



Q3 2018

INVESTOR & ANALYST PRESENTATION
31.10.2018

SAFE HARBOR DISCLAIMER

Private Securities Litigation Reform Act of 1995

Various statements contained in this document constitute “forward-looking statements” as that term is defined under the U.S. Private Securities Litigation Reform Act of 1995. Words like “believe,” “anticipate,” “should,” “intend,” “plan,” “will,” “expects,” “estimates,” “projects,” “positioned,” “strategy,” and similar expressions identify these forward-looking statements related to our financial and operational outlook; future growth prospects; strategies; product, network and technology launches and expansion and the anticipated impact of the acquisitions of BASE Company NV, Coditel Brabant SPRL, Coditel S.à r.l. and Nextel on our combined operations and financial performance, which involve known and unknown risks, uncertainties and other factors that may cause our actual results, performance or achievements or industry results to be materially different from those contemplated, projected, forecasted, estimated or budgeted whether expressed or implied, by these forward-looking statements. These factors include: potential adverse developments with respect to our liquidity or results of operations; potential adverse competitive, economic or regulatory developments; our significant debt payments and other contractual commitments; our ability to fund and execute our business plan; our ability to generate cash sufficient to service our debt; interest rate and currency exchange rate fluctuations; the impact of new business opportunities requiring significant up-front investments; our ability to attract and retain customers and increase our overall market penetration; our ability to compete against other communications and content distribution businesses; our ability to maintain contracts that are critical to our operations; our ability to respond adequately to technological developments; our ability to develop and maintain back-up for our critical systems; our ability to continue to design networks, install facilities, obtain and maintain any required governmental licenses or approvals and finance construction and development, in a timely manner at reasonable costs and on satisfactory terms and conditions; our ability to have an impact upon, or to respond effectively to, new or modified laws or regulations; our ability to make value-accretive investments; and our ability to sustain or increase shareholder distributions in future periods. We assume no obligation to update these forward-looking statements contained herein to reflect actual results, changes in assumptions or changes in factors affecting these statements.

Adjusted EBITDA and Adjusted Free Cash Flow are non-GAAP measures as contemplated by the U.S. Securities and Exchange Commission’s Regulation G. For related definitions and reconciliations, see the Investor Relations section of the Liberty Global plc website (<http://www.libertyglobal.com>). Liberty Global plc is our controlling shareholder.



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EXECUTIVE SUMMARY





THIRD QUARTER 2018 HIGHLIGHTS

Continued FMC growth and ARPU

WIGO subscribers
+36% yoy

Postpaid subscribers
+5% yoy

ARPU
9Mo: +1% yoy - Q3: +3% yoy

Solid financial performance

Adj. EBITDA¹
9Mo: +7% yoy - Q3: +8% yoy

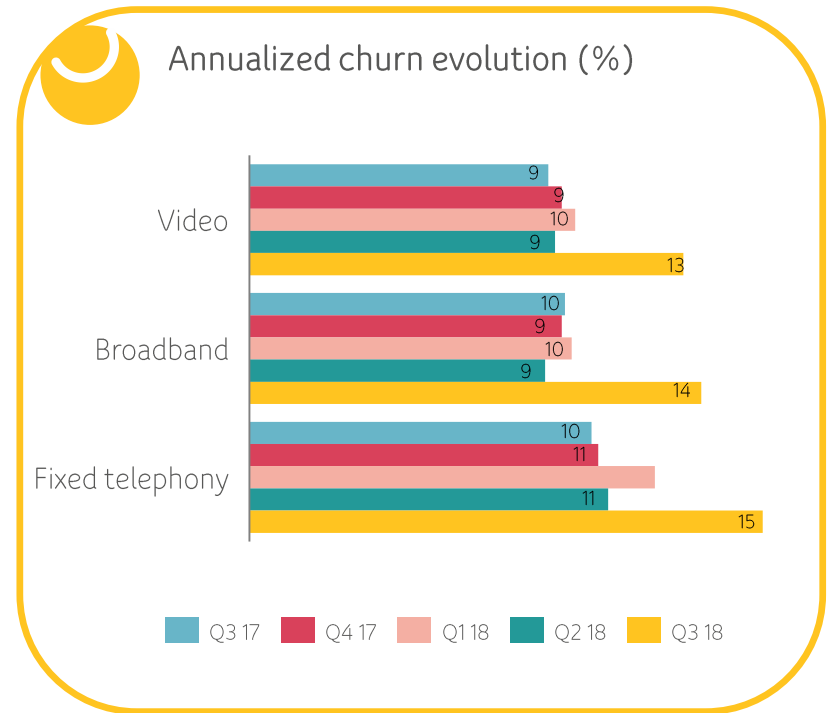
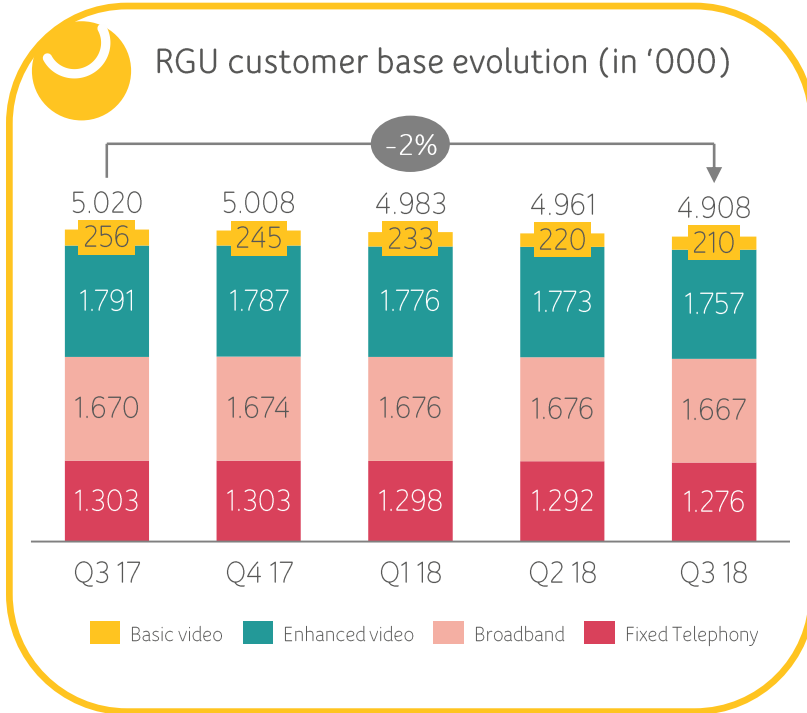
Adj. EBITDA margin¹
9Mo: +410bps - Q3: +480bps

