewing)

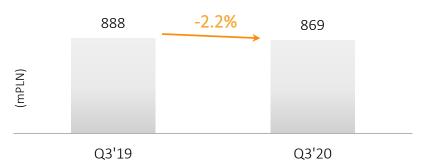
(2) Excluding partnership channels: Polsat Viasat Explore, Polsat Viasat Nature, Polsat Viasat History, JimJam, CI Polsat, Polsat Comedy Central Extra



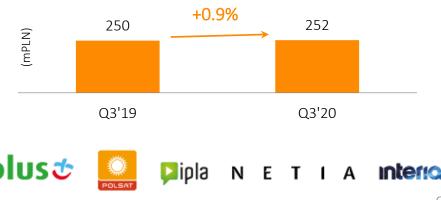
Position on the advertising market in Q3'20

- The dynamics of advertising and sponsorship revenues of TV Polsat Group above the market trend
- As a result, our share in the TV advertising and sponsorship market increased to 29.0%





Revenue from advertising and sponsorship of TV Polsat Group⁽¹⁾



Source: Publicis Groupe, preliminary data, spot advertising and sponsorship; TV Polsat; internal analysis

Note: (1) Revenue from advertising and sponsorship of TV Polsat Group according to Publicis Groupe definition

CYFROW



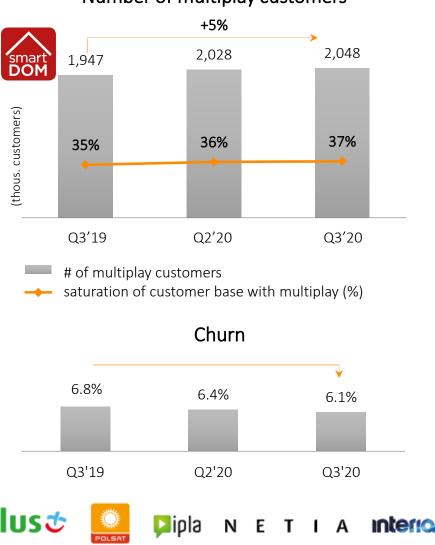
Q3'20 operational performance b. B2C and B2B services segment



Over 2 million customers of multiplay offer

- Consistent implementation of our multiplay strategy results in a stable increase in the number of customers with bundled services by 100K YoY
- The number of RGUs owned by these customers increased to 6.28m
- Another quarter of decline in churn level – mainly due to our multiplay strategy

Number of multiplay customers



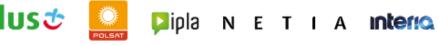
CYFROWY

More than 15 million provided contract services

- Increase in the number of contract services by 581K YoY
- Dynamic growth of voice services was driven by the successful implementation of our strategy of cross-selling and focusing on customer satisfaction, as well as by high demand among business customers for m2m services
- Stable base of pay TV and Internet services







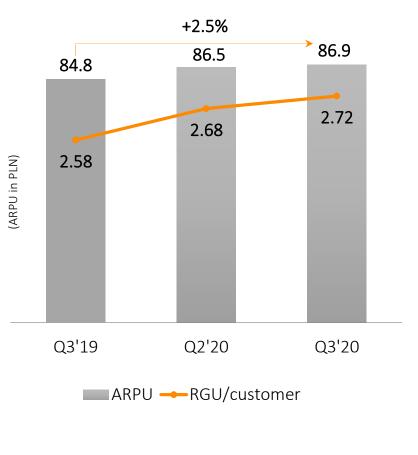
Interio

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Growth of ARPU thanks to the consistent implementation of the multiplay strategy

