Corporation:	DNA
Title:	DNA's Interim Report January-March 2019
Speakers:	Marja Mäkinen, Investor Relations Jukka Leinonen, CEO Timo Karppinen, CFO
Date:	25 April 2019
Duration:	01:00:46

Marja Mäkinen: Good afternoon everybody, and welcome you all to this conference call regarding DNA's first quarter 2019 results. This is Marja Mäkinen from DNA's Investor Relations and with me here are the CEO Jukka Leinonen and COO Timo Karppinen. Jukka and Timo will go through the result presentation and it's also available on our investor website. And just to remind you, we will be making forward looking statements during the presentation and we have a disclaimer on the second page of the presentation set for that. And please note that you can also ask questions through the Webcast page and you can send your questions all the way during the presentation and we will then take all the questions after the presentation on the Q&A session once we also take questions from telephone lines. But now we are ready to start, please Jukka.

Jukka Leinonen: Thank you, Marja. And also welcome to this webcast also from my behalf. So let's start with the business review as Marja was explaining. So when we look about the overall KPI's from the first quarter, we are really happy with the net sales, which were increasing 2.9% and total amount was almost 229 million. The sales were really driven by the mobile device sales, which was increasing more than 17%. But also the mobile service revenue was increasing 5.5%, which is excellent result in the very competitive quarter. When we look about the profitability, the EBITDA was increasing quite nicely 7.7% but it's fair to say that the IFRS 16 impact was significant and explained most of the increase. But we also had the organic growth on the EBITDA so in that area we are basically pretty satisfied with the result. When we look about the other KPIs. The ARPU was declining from the difference period, but that was explained clearly by the decrease in interconnection revenues. And also there was an impact when way we're basically

moving the Moi Mobiili from the corporate side to the consumer segment after we made the acquisition in the early part of January. When we look about the true end use billing, that was slightly increasing which is positive from our perspective. Turn was decreasing and was 17,2% so significantly lower than on the reference period when it was 18.9. And here we also need to remember that we had a significant amount of customers changed into the new subscription types with the increasing prices, so that was also affecting slightly to increase the churn. So the total amount of 17.2% is very good result when we take into account the extra churn which is included in those figures, because of the product changes and price increases. All in all, the mobile subscription base was increasing 40,000 from the reverence period and the total number of more subscribers was 2,851 million in the end of the Q1 this year. When we look about the composition of the growth remember that way had a significant decrease in pre-paid, which is pretty much campaign driven and the total growth in post-paid was more than 60,000 subscribers compared to the year earlier. When we look about the fixed network subscribers, we had the increase of 18,000 fixed broadband subscriptions and also about 11,000 thousand cable TV subscriptions. So all in all when we're looking about the growth of more than 60,000 post-paid, 18,000 fixed broadband and 11,000 cable TV subscriptions. We can say that we were pretty happy with the overall performance of the company in terms of the customer acquisitions. Let's now move into page 6. Here we can see in the long period what has been the development of the different financial figures. So as we can see here, the steady growth on the revenue has been continuing quarter to quarter for a long time already. EBITDA as I said has been increasing quite heavily by 7.7% percent and also when we compare the kind of organic growth, it was growing. So all in all in both areas, revenues and EBITDA, a very positive development. CAPEX was slightly higher this year compared to the first what of last year. And this is the result of our continuous efforts to even up the investments more evenly into the different guarters. So I think that this is also very possible from the company's perspective because it basically allows us to manage the cash in a much more distributed way than traditionally. Also the operative free cash flow was increasing and amounted to 58 million on the first guarter of 2019. If you move into the page 7, here you can see the development of the subscription numbers in different guarters over the last couple of years. So all in all, we saw the decline of the mobile subscriber numbers by 26,000. But as you can see from the figures, we had the increase of 9,000 post-paid subscribers, which is really, really kind of important. Also, we have to remember that even though the post-paid increase was slower than what we have seen it earlier quarters, we have to remember that we had this significant amount of customers, effectively 230,000 customers to which we made the product changes and price increases which was affecting negatively into the churn. So the net result of 9 000 post-paid subscribers is actually very good result overall. When we look about the

