

Segment Croatia

Market Data	Q2 2011	1-6 M 2011	Q3 2011	1-9 M 2011	Q4 2011	FY 2011	Q1 2012	Q2 2012	1-6 M 2012	Q3 2012	1-9 M 2012	Q4 2012	FY 2012	Q1 2013	Q2 2013	% change y-o-y	1-6 M 2013	% change y-o-y
%																		
Mobile Market Share	38.8%	38.8%	39.2%	39.2%	39.2%	39.2%	39.0%	38.6%	38.6%	38.7%	38.7%	38.3%	38.3%	37.8%	37.7%	n.a.	37.7%	n.a.
Mobile Penetration	119.1%	119.1%	127.0%	127.0%	119.9%	119.9%	117.4%	119.3%	119.3%	123.7%	123.7%	116.8%	116.8%	115.7%	117.5%	n.a.	117.5%	n.a.
Mobile Communication Subscribers																		
000's																		
Contract	735.3	735.3	743.4	743.4	762.5	762.5	769.0	789.1	789.1	788.3	788.3	810.0	810.0	815.7	822.9	4.3%	822.9	4.3%
Prepaid	1,303.6	1,303.6	1,393.6	1,393.6	1,255.5	1,255.5	1,194.9	1,188.4	1,188.4	1,266.3	1,266.3	1,111.0	1,111.0	1,062.4	1,078.9	-9.2%	1,078.9	-9.2%
Total	2,038.9	2,038.9	2,137.0	2,137.0	2,018.0	2,018.0	1,964.0	1,977.5	1,977.5	2,054.7	2,054.7	1,921.0	1,921.0	1,878.2	1,901.8	-3.8%	1,901.8	-3.8%
Monthly ARPU																		
EUR																		
Contract	23.8	23.3	23.7	23.4	22.4	23.2	20.7	21.4	21.1	21.5	21.2	20.7	21.1	19.1	19.6	-8.4%	19.3	-8.1%
Prepaid	7.6	7.2	7.9	7.4	6.7	7.2	6.1	6.8	6.4	7.3	6.7	6.3	6.6	5.6	6.2	-9.2%	5.9	-8.2%
Blended	13.4	13.0	13.4	13.1	12.4	12.9	11.7	12.6	12.1	12.8	12.3	12.1	12.3	11.4	12.0	-4.4%	11.7	-3.4%
Minutes of Use																		
MOU Charged/o Subscriber	97.1	93.4	96.5	94.5	92.6	94.0	95.8	104.3	100.0	108.5	102.9	110.8	104.9	118.4	130.6	25.2%	124.5	24.4%
Mobile Data																		
Mobile Broadband Subscribers*	152,263	152,263	179,371	179,371	156,718	156,718	155,427	166,838	166,838	192,204	192,204	162,211	162,211	161,434	178,235	6.8%	178,235	6.8%
Fixed Access Lines																		
000's																		
Access Lines (without Broadband Lines)	n.a.	n.a.	69.3	69.3	75.1	75.1	76.1	75.9	75.9	77.2	77.2	76.3	76.3	78.7	80.3	5.8%	80.3	5.8%
Fixed Broadband Retail Lines	n.a.	n.a.	63.1	63.1	68.6	68.6	72.7	78.8	78.8	81.2	81.2	86.8	86.8	93.5	99.0	25.6%	99.0	25.6%
Total Access Lines	n.a.	n.a.	132.4	132.4	143.7	143.7	148.8	154.7	154.7	158.5	158.5	163.0	163.0	172.1	179.3	15.9%	179.3	15.9%
Average Revenue per Access Line (ARPL)																		
EUR																		
ARPL	n.a.	n.a.	21.5	21.5	22.6	22.2	24.0	23.7	23.8	23.8	23.8	24.1	23.9	23.4	22.1	-4.3%	23.1	-3.2%

* As of Q1 2013 the definition for the calculation of mobile broadband subscriber was changed to exclude M2M customers. Previous quarters of year 2012 and 2011 were adjusted retrospectively.