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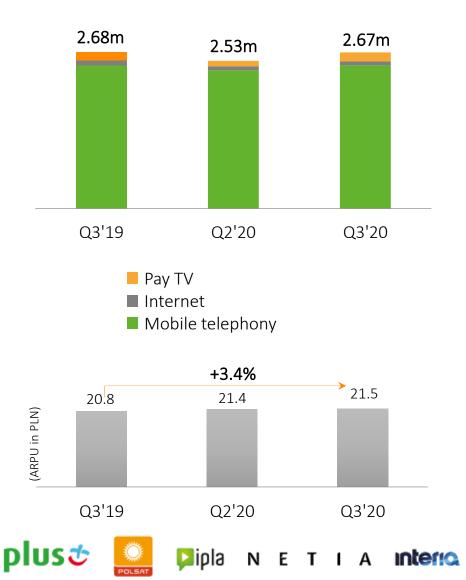
- 2.5% YoY increase in ARPU resulting from the consistent building of the value of the existing customer base and an increase in revenues from interconnection settlements
- Effective upselling of products under our multiplay strategy continues to be reflected in the growing RGU saturation per customer ratio





Fast rebuilding of the scale of provided prepaid services

- Good sales of voice services following the lockdown as well as high interest in VOD services translate into stabilization of the prepaid base
- Growing ARPU driven, among others, by a higher number of voice calls which translates into higher interconnect settlements





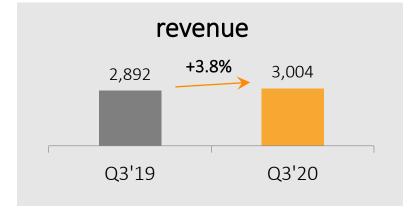


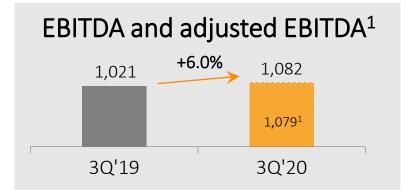
Q3'20 financial performance

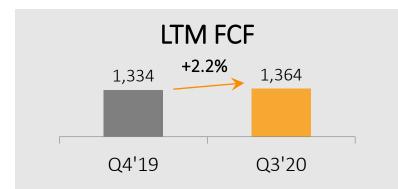


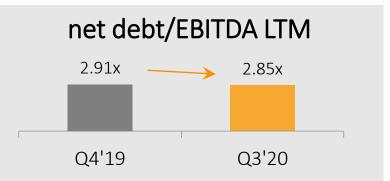
Results of the Group in Q3'20











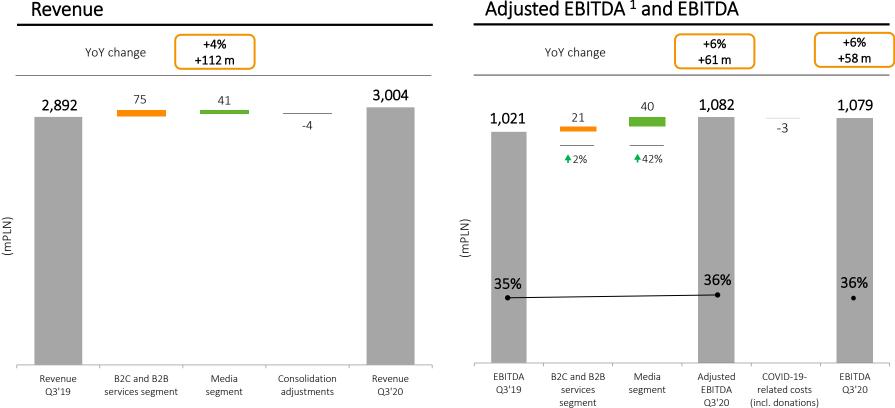


Source: Consolidated financial statements for the 9-month period ended 30 September 2020 and internal analyses

Note: (1) EBITDA excl. one-off costs related to COVID-19 (incl. donations) in the amount of PLN 3.3m $\,$



Revenue and EBITDA – change drivers



plus

Adjusted EBITDA¹ and EBITDA

EBITDA margin

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Diola

Source: Consolidated financial statements for the 9-month period ended 30 September 2020 and internal analyses

Note: (1) EBITDA excl. one-off costs related to COVID-19 (incl. donations) in the amount of PLN 3.3m