Upgraded guidance
FY 18 Adj. EBITDA range
+8 - 8.5%

¹On a rebased basis, see Definitions



COMMERCIAL PERFORMANCE IMPACTED BY HIGHER CHURN IN THE ACQUIRED SFR FOOTPRINT





INTRODUCING TELENET TV

TELENET TV



Always
something to
watch



Watch on all
your screens



Watch on
every network
technology



Watch non-
stop

NIEUW
BIJ WIGO

KIJK NU ON THE GO ZONDER DAT HET MEETELT IN JE DATAPOT.

Introducing "Free G"



Activeer nu op telenet.be/wigo

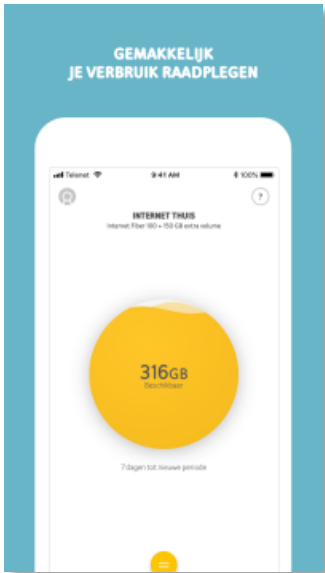


Free G is enkel beschikbaar voor WIGO-klanten na activatie door de Markt. Met Free G krijg je naast je standaard mobiele data-pot, voor een selectie van apps (Yelo Play-app, Play Sports-app en ...websites, Facebook Messenger (bhalve de games), WhatsApp, iHerb) gratis toegang tot de "Free G-apps". Voor Play Sports heb je een bijkomend abonnement nodig. Voor Free G gelden per WIGO-abonnement, afhankelijk van het type WIGO en per maandelijkse aanrekeningsperiode de volgende beperkingen voor het dataverbruik van de Free G-apps: in België: max. 20 GB (WIGO 2 GB), max. 40 GB (WIGO 3 GB), max. 100 GB (WIGO 10, 20 en 50 GB), in andere EU-landen: max. 4 GB (WIGO 2 GB), max. 7 GB (WIGO 3 GB), max. 12 GB (WIGO 10 GB), max. 18 GB (WIGO 20 GB) en max. 33 GB (WIGO 50 GB). Indien je met je Free G-apps bovenstaande verbruiksgrenzen overschrijdt dan stopt Free G voor de resterende duur van deze aanrekeningsperiode en zal je dataverbruik van de Free G-apps van je standaard mobiele data-pot in je WIGO gaan. Wanneer je standaard mobiele data-pot in je WIGO op is, stopt ook Free G voor de resterende duur van deze aanrekeningsperiode, zelfs indien bovenstaande Free G-verbruiksgrenzen nog niet bereikt werden. Voor meer info, zie telenet.be/free-g. Telenet behoudt zich het recht voor om de Free G-apps te vervangen door vergelijkbare apps. Op basis van beslissingen van bevoegde instanties kan Telenet verplicht worden om het aanbod te wijzigen (bv. aanpassen van de verbruiksgrenzen).

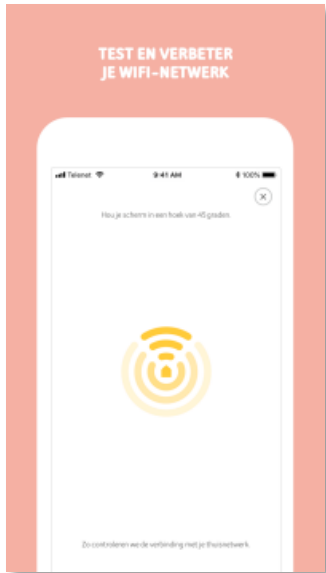


...AND SEAMLESS IN-HOME CONNECTIVITY

Control your fixed internet usage at home



Perform a Wifi test anywhere at home



Order a Wifi Booster via the app, get it delivered at your doorstep



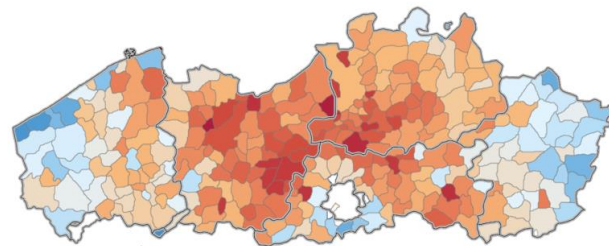
Introducing the new Telenet app



FLEMISH PEOPLE LOVE LOCAL ENTERTAINMENT



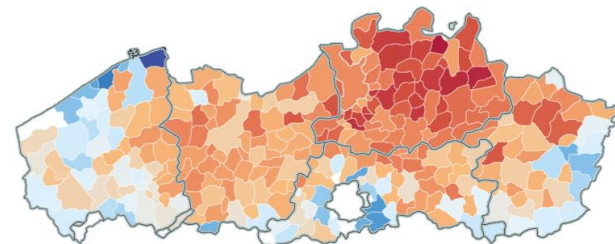
935.000 episodes watched end Q3 2018



Our own series “De Dag” was very popular in all major cities in Flanders, especially in Ghent area.¹



- Second most watched program in Flanders²
- 1.2 million viewers²
- 43% market share²