other areas on the fixed side, the fixed voice goes down more or less in the same manner than we have seen earlier. So from the last year we have been seeing the decline of 25% in the number of subscribers. Fixed broadband going up almost 4%, 18,000 new subscribers, very good on steady development and also in the cable TV we have been able to increase the subscriptions by 11 000 from the reference period. As we know the cable TV it's more today the ultra-fast broadband platform than TV platform. This actually gives us a good possibility in the future to increase the broadband customers and then at the later states do the up-selling in the higher speed brackets. On page 8 we can then see some of the figures relating to usage of mobile data. All in all, mobile data was increasing about 23% of the reference period on almost all of that data was transferred in 4G network. So the 4G is really the platform for the mobile data. The average usage in first quarter was 23.7 GB per month per subscription which again was significantly higher figure than the average of 20.8 last year. So all in all, I think that we are still seeing the continuous growth in the usage of mobile data, which of course is driving also the customer needs for the highest speed subscriptions when we go further. So we're expecting that usage is actually benefiting in the future the need for the highest speed 4G subscriptions and also will be driving customers at the coming years into the 5G-based subscriptions. On page 9 we can see the development of the ARPU as well as the CHURN. So as said earlier, the ARPU was declining 0.7 euros per subscription and that was explained, really by the kind of lower interconnection charges which came into effect in the beginning of December and also as said earlier we had the impact of MOI moving from the MVNO (mobile virtual operator) into our own figures, some slight effect. The important thing is that the average billing per user of towards the end-users were still slightly increasing. The share of the 4G subscriptions was increasing again and was reaching 62.9%, where we have the 7% points increase compared with the year before. CHURN we discussed earlier, 17.2, we are pretty satisfied with the weak figure. Clearly lower than last year, and when we remember that we actually had the impact of negative CHURN development because of the product changes and price increases in Q1. I think that the net change of 17.2% is quite good result. So we are quite satisfied with this figure. When we look about the other aspect of the Q1. On page 10 we can gladly say that we are very proud and happy with the fact that DNA was chosen as a best workplace in Finland by the Great Place to Work organization in the category of the large organizations. This is really an example of our continuous work to improve our company as a great employer. And I think that it's also one of the key reasons behind the success of DNA from last few years. Also, the 5G was progressing, so we opened up the 5G network in the early part of the year in Helsinki. And I think that that will continue now in the other cities, including Tampere and Turku, where we have been upgrading the basic platform to be 5G-ready. Network will be expanded at the time when we have the end-user devices available. Currently,

we have a very limited amount of handsets and home routers supporting 5G. We're expecting that we will get more of these devices available in the second half of this year and that of course is related to the actually built out of the 5G network, which will start after the summer in bigger numbers. In January, as said earlier, we acquired European Mobile Operator, which is running the Moi Mobiili brand. It has been on our network earlier as an MVNO customer and we have been reporting those MVNO revenues as part of the corporate segment. Now when we bought the company and since Moi Mobiili really is mainly operating in the consumer market, we have been basically reporting the figures of Moi Mobiili in the consumer segment. On corporate side, we signed in January a significant contract with Veikkaus and we are providing to them the largest company specific network in Finland, including 7,000 subscriptions. That really demonstrates the ability of DNA to be very competitive in a very significant large customer cases, and we have been happy to say that the progress of the delivery has been initiated and we are on way to provide that service to the customers. Also, when we look about the annual general meeting, we were confirming the proposal from the board that the base dividend of 70 cents per share and the additional dividend 40 cents per share was accepted. Consequently, we have been paying 1.1 euro per share as a dividend. This basically means a 6.4% dividend distribution when we look at the share price in the last day of 2018. On page eleven, a few weeks ago we were basically informed that Telenor has been buying the DNA shares owned previously by our two largest share-holders, Finda Telecoms Ltd and PHP Holding Ltd, totalling 54% of DNA shares. This is a conditional deal which basically requires approval of the general meetings of the seller entities, and also the required regulatory approvals. The Finda and PHP general meetings will be held on 6th of May this year. Telenor expects to have the regulatory approval by the end of the Q2 or early Q3. After which, they will have the mandatory requirement to make the public tender offer for the remaining outstanding search. They basically have estimated that that will happen somewhere around Q3. And they basically have confirmed that the price will be the same what has been agreed with the main owners, 20,9 euros per share. Of course subject to the outcome of the monetary tender offer, Telenor has announced its intention to keep DNA listing on Nasdag Helsinki Stock Exchange. From our perspective, Telenor is seen as a global a long-term owner that clearly could bring value and new opportunities for DNA's employees and customers and strengthen our position in the marketplace. Transaction has no impact on the DNA's operations or customer service as it is today. When we look about our strategic targets, the most satisfied customers, great place to work, industry leading financial development, fasten than average market growth. I think that we can very clearly demonstrate that also the Q1 was very much supporting our kind of ability to reach these goals. I think that the great place to work prize was a very clear demonstration of our ability to be the one of the best companies to work with in