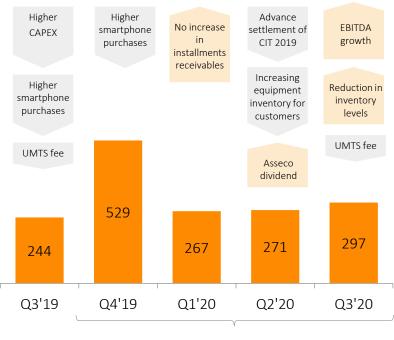
I A Interio

Stable cash generation



mPLN	Q3'20	9M'20
Net cash from operating activities	870	2.223
Net cash used in investing activities	-817	-1.361
Payment of interest on loans, borrowings, bonds and commissions	-63	-256
Payment of lease liabilities and interest	-133	-340
FCF after interest	-143	266
Acquisition projects	437	493
Bank fees and other costs of organizing refinancing	-	32
COVID-19-related costs (incl. donations)	-	4 5
	3	45

Adjusted FCF after interest



LTM PLN 1,364 m

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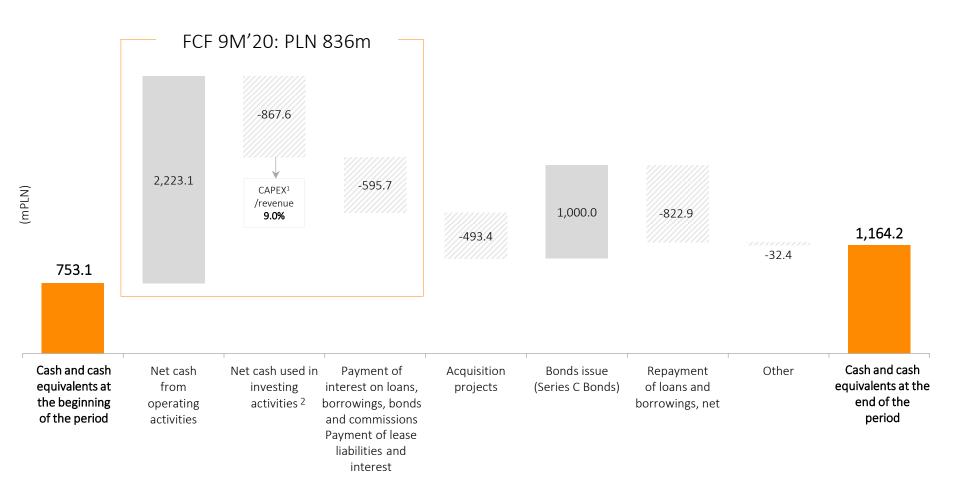
plus

Source: Consolidated financial statements for the 9-month period ended 30 September 2020 and internal analyses

Interio

High level of cash enables dividend payout in the amount of PLN 640 million





plus

Diola

Source: Consolidated financial statements for the 9-month period ended 30 September 2020 and internal analyses

Note: (1) Expenses on the acquisition of property, plant and equipment and intangible assets (2) Excluding acquisition projects

Interio

1 A

The Group's debt



mPLN	Carrying amount as at 30 Sep. 2020				
SFA (Tranche A and B)	9.291				
Revolving Credit Facility (RCF)	335				
Series B and C Bonds	2.000				
Leasing and other	1.442				
Gross debt	13.068				
Cash and cash equivalents ¹	(1.164)				
Net debt	11.903				
EBITDA LTM ²	4.172				
Total net debt / EBITDA LTM	2.85x				
Weighted average interest cost ³	1.8%				

 $^1\,{\rm This}$ position comprises cash and cash equivalents, incl. restricted cash, as well as short-term deposits.

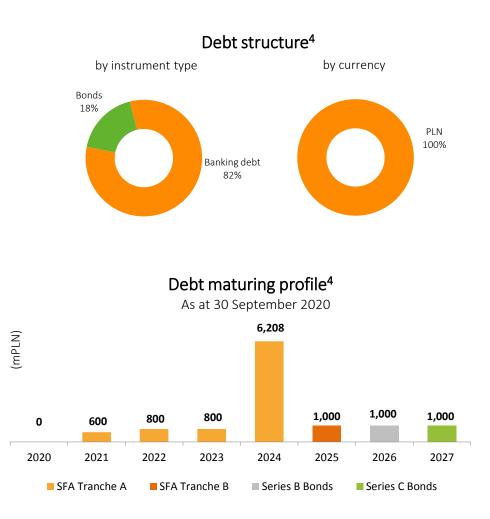
 2 In accordance with the requirement of the SFA, the EBITDA LTM calculation includes the adjusted EBITDA amount in the second and the third quarter of 2020, i.e., without the COVID-19 related costs, including donations.

