

# MTS GROUP TODAY

## MTS: LEADING DIGITAL PROVIDER IN RUSSIA



**LEADING digital provider**



**11 data centers**



Headquarters **in Moscow**



**At stock exchanges**



**494.9 billion rubles**

revenue in 2020

**NYSE**

since 2000

**MOEX**

since 2003



**>5,000**

showrooms



**>60,000**

employees

**Russia**

**Belarus**

**Armenia**

## CUSTOMER BASE

+ \\ Subscribers of the Group

**>86**  
mln

+ \\ Users use minimum two services of Telecom, Fintech and Media

**>7**  
mln

+ \\ Users of fixed telephony

**9**  
mln

+ \\ Clients of MTS Bank

**2.5**  
mln

+ \\ clients of #CloudMTS/CMB

**2,000**

## LEADER IN MOBILE COMMUNICATIONS

+ \\ Russian population having LTE networks available

**>80%**

+ \\ 2G/3G/4G coverage

**>3**  
mln km<sup>2</sup>

+ \\ Regions having 4.9G communications available

**>20**

+ \\ Fiber-optic networks

**240,000**  
km

+ \\ communications quality assessment

**>99%**

+ \\ 5G-ready of the total number of base stations

**>35%**

+ \\ regions with NB-IoT coverage

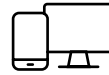
**78**

+ **#1** nps

among the "Big Three"

# ACHIEVEMENTS OF 2020 IN FIGURES AND FACTS

\\ Key achievements of the strategy CLV 2.0



## BEST TELECOM

### 01

#### Infrastructure development

- + Mobile Internet traffic grew by 39%
- + 14.5 thousand of LTE base stations built

### 02

#### Development of client services

- + Double digit growth of convergent users growth in number of clients using MTS services for at least a year
- + Improved client experience both online and in conventional retail

### 03

#### Capacity for future improvements

- + Five active 5G/5G-ready pilot zones
- + First e-SIM launch in Russia with identification at Gosuslugi (State Services)
- + Two times growth of online sales



## DIGITAL GROWTH

### 01

#### Development of ecosystem segments

- + Growth in net interest income of MTS Bank by 32.5%
- + More than 10 units of original media content
- + Double-digit growth of revenue in Digital B2B and Cloud

### 02

#### Increase in application users

- + 44% users of paid TV
- + +142% users of OTT
- + +17% users of My MTS

### 03

#### Growth in brand attractiveness

- + Stable leadership by NPS\*
- + Keeping brand updated step by step
- + Common approach to design of the applications



CLV 2.0 strategy  
on the Company's website

## OPERATIONAL INDICATORS

\\ Five active 5G/5G-ready pilot zones

**5**

\\ First in Russia e-SIM launch with registration at Gosuslugi (State Services)

**e-SIM**

\\ Of paid MTS TV

**6.6**  
million users

(+44% as compared with 2019)

\\ Growth in number of users of IoT-based solutions for business

**+30%**

\\ Growth in number of MTS Bank application users

**+30%**

\\ Cloud services for business #CloudMTS

**No. 2**  
in Russia

by revenue in IaaS market

## FINANCIAL FIGURES

\\ Consolidated revenue

**494.9**  
billion rubles

+5.2% as compared with 2019

\\ OIBDA

**215.2**  
billion rubles

+1.7% as compared with 2019

\\ OIBDA profitability

**43.5%**

+13.2%  
as compared  
with 2019

TOTAL NET INCOME

**61.4**  
billion rubles