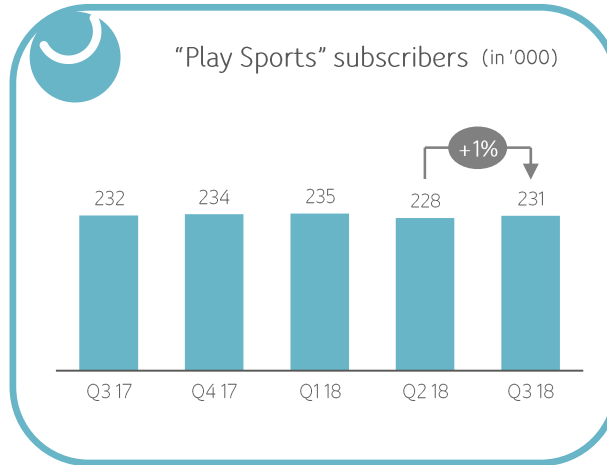
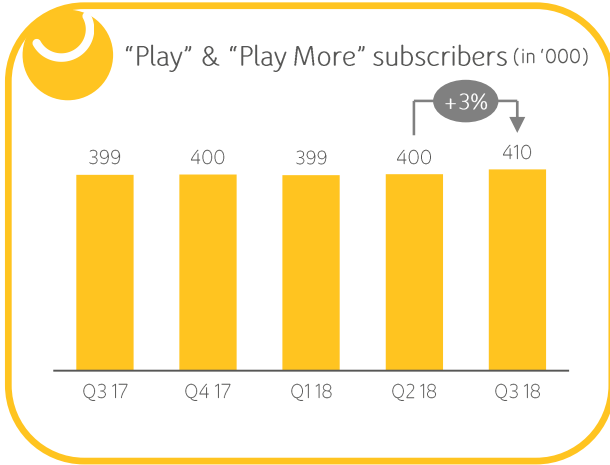
Local quiz “De Slimste Mens” was highly watched across all major cities in Flanders, especially in Antwerp.¹

¹ The colors on each card represent the number of viewing hours per digicorder of the lowest scores, blue, to the highest scores, red.

² Source: CIM figures, 15/10/2018



... UNDERPINNED BY SOLID PREMIUM ENTERTAINMENT SUBSCRIBER GROWTH



© Woestjynvis

- "Play" and "Play More" customer base of 410,200 subscribers a solid increase of 11,000 compared to the previous quarter.
- "Play Sports" customer base increased to 231,400 subscribers, driven by the start of the new football season.



...FURTHER GROWING IN B2B

Acquiring new large customers

Driving further FMC uptake

Expanding service portfolio

Utility, retail and automotive sector

> 50.000 WIGO Business customers



WIGO Business

**50.000 ONDERNEMERS
GENIETEN AL VAN DEZE
ECHTE ALL-IN**

WIGO Business, de all-in op maat van uw bedrijf.



Onbeperkt bellen, vast en mobiel

+



Tot 60 GB data

+



Business Fibernet

+



Digitale tv op alle schermen



... ACCELERATING NEW BUSINESSES



BRUSSELS SOUTH CHARLEROI AIRPORT S.A.

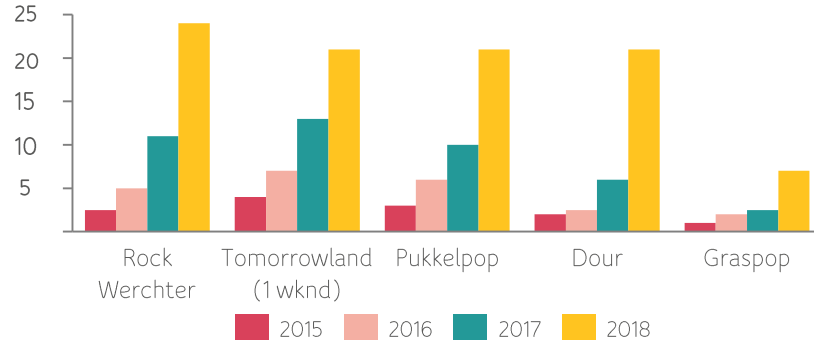


- 5-year strategic partnership.
- Aims to make Brussels-Charleroi airport ("BSCA") a true 'digital dome'.
- 25,000 passengers visits per day.
- Focus on two concrete solutions: passenger flow analysis and connected smart parking system.
- Making BSCA a hub in terms of innovation.



NETWORK QUALITY DRIVES USAGE

Mobile data traffic in Terabytes @ festivals



Fixed network upgrade “De Grote Netwerf”



Mobile network

- Launched VoWiFi & VoLTE service
- Network upgrade:
 - Substantially all mobile sites upgraded.
 - 251 new build sites



Fixed network

- 88% of nodes rebuilt, on track to be completed by mid-2019



LEADER IN THE DOW JONES SUSTAINABILITY INDEX¹ FOR THE SIXTH TIME



**Dow Jones
Sustainability Indexes**



¹ Source: Robecosam



EXECUTING AGAINST OUR ANTICIPATED SHAREHOLDER REMUNERATION TIMELINE

Sept 2018

- €600m extraordinary dividend, around €5.3 per share, approved by EGM on Sept. 26.
- Share Repurchase Program 2018bis (up to 7.5m shares, €300m) on track:
 - Repurchased just over 2.3 million shares for an aggregate amount of €105 million by the end of September 2018.

Oct 2018

- Pay-out of extra-ordinary dividend executed early October.

December 2018

- Capital Markets day focusing on strategic value drivers and future capital allocation framework.