³ Prospective average weighted interest cost of the SFA (including the Revolving Credit Facility) and the Series B and Series C Bonds, excluding hedging instruments, as at September 30, 2020 assuming WIBOR 1M of 0.20% and WIBOR 6M of 0.26%.

 4 Nominal value of the indebtedness as at 30 September 2020 (excl. the Revolving Facility Loan and leasing).

Source: Consolidated financial statements for the 9-month period ended 30 September 2020

and internal analyses



Dipla

Interio

Α

Our business has demonstrated high resistance to the disruptions caused by COVID-19



- Our diversified and subscription-based business model assures predictable and stable revenue streams
- Continued high demand for communication services and home entertainment has not suffered, even in spite of the temporary closure of part of our sales network
- Reduced cross-border mobility exerts **temporary pressure on roaming revenues**
- TV and the Internet are the advertising channels that are **most resistant to the turbulences caused by COVID-19**, currently the prospects for the fourth quarter are relatively stable
- We continuously generate high cash flows, which assures security in terms of current liquidity

Polsat Group's stable and safe business model allows comfortable day-to-day operations

COVID-19 exerts both positive impact and negative pressure on our financials



positive impact factors

- Demand for bigger data bundles due to higher data usage as a result of remote work and home education, both in the B2C and B2B segments
- Higher demand for premium content (pay TV / VOD), which is reflected by customers' migration to higher end service packages
- Low churn level
- Positive impact on retail revenues thanks to changes of mobile service prices in 2019/2020
- Higher IC revenue and costs due to higher voice traffic
- Less demanding labor market
- Interest rate reduction by 140 basis points, leading to reduced cost of debt servicing

- Uncertainties as regards the duration of the coronavirus pandemic and its ultimate impact on global, European and Polish economies
- Uncertainties regarding the mid-term prospects for the advertising market due to the slowdown of Polish, European and global economies
- Uncertainties surrounding the consequences of postponement of major sports events
- Significantly lower roaming traffic, even in spite of the borders having been opened
- Lower sales of prepaid starter sets during the lockdown and reduced number of foreign visitors coming to Poland
- Should the situation on the labor market deteriorate further, potential decrease of sales of mobile handsets/equipment can be expected due to the customers' lower propensity to buy expensive smartphones
- Potential bankruptcies in the sectors which have been hit hardest by the restrictions caused by the pandemics





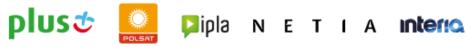
Additional information



Shareholding structure



Shareholder	Number of shares	% of shares	Number of votes	% of votes
Zygmunt Solorz, through	364,244,418	56.95%	523,961,929	63.98%
TiVi Foundation, including through:	298,080,297	46.61%	457,797,808	55.90%
Reddev Investments Limited	298,080,287	46.61%	457,797,788	55.90%
Embud 2 Sp. z o.o. S.K.A.	64,011,733	10.01%	64,011,733	7.82%
Tipeca Consulting Limited ¹	2,152,388	0.34%	2,152,388	0.26%
Others	275,301,598	43.05%	295,001,588	36.02%
Total	639,546,016	100.00%	818,963,517	100.00%