Finland. Our NPS figures were clearly showing a steady progress and improvement on shows that we have a very happy customer base. The organic growth was clearly highest in the Finnish marketplace. I think that we were also very nicely able to grow the both, EBITDA and the free cash flow, the operatory cash flow, when we look about the figures. So all in all, happy with the with the KPIs related to these strategic targets that we have been setting to ourselves. On page 13 when we look about the market outlook for 2019, first of all, I think that it's fair to say that the Finnish economy will still grow, but the growth will be slowing down. Fortunately, telecom business is not very cyclic, so I think that this will not have a significant impact into our operations during 2019. We still are seeing that the mobile service market will grow, but it will be a slower growth than what we have been seeing in the 2018, 2017. 4G share in the subscriptions will still increasing, but the growth rate will be lower but also we can see that more and more customers in the low-end 4G subscriptions will be upgrading their subs into the higher speed brackets, which also increases the potential ARPU we are able to gain from those customers. Traditional SMS and mobile voice revenue will be decreasing, as it has been already doing for last few years. We clearly are seeing that the demand for the entertainment services and the usage of video services is increasing, especially when the popularity of streaming online video of services is increasing. And that will be then driving the demand for the higher speed fast broadband services both on mobile side but also the fixed side. The demand for the traditional linear paid TV services will continue to decline, which has been the trend already for few years. Especially on the kind of corporate side, we see that the demand for in industrial internet solutions and related machine to machine subscriptions is growing. Especially the role of security services is becoming more and more important when the applications and content are more and more cloud based than OTT based. When we talk about the 5G, we are expecting that the amount of the end-user terminals and home routers will be widely available in the second half of this year. We see that the fixed wireless broadband access is going to be the first application that strongly benefits from 5G and it also offers a fiber-like solutions to the customers, which are living in the areas where the fiber deployments are too expensive. And therefore, this is a really great customer benefit. We basically see that 5G devices are kind of a commercially launched this spring and the availability will start to be in real life in third quarter. And then I think that the Christmas sales in 2019 will be the first time when there is a more significant amount of 5G devises available in volumes. So this is how we see about the rest of the year when one goes with to 2019. So basically, Timo will now go into the financial review and look into the figures in more detail.

Timo Karppinen: Hi, good afternoon also from my part. I'll start and we are now at page 15. And let's go through all the key financials. So Q1 was again a strong start for the year. We had positive