2

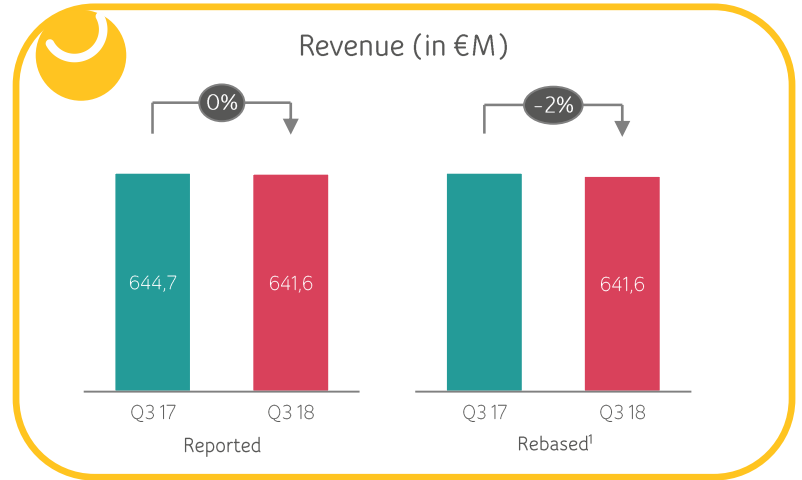
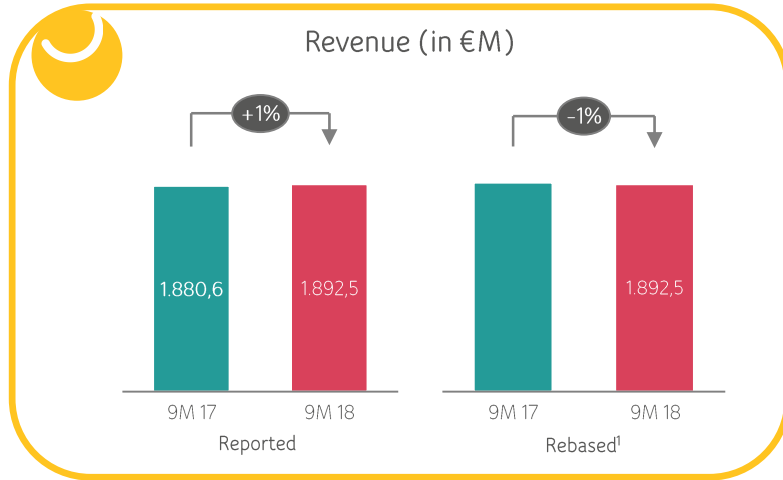
FINANCIAL HIGHLIGHTS





REVENUE OF €1,892.5 MILLION

Modest decline on rebased basis



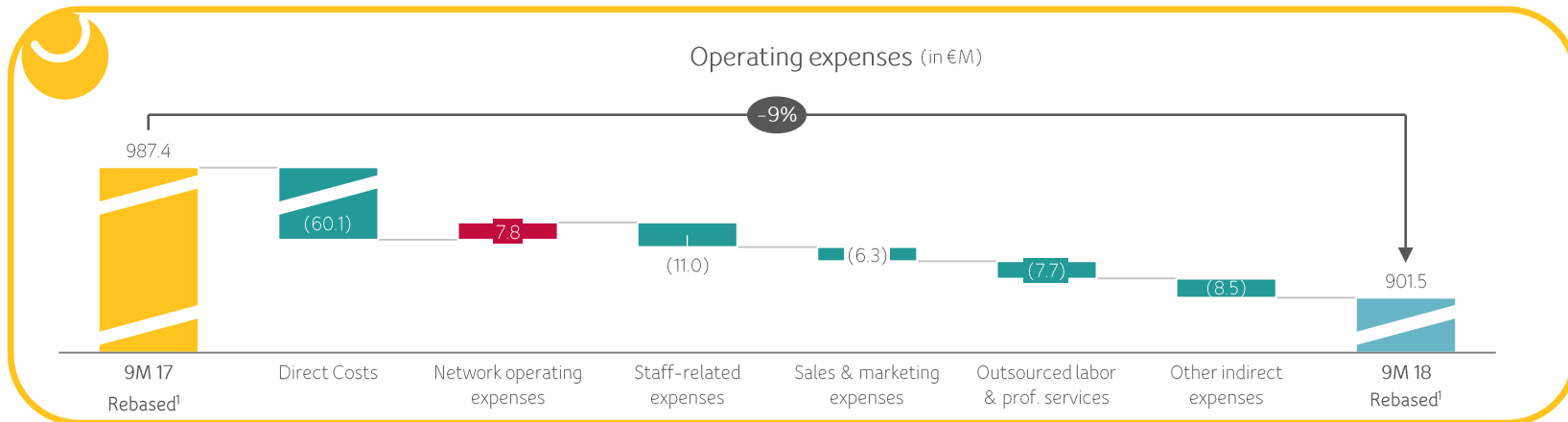
- Revenue of €1,892.5 million first nine months of 2018, up 1% yoy, predominantly inorganic.
- On a rebased basis, our nine months 2018 revenue decreased by 1%.
- Third quarter 2018 revenue of €641.6 million, broadly stable compared to prior year period on a reported basis.
- On a rebased basis, our revenue decreased nearly 2% year-on-year in Q3 2018 as a result of €6.9 million lower handset-related revenue versus the same period of last year.

¹ On a rebased basis; please see Definitions for additional information.



OPERATING EXPENSES

Reaping full benefit this year of the accelerated onboarding of our Full MVNO customers on our network, while demonstrating tight cost control



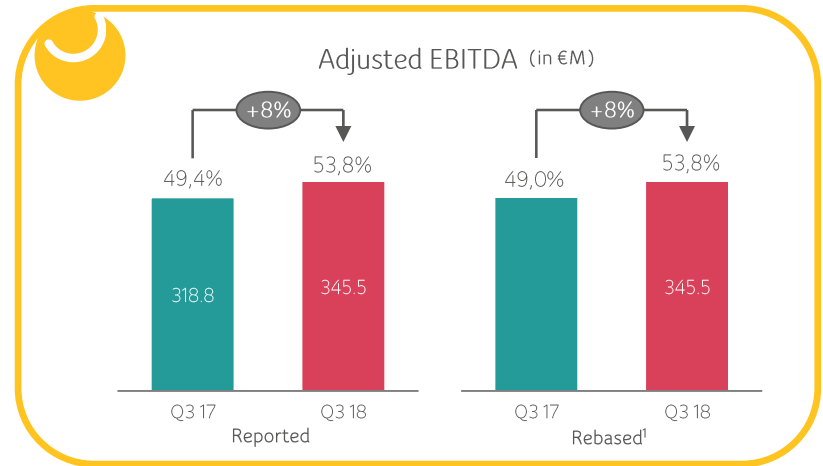
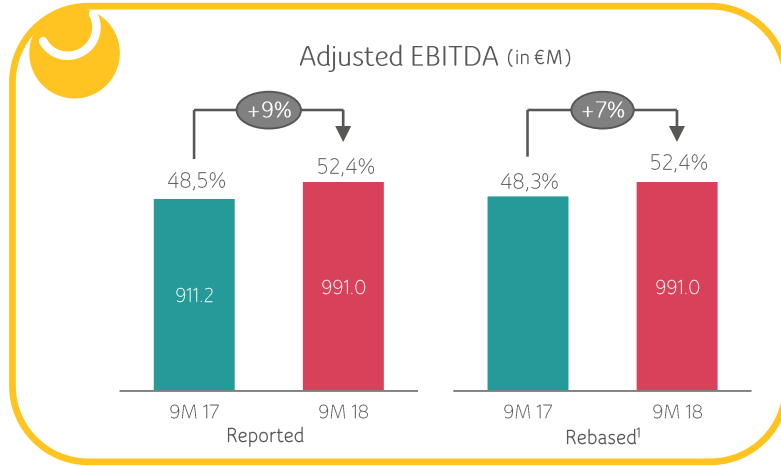
- On a rebased basis¹, we succeeded in reducing our total expenses for the first nine months of 2018 by 9% as compared to the prior year period.
- This robust achievement was predominantly driven by a €60.1 million, or 14%, reduction in our direct costs as a result of the accelerated onboarding of our Full MVNO customers to the Telenet network.
- Tight cost control demonstrated by a further 8% decrease in our other indirect expenses and lower outsourced labor and professional services expenses on a rebased basis¹.