KPIs – B2C and B2B services segment

B2C and B2B services segment ⁽¹⁾	2017		201	18		2018		20:	19		2019	2020			
bzc and bzb services segment."	2017	Q1	Q2	Q3	Q4	2018	Q1	Q2	Q3	Q4	2019	Q1	Q2	Q3	
Total number of RGUs ²⁾ (contract + prepaid)	16,522,597	16,579,337	16,698,622	16,851,153	16,906,133	16,906,133	16,973,770	17,058,921	17,266,759	17,386,252	17,386,252	17,435,613	17,504,720	17,840,155	
CONTRACT SERVICES															
Total number of RGUs, including:	13,685,044	13,796,153	13,929,804	14,057,045	14,259,264	14,259,264	14,330,995	14,451,610	14,587,869	14,728,758	14,728,758	14,796,975	14,979,496	15,168,916	
Pay TV, including:	4,942,640	4,984,391	5,027,520	5,038,210	5,098,917	5,098,917	5,077,221	5,058,740	5,033,398	5,038,448	5,038,448	4,992,356	5,000,734	5,010,376	
Multiroom	1,099,582	1,114,833	1,127,285	1,141,820	1,160,353	1,160,353	1,167,983	1,173,866	1,180,891	1,192,984	1,192,984	1,187,199	1,197,486	1,200,561	
Mobile telephony	6,932,676	6,997,850	7,098,239	7,209,240	7,345,213	7,345,213	7,452,479	7,597,611	7,752,113	7,894,581	7,894,581	8,016,501	8,188,807	8,366,901	
Internet	1,809,728	1,813,912	1,804,045	1,809,595	1,815,134	1,815,134	1,801,295	1,795,259	1,802,358	1,795,729	1,795,729	1,788,118	1,789,955	1,791,639	
Number of customers	5,776,598	5,743,832	5,724,492	5,712,151	5,706,147	5,706,147	5,672,790	5,652,912	5,644,291	5,637,734	5,637,734	5,601,300	5,587,104	5,569 ,734	
ARPU per customer ³⁾ acc. to IFRS 15 [PLN]	81.9	81.9	82.9	84.0	84.0	83.2	82.9	83.4	84.8	85.6	84.2	85.4	86.5	86.9	
ARPU per customer ³⁾ acc. to IAS 18 [PLN]	89.0	88.7	89.6	90.1	90.5	89.7	-	-	-	-	-	-	-	-	
Churn per customer ⁴⁾	8.8%	8.5%	8.3%	7.9%	7.6%	7.6%	7.2%	7.0%	6.8%	6.4%	6.4%	6.6%	6.4%	6.1%	
RGU saturation per one cusotmer	2.37	2.40	2.43	2.46	2.50	2.50	2.53	2.56	2.58	2.61	2.61	2.64	2.68	2.72	
PREPAID SERVICES															
Total number of RGUs, including:	2,837,553	2,783,184	2,768,818	2,794,108	2,646,869	2,646,869	2,642,775	2,607,311	2,678,890	2,657,494	2,657,494	2,638,638	2,525,224	2,671 ,239	
Pay TV	79,561	75,159	59,722	91,261	95,685	95,685	144,586	87,176	142,886	161,208	161,208	171,958	93,292	158,060	
Mobile telephony	2,579,613	2,539,402	2,545,749	2,550,355	2,423,774	2,423,774	2,387,672	2,418,370	2,443,295	2,415,819	2,415,819	2,393,373	2,364,248	2,449,237	
Internet	178,379	168,623	163,347	152,492	127,410	127,410	110,517	101,765	92,709	80,467	80,467	73,307	67,684	63,942	
ARPU per total prepaid RGU ⁵⁾ [PLN]	19.9	20.1	20.4	20.8	20.3	20.4	20.1	20.8	20.8	20.3	20.5	20.7	21.4	21.5	

1) Customer - natural person, legal entity or an organizational unit without legal personality who has at least one active service provided in a contract model.

2) RGU (revenue generating unit) - single, active service of pay TV, Internet Access or mobile telephony provided in contract or prepaid model.

3) ARPU per customer - average monthly revenue per customer generated in a given settlement period (including interconnect revenue).

4) Churn - termination of the contract with Customer by means of the termination notice, collections or other activities resulting in the situation that after termination of the contract the Customer does not have

any active service provided in the contract model. Churn rate presents the relation of the number of customers for whom the last service has been deactivated (by means of the termination notice as well as deactivation as a result of collection activities or other reasons) within the last 12 months to the annual average number of customers in this 12-month period.