development in all key financials, especially in margin improvement and in the cash flow growth. The sales growth was 2.9% and I will go through the details of the sales in the next slide. The EBITDA improved by 5.4 million euros, representing 7.7% increase in Q1 compared to last year. Basically the EBITA growth came from organic growth, also through IFRS16 impact. The 16 impact was around two thirds of the growth and then one third of the growth is coming from the organic growth and development. The organic growth itself continued to develop via the service sales development, especially through the mobile service revenue and also from the operational efficiency improvements that we have had. Operating result has small decline of 1.2%, but strong overall, representing of this 15.2 % of sales. Operating result here is EBITDA including depreciation and here the IFRS16 impact evens itself out. But we had small growth in depreciation which lowered the result compared to the previous year. Excluding the 16 impact, the depreciation this year will be a few million more than it was in 2018. Net result growth for the quarter was 3,4% and that net here is EBITDA including depreciation and financing expenses. Here we see the decline in our financing expenses, with which was around 2 million and this was the main reason why the net result itself tend to be positive compared to the year ago. Operative CAPEX in Q1 was this 18,3 million, which is about 3 million more than we had last year. Basically the growth is coming from this better planning that way we have now where we can spend the CAPEX more evenly between the quarters. We estimate that the whole year operative CAPEX will be after a few million more than we had in 2018 but still be able to keep it according to our target. It is about 15% of sales. Operating free cash flow of 57.7 million was very strong in Q1 and is actually one of the best quarters in the history of the DNA in terms of the cash flow. Net EBITDA is now 1.54 which is slightly higher than we have had at the end of the last year. The increase here is due to the IFRS16 impact which raises the net debt to EBITDA by 0.2 and then also through the purchase of Moi that was completed in Q1. Then let's move on to the page 16. Here we see the sales breakdown and again here we had a strong development in areas that are contributing to the margin. If you start from the mobile service revenue, the growth there was this 5.5% and the growth here is basically coming from the continuation of the migration to 4G and then up selling within the 4G, which then contributed to the fact that our sort of average billing per custom has been growing. The mobile service revenue overall was also sort of supported by the increase in our of subscriber base. ARPU itself was lower than a year ago but the decline here is all due to the interconnection rate declines and also slightly because of the integration of MOI customers into our own base. The actual average billing of the customer was increasing as we explained earlier. Mobile equipment sales were strong, it was up by 17.1%. The key drivers here continue to be our very good ability to sell into our own customer base and this is creating then abilities to improve and continue to do the subscription sales and especially up-selling in the

more valuable packages. Interconnection and are roaming was declining by this 16,2% and main reason here is, as we explained earlier, the interconnection rate reduction that happened in Q4 which reduced the rates by roughly about 30%. The revenue decline in the fixed-worth was marginal and now by 1 million only and it's been declining as we've been estimating. Fixed nonworth revenues was impacted negatively by the pay TV decline. And within this segment the fixed broadband sales is growing and developing positively but the pay TV decline is the one that is declining and same in our case as in market overall. And here, we need to say that pay TV decline has neutral or very small impact into our margin. Then we move on to the page 17 and then go through the different business segments. If you start from the consumer side on consumer side, the NET sales was improving strongly by this 5.1%, which is driven by the mobile service revenue growth, mobile equipment sales and then the addition of Moi customers into the consumer segment. The ARPU itself decreased slightly. And decline here is again due to the interconnection reduction and the addition of the Moi customers. Like said earlier, the average billing per customer has been increasing, and which is then actually into the whole base excluding the Moi customers. EBITDA in consumer side improved by 7,8% and the key drivers for the EBITDA growth is the mobile service revenue and then the IFRS16 impact. On a corporate side basically, the operative results were very encouraging. The sales decline was only due to the exclusion of the Moi customers and then the interconnection sales reduction. The corporate ARPU itself decreased but it decreased only because of the interconnection rate reduction. And again here we actually saw that the average billing per customers slightly increasing in Q1. The corporate EBITDA growth of 7,2% is due again, due to the IFRS16 impact, but also included some organic growth. Let's move on to page 18 which is the operative Capex result. So like said, in the first guarter the operative Capex increased somewhat by 3 million compared to a year ago and it 8% percent more than it was then. Typically the Q1 overall operative Capex spending is at the lower level after the high spending in Q4. And again, like said, we clearly see that this operative Capex spending for the yearly level will be a few million more than it was 2018. And we are clearly aiming to be in our target of close to 15% of the sales. In Q1 we payed two spectrum license fees which totalled about 8,6 million and that was inclusive of the 4G 700 megahertz license and then the new one, which is the 5G licence for it was for 3,5 gigahertz band. So this is there first time that we have been paying licences for 5G. Then move onto page 19 and looking into the operative free cash flow development. As I said earlier, the operating free cash flow was very strong in Q1. The cash conversion from net sales was one of the highest we have ever had so 25.2 and the cash conversion also was also very high level at 75.9%. Basically, the good result here is due to the strong EBITDA itself and the low Capex that we had at the quarter. Free cash flow to equity was positive at 15 million level, and the Q1 change in net worth capital is always impacted by the high