¹ On a rebased basis; please see Definitions for additional information.



ADJUSTED EBITDA OF €991.0 MILLION

Solid growth of 9% yoy in the first nine months of 2018



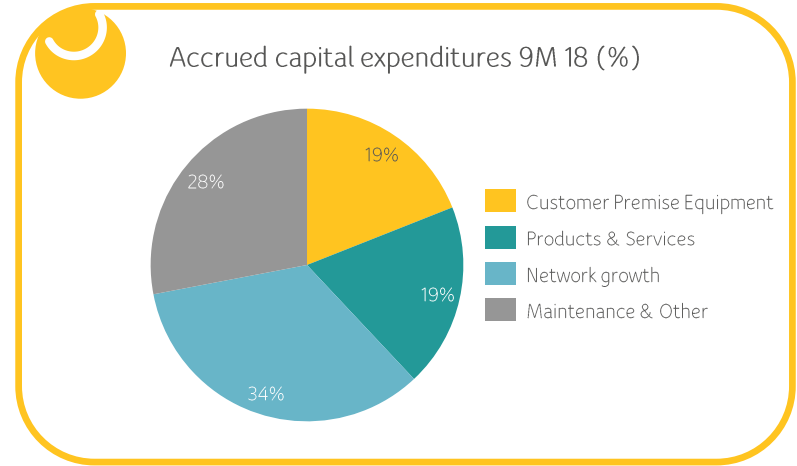
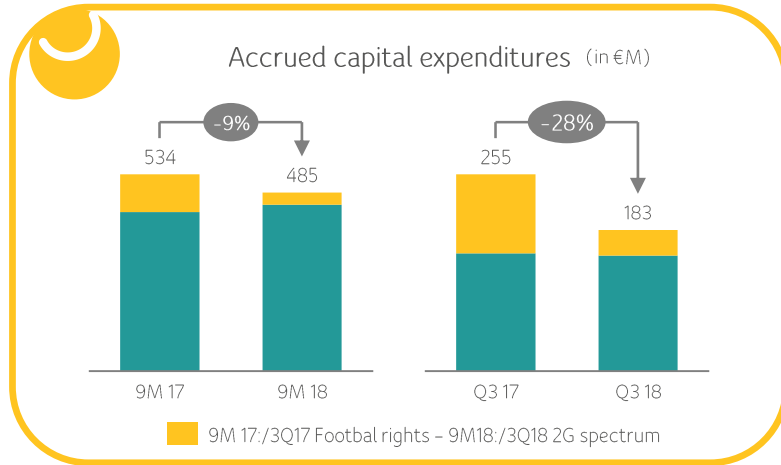
- Robust Adjusted EBITDA of €991.0 million in the first nine months of 2018, up 7% year-on-year on a rebased basis.
- Third quarter 2018 Adjusted EBITDA of €345.5 million, up 8% year-on-year on a rebased basis.
- In the third quarter 2018, we achieved an Adjusted EBITDA margin of 53.8%, representing a marked improvement of 480 basis points on a rebased basis compared to same quarter of previous year.

¹ On a rebased basis; please see Definitions for additional information.



ACCRUED CAPITAL EXPENDITURES

Reaching around 26% of revenue for the first nine months of 2018



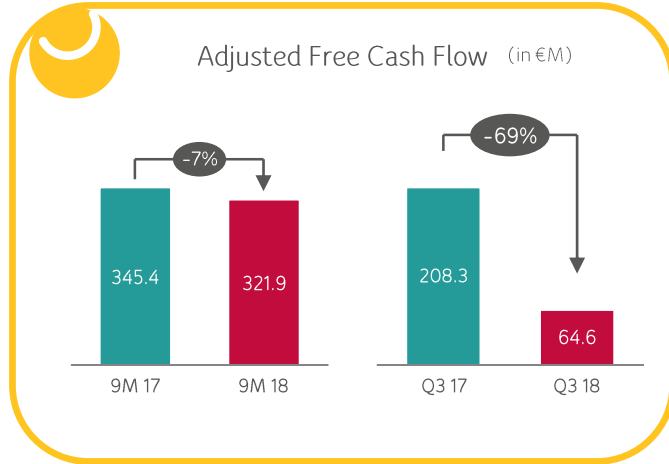
- Accrued capital expenditures reached €484.7 million for the first nine months of 2018, representing a 9% decrease versus the prior year period, which was impacted by the recognition of the Belgian football broadcasting rights.
- Approximately 72% of our accrued capital expenditures were scalable or growth-related in the first nine months of 2018¹.

