

WELCOME TO THE 2020 ANNUAL REPORT OF MTS PJSC!

\\ We would like to bring to your attention the Annual Report of MTS PJSC following the results of 2020. This is the 20th report — we have been preparing them for you, starting from 2001. Today, MTS is a digital company that develops innovations in education, healthcare, financial services, entertainment, and many other spheres. Our solutions using big data, artificial intelligence, virtual and augmented reality are aimed at improving the quality of living of our subscribers, clients, and employees.

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We want to tell you about this. >>

PURPOSE OF THE 2020 ANNUAL REPORT

The annual reporting tool gives MTS the opportunity to maintain a high level of openness and transparency by making investors and shareholders, as well as clients aware of the advanced solutions and services that the Company implements in management processes and product lines, and of how sustainable development is integrated into the Company's business strategy and the activities of its key divisions.

The Report provides consolidated information on the main results of the Company's business in accordance with its strategic goals and objectives for the short, medium and long run.

ANNUAL REPORT STRUCTURE

The report is comprised of four main sections:

1. About the Company,
2. Management Report,
3. Corporate Governance, and
4. Sustainable Development.

STRATEGICALLY-ORIENTED REPORT

The report is focused on the strategic vision of the Company's management, and the results and key aspects of MTS business in accordance with the strategy. Special attention is paid to the completeness and quality of forecast/expert information on macroeconomics and regional telecommunications markets