trade payables level from high Capex spending from Q4 last year. Which we are basically are consuming in during Q1, but this overall will normalize during the year. The paid interest in during Q1 was high of 6 million and this is due to the point interest payment that they made during that quarter. But the whole year interest cost will only be around 8 million. So the rest of the year the interest paid level will be very small. Then moving on to the page 20 and looking into the capital structure that we have. The cost of capital is continued to decrease and was now at the lowest level that we have ever had at 1.31%. A year ago, the cost was around 1.5% which is clearly sort of coming down. There were no major changes in the debt levels other than we were starting to prepare for the dividend payment that took place in Q2. The net debt to EBITDA ended at the level of 1.54 in Q1. It was slightly higher than we were at the end of 2018. The increase here is due to the IFRS16 impact which was increasing it by 0.2 basically totalling 83 million and then because of the purchase of Moi that happened in Q1. And finally, if you're look into the financial objectives and our midterm guidance. There is no change to our finance accordance for 2019. So we see the net sales are expected to remain at the same level as it was a year ago and EBITDA itself to increase substantially in 2018. Which is naturally inclusive of the IFRS16 impact, which we estimate to be 17 million in 2019. But despite of the 16 we still see that there's also some organic growth for the EBITDA for this year. And again Q1 results were sort of developing well towards all of our mid-term financial targets and then if you look at the dividend payments so in Q1 was preparing for the dividend payments that was actually happened in at the beginning of April and the beginning of Q2 on the dividend payment was this 1.1 euros per share representing 6,4% payout ratio.

Marja Mäkinen: All right. Thank you, Jukka and Timo for the presentation. Operator, we are now ready to take questions from telephone lines.

Operator: Thank you very much. Ladies and gentlemen, if you have a question for the speakers, please press zero one on your telephone keypad. And our first question comes from the line of Roman Arbuzov J. P. Morgan, please, go ahead. Your line is now open.

Roman Arbuzov: Thank you very much for taking my questions. I have three questions, if I may. The first two relate to Telenor and the synergies which you may benefit from as a result of this partnership and the third one is on operations. So on the Telenor side, Telenor has been highlighting three things in particular when it comes to the synergy use of this transaction. And two things relate to cost and one is roaming and another one is procurement. So, firstly, I was wondering if you could quantify please, how much do you think you can benefit from Telenor's redirected roaming to your network? If you have a number, that would be very helpful. And then

secondly, one of the things that Telenor was highlighting on the revenue synergy side is increased capabilities on the enterprise segment specifically, and opportunities in the large corporate segment in particular. So in terms of your perspective on this, do you see the same value? And you see, do you see yourself as being able to add additional value to your customers in a large corporate segment? And perhaps you could just give us a bit more colour and maybe concrete examples, even of how you know of how you can actually add value to customers when you are part of a larger, Nordic telecoms group, you know how may it may enhance your customer propositions, for example, that be helpful. And just finally in operations. So I think it's a high level observation of this quarter that feels like a quarter where you have yet again accelerated your growth and perhaps somewhat exceeded expectations as well, but then fell short of expectations when it comes to profitability and, I'm talking about it EBITDA and net income, and it feels very similar in spirit to what happened in Q4, but maybe on the somewhat smaller magnitude. So the question is what we're seeing is basically you prioritizing growth over profitability, and you know, how do you see this developing going forward and is it right to come to the conclusion that there's been a bit of a shift towards growth in your mentality? Thank you very much.

Jukka Leinonen: Ok. Thank you. This is Jukka. Concerning about Telenor impact. First of all, I have to say that of course there's now only a pre-deal done which is not kind of official. Not kind of confirmed by the general meetings of the sellers now we have the competition authorities. I'm sure that it is a very kind of high probability that it will come true. But we actually have a limited possibilities, to kind of exchange, let's say detailed information which is not kind public with Telenor. So I think that it is impossible for us to kind of give you any figure in terms of the potential synergies in these areas. But I think that it's fair to say that we are agreeing with Telenor's own comments that there are potentially, fairly, fairly kind of significant benefits of having the kind of a better prices in roaming, also better prices in international data connections. Also, I'm sure that with the volume Telenor is having, we are able to have significant savings in terms of the different sourcing items et cetera. But as I said, we haven't been able to kind of go through any concrete price list of what they have or so on. It's not possible at this stage to give you any number. Concerning the B-to-B capabilities, I think that we also agree with this one. DNA's history has strongly coming from the consumer market segment. We started back in 2010 to build our position more and more into the corporate segment. You know, 2010 we had about 10% market share in B-to-B telecoms services. Today it's estimated to be about 17. So we have been progressing organically, plus also with the acquitions. But when we have been doing the development of our B-to-B business we have been very cautiously trying to do it the profitable way, meaning that we have been, for example, building our B-to-B to be offering in very let's say