¹ Excluding the recognition of the mobile spectrum license



ADJUSTED FREE CASH FLOW

€321.9 million Adjusted Free Cash Flow, modest decrease yoy



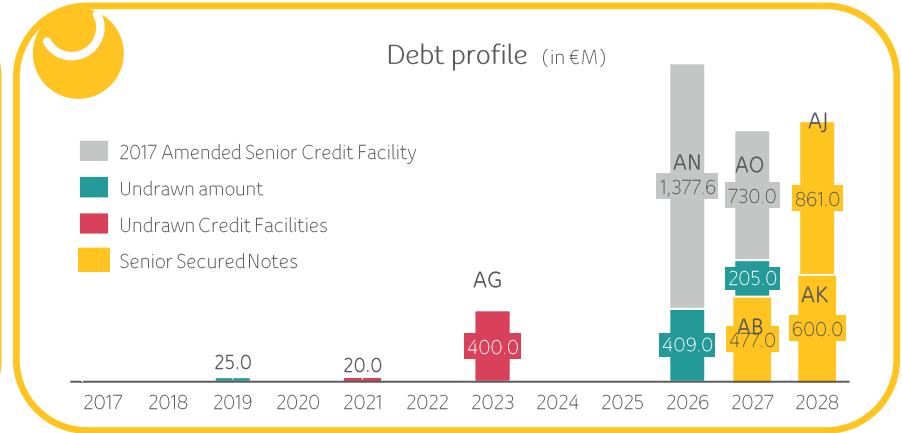
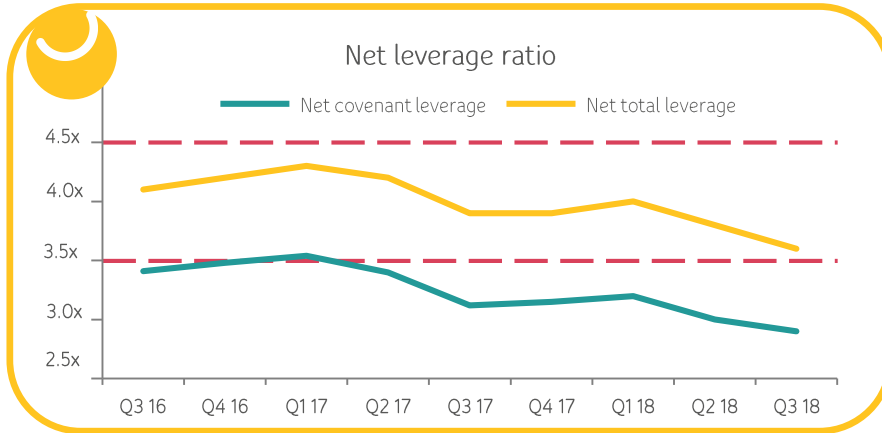
(in €M)	9M17	9M18
Net cash provided by operating activities	669.8	822.8
Cash payments for direct acquisition and divestiture	0.3	3.1
Expenses financed by an intermediary	63.0	104.8
Purchases of property; equipment & intangibles	(349.3)	(314.4)
Principal payments on amounts financed by vendors and intermediaries	(24.0)	(261.3)
Other	(14.4)	(33.1)
Adjusted Free Cash Flow	345.4	321.9

- For the first nine months of 2018, we generated Adjusted Free Cash Flow of €321.9 million, a 7% decrease year-on-year, including the impact in the third quarter 2018 from the extension of our 2G mobile spectrum license to March 2021.
- For the third quarter 2018, our Adjusted Free Cash Flow was €64.6 million, representing a 69% decrease compared to the prior year due to higher repayments of the outstanding short-term commitments under our vendor financing program.



NET TOTAL LEVERAGE¹ OF 3.6X

Total leverage framework at 4.0x post October dividend payment



- Confirmed decrease of net total leverage ratio to 3.6x at September 30, 2018 due to strong EBITDA growth in Q3 2018 and a decrease in our outstanding vendor financing commitments due to phasing.
- On a pro forma basis to reflect the impact of the October 2018 extraordinary dividend payment, our net total leverage ratio would have been 4.0x at the end of the third quarter.
- Net covenant leverage of 2.9x leaves ample headroom under our financial covenants.
- Well-spread debt maturity profile with no debt amortizations (excluding short-term vendor financing commitments) before 2026 with weighted average maturity of 8.8 years now.

1. Please see Definitions for additional information



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FY 2018
OUTLOOK





FY 2018 OUTLOOK PARTIALLY UPGRADED

Expect Adjusted EBITDA to grow between 8.0-8.5% for the full year 2018 on a rebased basis

	Former Outlook	New Outlook
Revenue growth (rebased)	Stable	Stable
Adjusted EBITDA growth (rebased)	7%-8%	8%-8.5%
Accrued capital expenditures (as % of revenues)	Around 26% ²	Around 26% ²
Adjusted Free Cash Flow	€400.0 - 420.0 million ³	€400.0 - 420.0 million ³

1. FY 2015 Adjusted EBITDA: €1,096.6 million

2. Excluding the recognition of football broadcasting rights and mobile spectrum licenses

3. Assuming certain payments are made on our mobile spectrum licenses in Q4 2018 and the tax payment on our 2017 tax return (excluding the tax prepayment of Q4 2017) will not occur until early 2019..



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Q&A



IMPORTANT REPORTING CHANGES

- a. Adoption of IFRS 15: As of January 1, 2018, we have adopted IFRS 15 as mentioned in our 2017 Annual Report (see Section 5.2.20 - Forthcoming requirements). IFRS 15 has impacted certain of our previous revenue recognition policies, including the accounting for (i) time-limited discounts and free service periods provided to our customers, (ii) certain up-front fees charged to our customers and (iii) multiple element arrangements. IFRS 15 has also impacted the accounting for certain upfront costs directly associated with obtaining and fulfilling customer contracts. Under our previous policy, these costs were expensed as incurred unless the costs were in the scope of another accounting topic that allowed for capitalization. Under IFRS 15, the upfront costs that were previously expensed as incurred have been recognized as assets and amortized to other operating expenses over a period that is consistent with the transfer to the customers of the goods or services to which the assets relate.
- b. Presentation of intercompany-related security revenue: As of January 1, 2018, we changed the way we present revenue earned from our security business across the Liberty Global Group. As of January 1, 2018, we present this revenue on a net basis versus on a gross basis previously. This change did not impact our gross profit or Adjusted EBITDA. For comparability reasons, we have represented our Q2 2017, H1 2017 and FY 2017 results with a total impact of €0.2 million, €2.4 million and €7.0 million, respectively.
- c. Presentation of accrued capital expenditures: As of January 1, 2018, we changed the way we present our accrued capital expenditures in order to align with our internal capital allocation framework. Going forward, our accrued capital expenditures will be reported across the following buckets: (i) customer premises equipment, (ii) network growth, (iii) product and services and (iv) maintenance and other. We have also represented the prior year quarters. This representation did not affect our total level of accrued capital expenditures.
- d. Provisional purchase price allocation for the SFR Belux acquisition: Our December 31, 2017 statement of financial position has been restated, reflecting the retrospective impact of the provisional purchase price allocation ("PPA") for the SFR Belux acquisition, which was not yet available at year-end 2017. A step-up on property & equipment of €8.1 million was recorded, while an intangible asset was recognized amounting to €70.5 million, almost entirely consisting of the customer relationships. Together with the deferred tax impact of the above mentioned adjustments (€25.5 million), goodwill was reduced by €53.1 million. The depreciation and amortization expenses, as well as the deferred tax impact related to the period from the acquisition date (June 19, 2017) until December 31, 2017, amounted to €2.6 million and has been reflected in retained earnings.
- e. Presentation of mobile telephony revenue generated by small and medium-sized enterprises ("SME"): As of Q2 2018, we changed the way we present the mobile telephony revenue generated by our SME customers. As of Q2 2018, such revenue is reported under our business services revenue, whereas previously it was recorded under our mobile telephony revenue and consequently also under our total subscription revenue. This change did not impact our total revenue. For comparability reasons, we have represented our FY 2017 revenue.