5) ARPU per total prepaid RGU - average monthly revenue per prepaid RGU generated in a given settlement period (including interconnect revenue)

CYFROWY

Key financial data



2018 ¹ IFRS 15 basis, Netia Group mPLN consolidated as of May 22, 2018				2019 ² 2018 IFRS 15 and IAS 17 basis				2019 2019 IFRS 15 and IFRS 16 basis					2020 2019 IFRS 16 ba					
	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4		Q1	Q2	Q3
Revenue	2,345.9	2,603.2	2,735.0	3,002.0	10,686.1	2,782.4	2,913.0	2,882.3	3,059.0	11,636.7	2,791.6	2,923.0	2,892.4	3,069.1	11,676.1	2,848.5	2,862.7	3,003.5
Retail revenue	1,352.2	1,482.1	1,630.5	1,627.8	6,092.6	1,606.0	1,616.1	1,618.3	1,618.4	6,458.8	1,606.0	1,616.1	1,618.3	1,618.4	6,458.8	1,604.5	1,592.0	1 , 623.8
Wholesale revenue	635.9	738.5	741.6	927.8	3,043.8	772.7	861.6	790.5	925.4	3,350.2	772.7	861.6	790.5	925.4	3,350.2	823.7	802.5	856.6
Sale of equipment	317.5	341.7	328.6	398.2	1,386.0	347.4	379.3	412.9	445.4	1,585.0	347.4	379.3	412.9	445.4	1,585.0	345.7	392.9	433.7
Other revenue	40.3	40.9	34.3	48.2	163.7	56.3	56.0	60.6	69.8	242.7	65.5	66.0	70.7	79.9	282.1	74.6	75.3	89.4
Operating costs	-1,917.1	-2,127.0	-2,345.8	-2,588.9	-8,978.8	-2,317.1	-2,404.4 -	-2,433.0	-2,593.0	-9,747.5	-2,317.0	-2,407.2	-2,436.8	-2,593.8	-9,754.8	-2,392.1	-2,455.6	-2,494.8
Technical costs and cost of settlements with telecommunication operators	-504.5	-578.5	-674.8	-691.1	-2,448.9	-651.3	-678.4	-664.1	-670.2	-2,664.0	-563.8	-591.4	-575.8	-580.3	-2,311.3	-600.8	-636.1	-609.0
Depreciation, amortization, impairment and liquidation	-454.5	-470.8	-523.5	-521.9	-1,970.7	-440.1	-444.6	-448.5	-453.2	-1,786.4	-547.1	-553.6	-561.5	-567.5	-2,229.7	-564.5	-565.9	-573.0
Cost of equipment sold	-272.5	-282.5	-281.1	-338.1	-1,174.2	-289.4	-321.7	-340.7	-368.6	-1,320.4	-289.4	-321.7	-340.7	-368.6	-1,320.4	-282.3	-334.8	-361.6
Content costs	-269.4	-323.0	-338.9	-424.0	-1,355.3	-369.0	-418.0	-423.0	-456.9	-1,666.9	-366.9	-415.8	-421.0	-454.8	-1,658.5	-388.8	-368.9	-396.7
Distribution, marketing, customer relation management and retention costs	-205.2	-223.5	-236.5	-268.7	-933.9	-249.5	-245.6	-261.0	-282.7	-1,038.8	-244.8	-241.8	-256.6	-278.1	-1,021.3	-224.4	-232.0	-247.4
Salaries and employee-related costs	-143.8	-169.3	-187.1	-238.7	-738.9	-212.6	-205.6	-199.3	-253.1	-870.6	-212.6	-205.6	-199.3	-253.1	-870.6	-221.9	-210.2	-208.0
Cost of debt collection services and bad debt allowance and receivables written off	-11.9	-17.6	-34.8	-19.6	-83.9	-34.6	-16.9	-19.8	-27.6	-98.9	-34.6	-16.9	-19.8	-27.6	-98.9	-44.3	-36.6	-22.8
Other costs	-55.3	-61.8	-69.1	-86.8	-273.0	-70.6	-73.6	-76.6	-80.7	301.5	-57.8	-60.4	-62.1	-63.8	-244.1	-65.1	-71.1	-76.3
Other operating income.,net	6.7	-0.6	7.3	6.3	19.7	16.6	6.7	3.4	19.0	45.7	16.6	6.7	3.4	19.0	45.7	5.8	-13.0	-2.8
Profit from operating activities	435.5	475.6	396.5	419.4	1,727.0	481.9	515.3	452.7	485.0	1,934.9	491.2	522.5	459.0	494.3	1,967.0	462.2	394.1	505.9
Gain/loss on investment activities, net	-3.4	-45.9	11.7	4.6	-33.0	1.3	13.6	-34.5	39.2	19.6	-12.2	4.8	-53.8	34.2	-27.0	-74.2	-1.2	-26.2
Finance costs	-72.6	-98.9	-101.6	-113.6	-386.7	-102.7	-170.0	-97.9	-95.3	-465.9	-102.7	-170.0	-97.9	-95.3	-465.9	-153.8	-47.7	-66.6
Share of the profit of associates accounted for using the equity method	5.2	-0.1	-3.5	-2.8	-1.2	-1.7	-1.9	-1.3	-1.6	-6.5	-1.7	-1.9	-1.3	-1.6	-6.5	16.3	17.8	13.5
Gross profit for the period	364.7	330.7	303.1	307.6	5 1,306.1	378.8	357.0	319.0	427.3	1,482.1	374.6	355.4	306.0	431.6	1,467.6	250.5	363.0	426.6
Income tax	-72.5	-99.3	-76	-242.2	-490.0	-78.0	-86.9	-72.0	-118.9	-355.8	-77.3	-86.5	-69.5	-119.7	-353.0	-66.7	-72.3	-81.6
Net profit for the period	292.2	231.4	227.1	65.4	816.1	300.8	270.1	247.0	308.4	1,126.3	297.3	268.9	236.5	311.9	1,114.6	183.8	290.7	345.0
EBITDA	890.0	946.4	920.0	941.3	3,697.7	922.0	959.9	901.2	938.2	3,721.3	1,038.3	1,076.1	1,020.5	1,061.8	4,196.7	1,026.7	960.0	1,078.9
EBITDA margin	37.9%	36.4%	33.6%	31.4%	34.6%	33.1%	33.0%	31.3%	30.7%	32.0%	37.2%	36.8%	35.3%	34.6%	35.9%	36.0%	33.5%	35.9%
Adjusted EBITDA ³																	1,001.5	1,082.2
Adjusted EBITDA margin ³																	35.0%	36.0%