careful manner in the sense that we have not been making heavy upfront investment in times of expanding the portfolio to the same magnitude what we can see, for example, with our competitors in Finland who have been in the B-to-B market for very long time. Now it's very clear that if you look about the Telenor and their position in their home markets, they basically have a similar position in those markets than Telia in Finland or Elisa in Finland. So it's very clear that they have a full blown B-to-B offering available. And I think that when we think about the positive synergies for DNA, I think that it's very natural that the first thing what we will do of course when the time is right, is that we will look into the Telenor B-to-B portfolio and I think that it's very clear that there will be a significant amount of new services available, which can be fairly easy localised into Finland, and that of course means that we are able to address much bigger spectrum of customer needs, which basically gives us a growth opportunity. Also, in many cases, with our kind of limited offering, we have been closed out from some competition because we didn't have in our offering a certain elements for the customers that was requiring, as part of the bigger deal. Thirdly, I think that it's very clear that when we look about the more international customers, we have been a underdog in terms of the being able to, not being able to negotiate as good roaming agreements or international data connection agreements than our current competitors here in Finland. And then of course, when we look about the especially customers with pan-Nordic presence or Baltic presence, I think that being operating only in Finland, we have not been even targeting for the customers in that segment. So I think that it's fair to say that on B-to-B a segment we see a lot of potential benefits in terms of expanding portfolio, being more competitive in terms of the lower cost in the roaming data connections and so on and so forth. And then of course, having ability to offer this kind of pan-Nordic, pan-Baltic solutions. I think that we see a lot of opportunities there, but unfortunately it's not possible for me to quantify those at this moment because we have not been able to look into what Telenor is having in detail. And we need to be waiting to a certain extent that this deal is clear. Concerning then our operative positioning. I think that I would not state that we are trying to kind of accelerate our growth on the cost of our profitability. We basically clearly are seeing that the activity in the Finnish market is very high and we are also heavily now, putting resources into kind of our own customer base. We reported back in a Q4 for last year that we had a significant amount of upselling commissions we needed to pay for our kind of a sales machine. We also saw this guarter like we did in Q4 that we have been very successful in device sales and a major part of that growth has been coming through the fact that we have been trying to kind of very focused way support our own customer base and upsell into our customers our kind of new devices, which of course is good for the customers. Good customer service. But it also increases the loyalty. So I would say that when we look about accelerating growth of course, we want to grow. We want to grow also

in the future in a same manner than we have been doing in the recent years. But the slight increase in our kind of marketing cost and selling cost is really related mainly to the fact that we are putting more resources into up-selling into our own customer base and increasing the loyalty into our own customer base by offering them a good deals for the devices. So we are basically seeing that as we have been giving the guidance for this year, that we will have a revenue which is of course positive but it's around the same level than 2018, and we are expecting that our EBITDA will be growing somewhat even when we are not accounting the IFRS16. And I think that on a yearly basis this is the view we have and we are not kind of expecting that we have any reason to kind of change that view at this stage or we don't see any reason to do with based on all the information we have at the moment. Thank you.

Roman Arbuzov: Thank you very much. Maybe can quickly very follow up on the last bit. You know, it does sound like you are targeting the up-selling a bit more vigorously than you have done historically. What's driving that? I mean, do you suddenly see a very good opportunity for this in the market? Or do you, for example, target a specific growth rate? And, you know, for example, you want to maintain a mid-single digit growth profile into the medium term and you therefore think it's very prudent to be investing into this now? How should we think about this?