DEFINITIONS

- a. For purposes of calculating rebased growth rates on a comparable basis for the six months ended June, 30, 2018, we have adjusted our historical revenue and Adjusted EBITDA to (i) include the pre-acquisition revenue and Adjusted EBITDA of SFR Belux (fully consolidated since June 19, 2017) in our rebased amounts for the six months ended June 30, 2017 to the same extent that the revenue and Adjusted EBITDA of such entity is included in our results for the six months ended June 30, 2018 and (ii) exclude the revenue and Adjusted EBITDA of the disposals of certain legacy fixed-line products at BASE and Ortel made during Q1 2017 to the same extent that the revenue and Adjusted EBITDA of these disposed business is excluded from our results the six months ended June, 30, 2018, (iii) exclude the revenue and Adjusted EBITDA of the disposals of JIM Mobile and Mobile Viking during Q1 2017 to the same extent that the revenue and Adjusted EBITDA of these disposed business is excluded from our results the six months ended June, 30, 2018, (iv) include the pre-acquisition revenue and Adjusted EBITDA of Nextel (fully consolidated since May 1, 2018) in our rebased amounts for the six months ended June 30, 2017 to the same extent that the revenue and Adjusted EBITDA of such entity is included in our results for the six months ended June 30, 2018 and (v) give effect to the new IFRS 15 framework as if it had been implemented on January 1, 2017. We have reflected the revenue and operating profit of SFR Belux in our 2017 rebased amounts based on what we believe to be the most reliable information that is currently available (generally pre-acquisition financial statements), as adjusted for the estimated effects of (i) any significant effects of acquisition accounting adjustments, (ii) any significant differences between our accounting policies and those of the acquired entities and (iii) other items we deem appropriate. We do not adjust pre-acquisition periods to eliminate non-recurring items or to give retroactive effect to any changes in estimates that might be implemented during post-acquisition periods. As we did not own or operate the acquired businesses during the pre-acquisition periods, no assurance can be given that we have identified all adjustments necessary to present the revenue and Adjusted EBITDA of these entities on a basis that is comparable to the corresponding post-acquisition amounts that are included in our historical results or that the preacquisition financial statements we have relied upon do not contain undetected errors. In addition, the rebased growth percentages are not necessarily indicative of the revenue and Adjusted EBITDA that would have occurred if these transactions had occurred on the dates assumed for purposes of calculating our rebased amounts or the revenue and Adjusted EBITDA that will occur in the future. The rebased growth percentages have been presented as a basis for assessing growth rates on a comparable basis, and are not presented as a measure of our pro forma financial performance. EBITDA is defined as profit before net finance expense, the share of the result of equity accounted investees, income taxes, depreciation, amortization and impairment. Adjusted EBITDA is defined as EBITDA before stock-based compensation and restructuring charges, and before operating charges or credits related to successful or unsuccessful acquisitions or divestitures. Operating charges or credits related to acquisitions or divestitures include (i) gains and losses on the disposition of long-lived assets, (ii) due diligence, legal, advisory and other third-party costs directly related to the Company's efforts to acquire or divest controlling interests in businesses, and (iii) other acquisition-related items, such as gains and losses on the settlement of contingent consideration. Adjusted EBITDA is an additional measure used by management to demonstrate the Company's underlying performance and should not replace the measures in accordance with EU IFRS as an indicator of the Company's performance, but rather should be used in conjunction with the most directly comparable EU IFRS measure. A reconciliation of this measure to the most directly comparable EU IFRS measure is disclosed in Exhibit 1 on page 10.
- b. Accrued capital expenditures are defined as additions to property, equipment and intangible assets, including additions from capital leases and other financing arrangements, as reported in the Company's consolidated statement of financial position on an accrued basis