Note: 1) Data presented in accordance with standards IFRS 9 Financial Instruments and IFRS 15 Revenue from Contracts with Customers. Data is not comparable to data for previous periods. 2) Data excluding the impact of IFRS 16; 3) EBITDA excl. one-off costs related to COVID-19 (incl. donations)





RGU (Revenue Generating Unit)	Single, active service of pay TV, Internet Access or mobile telephony provided in contract or prepaid model.
Customer	Natural person, legal entity or an organizational unit without legal personality who has at least one active service provided in a contract model .
Contract ARPU	Average monthly revenue per Customer generated in a given settlement period (including interconnect revenue).
Prepaid ARPU	Average monthly revenue per prepaid RGU generated in a given settlement period (including interconnect revenue).
Churn	Termination of the contract with Customer by means of the termination notice, collections or other activities resulting in the situation that after termination of the contract the Customer does not have any active service provided in the contract model.
	Churn rate presents the relation of the number of customers for whom the last service has been deactivated (by means of the termination notice as well as deactivation as a result of collection activities or other reasons) within the last 12 months to the annual average number of customers in this 12-month period.
Usage definition (90-day for prepaid RGU)	Number of reported RGUs of prepaid services of mobile telephony and Internet access refers to the number of SIM cards which received or answered calls, sent or received SMS/MMS or used data transmission services within the last 90 days. In the case of free of charge Internet access services provided by Aero 2, the Internet prepaid RGUs were calculated based on only those SIM cards, which used data transmission services under paid packages within the last 90 days.



Contact Investor Relations

Konstruktorska 4 02-673 Warsaw

Phone: +48 (22) 426 85 62 / +48 (22) 356 65 20 / +48 (22) 337 93 14 Email: <u>ir@cyfrowypolsat.pl</u>

www.grupapolsat.pl