Jukka Leinonen: Well, I think that we have been all along saying that when we think about our, let's say, growth targets we always said that two thirds of the growth should be coming from increasing the share wallet with our existing customers. So nothing has been changed in this area as such. And the other element where we are basically putting a lot of efforts, and we have been always doing that, is that the net growth in our books should come more from having the low kind of a churn than very aggressive new sales. And I think that when you look about our kind of churn figures for the last six quarters, we have been able to really be below the level of the competitors. And this has been one of the main reasons for kind of being able to be the net winner in different quarters. So what I'm basically saying here is that I don't really see that we would have a kind of different strategy here. Maybe it is true that now we are putting even more efforts in to servicing our existing customer base, being able to increase the loyalty of the customers and also up-selling our customer base than earlier. But the basic strategy has always been the same.

Roman Arbuzov: Thank so much, it's extremely helpful.

Operator: Thank you. Our next question comes from the line of Terrence Tsui of Morgan Stanley. Please go ahead, but your line is open.

Terrence Tsui: Thanks very much. I've got a couple of questions as well, please. Firstly, can you say a few words around the competitors landscape? Particularly around the below the counter offers. Whether you see the intensity stable this quarter and how you expect intensity to evolve throughout the rest of the year. And secondly, just a question in the network. You know, it's incredibly impressive that you've got average data usage of 24 gigabytes per month. I'm just thinking around your thoughts around 5G. Do you see 5G as mainly improving capacity in the near-term, or are you quite optimistic about the near-term end-user new consumer applications as well? Thank you.

Jukka Leinonen: All right. I think that when we look about the under the counter offers first, I think that what we can say from the Q1 is that it has been at about the same level than what we have been seeing in the earlier quarters. So no significant change. But then, maybe what we are seeing at the moment is that when we look about the April, we have been actually kind of seeing a positive shift in a sense that there's a slightly better kind of a price level, what we're able to get from customers, and this is part of to do with the fact that we have been actively trying to kind of get away from offering a low-end 4G subscriptions with the lower price. We have been more moving into offering the kind of higher speed subscriptions with the kind of higher price level. And this has been already in April, leading to the situation that the average selling price after the under the counter offer has been increasing slightly and at least our target and our expectation is that this trend should continue also in May. So all in all, our target is now such that we should be able to increase the average selling price during Q2 compared to the level from Q3 last year up to the Q1 this year. Where it has been fairly kind of stable from what we can see. Concerning the data usage. Yes, it is very high. We have been basically stating earlier that one of the reasons why we think that Finnish market and also the DNA will be a one of the first markets in Europe to actually use the 5G and built the networks in rapid pace is the fact that we need to be able to off-load some of the 4G data used by the current home router users into the 5G. Which of course means that when we do it, it will be a freeing capacity for the handset users in 4G, which is going to be the major area, automated technology for the handset users for years to come. So I think that we are not seeing any kind of significant problems in terms of data use is increasing, but we see that there clearly is a need to be active in the usage and the of building the 5G services and using the 5G, especially in the mobile broadband subscriptions. And also the fixed kind of wireless 5G services which we are planning to kind of commercially launch before the change of the year.

Terrence Tsui: That's very clear. Thank you.



Operator: Thank you. Our next question comes from the line of Panu Laitinmäki of Danske Bank. Please go ahead. Your line is now open. Panu Laitinmäki, you may go ahead and ask your question if you have your line muted, please unmuse.

Panu Laitinmäki: Yes. I'm sorry. I was muted. So I'm a bit puzzled about the kind of relationship between ARPU and the mobile service revenue growth. ARPU was down and the mobile service revenue growth remained strong. I kind of understand the kind of changing in the interconnection rates, but this impacted your peers as well and they had kind of smaller, smaller change in ARPU and also much lower mobile service revenue growth. So could you explain this a bit more? And then more specifically, could you comment, what was the kind of level of interconnection in the ARPU in Q1? And what was it a year ago? And further on the Moi Mobiili acquisition impact. So is it correct that it diluted your consumer ARPU, but it wasn't in your corporate ARPU earlier? And finally, just to make sure that the consolidation of Moi, did it have any impact on the kind of reported mobile service revenue growth in Q1 one or was it kind of already there earlier? Thank you.