DEFINITIONS

- c. Adjusted Free Cash Flow is defined as net cash provided by the Company's operating activities, plus (i) cash payments for third-party costs directly associated with successful and unsuccessful acquisitions and divestitures and (ii) expenses financed by an intermediary, less (i) purchases of property and equipment and purchases of intangibles as reported in the Company's consolidated statement of cash flows, (ii) principal payments on amounts financed by vendors and intermediaries, (iii) principal payments on capital leases (exclusive of network-related leases that were assumed in acquisitions), and (iv) principal payments on post acquisition additions to network leases, each as reported in the Company's consolidated statement of cash flows. Adjusted Free Cash Flow is an additional measure used by management to demonstrate the Company's ability to service debt and fund new investment opportunities and should not replace the measures in accordance with EU IFRS as an indicator of the Company's performance, but rather should be used in conjunction with the most directly comparable EU IFRS measure.
- d. Basic Video Subscriber is a home, residential multiple dwelling unit or commercial unit that receives Telenet's video service over the Combined Network either via an analog video signal or via a digital video signal without subscribing to any recurring monthly service that requires the use of encryption-enabling technology. Encryption-enabling technology includes smart cards, or other integrated or virtual technologies that Telenet uses to provide its enhanced service offerings. Telenet counts Revenue Generating Unites ("RGUs") on a unique premises basis. In other words, a subscriber with multiple outlets in one premise is counted as one RGU and a subscriber with two homes and a subscription to Telenet's video service at each home is counted as two RGUs.
- e. Enhanced Video Subscriber is a home, residential multiple dwelling unit or commercial unit that receives Telenet's video service over the Combined Network via a digital video signal while subscribing to any recurring monthly service that requires the use of encryption-enabling technology. Enhanced Video Subscribers are counted on a unique premises basis. For example, a subscriber with one or more set-top boxes that receives Telenet's video service in one premise is generally counted as just one subscriber. An Enhanced Video Subscriber is not counted as a Basic Video Subscriber. As Telenet migrates customers from basic to enhanced video services, Telenet reports a decrease in its Basic Video Subscribers equal to the increase in Telenet's Enhanced Video Subscribers.
- f. Internet Subscriber is a home, residential multiple dwelling unit or commercial unit that receives internet services over the Combined Network.
- g. Fixed-line Telephony Subscriber is a home, residential multiple dwelling unit or commercial unit that receives fixed-line voice services over the Combined Network. Fixed-line telephony Subscribers exclude mobile telephony subscribers.
- h. Telenet's mobile subscriber count represents the number of active subscriber identification module ("SIM") cards in service rather than services provided. For example, if a mobile subscriber has both a data and voice plan on a smartphone this would equate to one mobile subscriber. Alternatively, a subscriber who has a voice and data plan for a mobile handset and a data plan for a laptop (via a dongle) would be counted as two mobile subscribers. Customers who do not pay a recurring monthly fee are excluded from Telenet's mobile telephony subscriber counts after a 90-day inactivity period.

DEFINITIONS

- i. Customer Relationships are the number of customers who receive at least one of Telenet's video, internet or telephony services that Telenet counts as RGUs, without regard to which or to how many services they subscribe. Customer Relationships generally are counted on a unique premises basis. Accordingly, if an individual receives Telenet's services in two premises (e.g. a primary home and a vacation home), that individual generally will count as two Customer Relationships. Telenet excludes mobile-only customers from Customer Relationships.
- j. Average Revenue Per Unit ("ARPU") refers to the average monthly subscription revenue per average customer relationship and is calculated by dividing the average monthly subscription revenue (excluding mobile services, Business-to-Business ("B2B") services, interconnect, channel carriage fees, mobile handset sales and installation fees) for the indicated period, by the average of the opening and closing balances for customer relationships for the period.
- k. Homes Passed are homes, residential multiple dwelling units or commercial units that can be connected to the Combined Network without materially extending the distribution plant. Telenet's Homes Passed counts are based on census data that can change based on either revisions to the data or from new census results.
- l. RGU is separately a Basic Video Subscriber, Enhanced Video Subscriber, Internet Subscriber or Fixed-line Telephony Subscriber. A home, residential multiple dwelling unit, or commercial unit may contain one or more RGUs. For example, if a residential customer subscribed to Telenet's enhanced video service, fixed-line telephony service and broadband internet service, the customer would constitute three RGUs. Total RGUs is the sum of Basic Video, Enhanced Video, Internet and Fixed-line Telephony Subscribers. RGUs generally are counted on a unique premises basis such that a given premises does not count as more than one RGU for any given service. On the other hand, if an individual receives one of Telenet's services in two premises (e.g. a primary home and a vacation home), that individual will count as two RGUs for that service. Each bundled cable, internet or fixed-line telephony service is counted as a separate RGU regardless of the nature of any bundling discount or promotion. Non-paying subscribers are counted as subscribers during their free promotional service period. Some of these subscribers may choose to disconnect after their free service period. Services offered without charge on a long-term basis (e.g. VIP subscribers, free service to employees) generally are not counted as RGUs. Telenet does not include subscriptions to mobile services in its externally reported RGU counts.
- m. Customer Churn represents the rate at which customers relinquish their subscriptions. The annual rolling average basis is calculated by dividing the number of disconnects during the preceding 12 months by the average number of customer relationships. For the purpose of computing churn, a disconnect is deemed to have occurred if the customer no longer receives any level of service from Telenet and is required to return Telenet's equipment. A partial product downgrade, typically used to encourage customers to pay an outstanding bill and avoid complete service disconnection is not considered to be disconnected for purposes of Telenet's churn calculations. Customers who move within Telenet's cable footprint and upgrades and downgrades between services are also excluded from the disconnect figures used in the churn calculation.

DEFINITIONS

- n. Telenet's ARPU per mobile subscriber calculation that excludes interconnect revenue refers to the average monthly mobile subscription revenue per average mobile subscribers in service and is calculated by dividing the average monthly mobile subscription revenue (excluding activation fees, handset sales and late fees) for the indicated period, by the average of the opening and closing balances of mobile subscribers in service for the period. Telenet's ARPU per mobile subscriber calculation that includes interconnect revenue increases the numerator in the above-described calculation by the amount of mobile interconnect revenue during the period.
- o. Net total leverage is defined as the sum of all of the Company's short-term and long-term liabilities minus cash and cash equivalents ("Net Total Debt"), as recorded in the Company's statement of financial position, divided by the last two quarters' Consolidated Annualized EBITDA. Net covenant leverage is calculated as per the 2017 Amended Senior Credit Facility definition, using Net Total Debt, excluding (i) subordinated shareholder loans, (ii) capitalized elements of indebtedness under the Clientele and Annuity Fees, (iii) any finance leases entered into on or prior to August 1, 2007, (iv) any indebtedness incurred under the network lease entered into with the pure intermunicipalities and (v) any vendor financing-related liabilities, divided by last two quarters' Consolidated Annualized EBITDA including certain unrealized cost synergies related to the BASE and SFR Belux acquisitions.

THANK
YOU

The text "THANK YOU" is displayed in a bold, sans-serif font. The word "THANK" is on the top line, and "YOU" is on the bottom line. The letters are filled with various images: 'T' shows a bookshelf; 'H' shows a child's face; 'A' shows a child's hair; 'N' shows a child's profile; 'K' shows a dark interior. The word "YOU" features a yellow circle with a white swirl inside the letter 'O'. The 'Y' shows a smiling boy, and the 'U' shows a child looking at a screen.