Timo Karppinen: Hi Panu, it's Timo here. I can answer these. So in terms of the ARPU basically I think our ARPU was 0,7 euros below in Q1 than it was a year ago on. Like we said earlier, the major part of the decline is actually coming from the interconnection rate decline and also the fact that the interconnections volumes are declining all the time. So we can we can roughly say that out of this 70 cent decline there was 50-60 cents is coming from this interconnection revenue declines overall. Then the Moi was not included in our ARPU calculations early even it was a non-corporate side, but it was part of the MVNO and it was not included in the calculation, not in a corporate level and also not in the corporate side. I mean, not in a group level and also not in the impact to group level ARPU was something like 20 cents so 0,2 euros. So when you take all of these out, actually our average billing has been increasing actually, quite significantly, when you compare to the situation in a year ago. I guess this sort of answered all of your questions.

Panu Laitinmäki: Yes, it did, except for the mobile service revenue. So kind of 6 million growth year and year that was fully organic and not impacted by the mobile Moi, or where was it kind of reported a year ago?

Timo Karppinen: Yes, it was all organic so that it was not inclusive in the mobile services revenues earlier when it was as MVNO.



Panu Laitinmäki: Thank you. Just a follow up to the previous comments, if I may. You said that under the counter offers are now better in April. But what has kind of referring to your own actions that you are trying to sell more premium subscriptions or something that you overall see in the market everyone doing?

Jukka Leinonen: Basically, I'm referring now into our own actions. So when we are basically kind of selling new subscriptions or up-sell subscriptions to into our potential customers existing or new ones in our own channels, we have been kind of shifting, let's say the portfolio, into the direction that we are not kind of trying to sell the low-end 4G subscriptions. Let me give you an example if the customer, for example, comes to us and he basically is asking for the kind of offer on the kind of follow on subscriptions whether he is a competitors customer, or whether his our own customer, earlier I think that the typical way very often was that the individual sales person, for example, in DNA Kauppa then taking the low-end 4G subscriptions and basically offering a under the counter offer for this one. But now we have been changing our kind of sales guidance towards the sales persons. And even when the customer comes and wants to buy this kind of low-end subscriptions, we are heavily trying to motivate the sales guys to sell the kind of higher price, the product of course with some discount, but as the end result, we still are able to get a much higher kind of a net ARPU from the customer compared to the earlier way. So I'm all referring now that how we are behaving in our channels, and I'm not referring that what is happening in the overall market as a whole.

Panu Laitinmäki: All right, thanks. Thanks a lot. That's all from me.

Operator: Thank you. Our next question comes from the line of Artem Bletski of SEB. Please go ahead. Your line is now open.

Artem Bletski: Yes. Hello. This is Artem from SEB. Two questions from my side. So the first one is relating to mobile service revenue growth. So looking at the rest of this year, should we expect similar development or basically meeting the digits growth year over year? And the second question is related to cost for base in Q1. Has there been any exceptional items impacting profits? I'm just trying to understand better why this type of 6 million gross in mobile services revenue didn't translate into gross also on EBIT line in the quarter.

Jukka Leinonen: Concerning the mobile service revenue growth, I can basically confirm that we basically the same view that on yearly level we are expecting a, you know, single mid-digit of growth on the MSR so I think there's no change on that view. When it comes to the cost base of Q1 I would say that there was nothing kind of exceptional in the cost base in Q1. If you want to



dig into very detailed the level, we could basically say that we had a slightly higher, about let's say, slightly less than a million higher marketing cost on the Q1 which basically will be kind of melting away when we look about the full year bases, which basically was affecting slightly negatively into the EBIT level in Q1. But that's I would say only, and I would say that this was not any abnormality, in a way, it was more about the how the marketing cost were kind of distributed. And now it happened that there was some kind of extra cost in Q1. But it's not a trend, and it will not continue on the yearly basis we are expecting that on year level, marketing costs will be according what we have been planning in our budgeting process. But that maybe was the only deviation, which slightly was taking away some of the EBIT growth.

Artem Bletski: All right. Very clear. Thank you.

Operator: Thank you. May I remind participants that if you would like to ask a question, please press zero one on your telephone keypads. There are no further questions on the telephone lines at this time. Please, go ahead speakers.

Marja Mäkinen: Thank you, everybody for your participation and good questions. Thank you, Jukka and Timo. This concludes our conference call today. Next, result publication is for DNA's January-June half year report on the 19th of July. Thank you once again and have a good day.