TELENET – 4Q 2016 RESULTS

INVESTOR & ANALYST CALL

16 February 2017

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 acquisition of BASE Company NV 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.

EXECUTIVE SUMMARY

KEY HIGHLIGHTS

4TH QUARTER 2016

Strategic Highlights

- **Mobile network upgrade and customer migration on track**
  - €250 million upgrade plan, substantially completed by mid-2018
  - Over 500 macro sites have been upgraded per end 2016 and around 100 new sites have already been rolled out
  - Close to 38,000 MVNO customers migrated end Jan. 2017
- **Enriching our connected premium entertainment offers**
  - Relaunch of "Play More", strengthening Telenet's unique position in the premium entertainment segment
- **Agreement with Altice to acquire SFR BeLux**
  - Extension of our Brussels footprint while also tapping parts of the Walloon and the Luxembourg areas
- **Full MVO Agreement with Lycamobile**
  - Including the sale of our direct subsidiary Ortel Mobile NV to Lycamobile, jointly having ~1 million prepaid subscribers

Operational & Financial Highlights

- **Solid traction for our "WIGO" quad-play offers**
  - Reaching 151,500 subscribers at the end of Dec. 2016
  - Boosting quad-play penetration to ~23% of cable customers
- **Continued multiple-play and postpaid subscriber growth**
  - 1,134,100 triple-play subscribers end Dec. 2016 (+4% yoy) – around 53% of our customer base
  - 33,100 postpaid net adds in Q4 2016 driven by our "WIGO" offers, partly offset by intense competition
- **Over-delivering on our FY 2016 outlook**
  - Rebased[1] revenue and Adjusted EBITDA growth of 3%, reaching €2,429.1 million and €1,117.1 million
  - Robust Adjusted Free Cash Flow of €265.8 million
- **On track to reach our medium-term outlook** of 5-7% rebased Adjusted EBITDA growth ('CAGR')[2] over the 2015-2018 period

1. On a rebased basis – please see Definitions for additional information
2. Compound Annual Growth Rate

OVER 150,000 “WIGO” SUBSCRIBERS

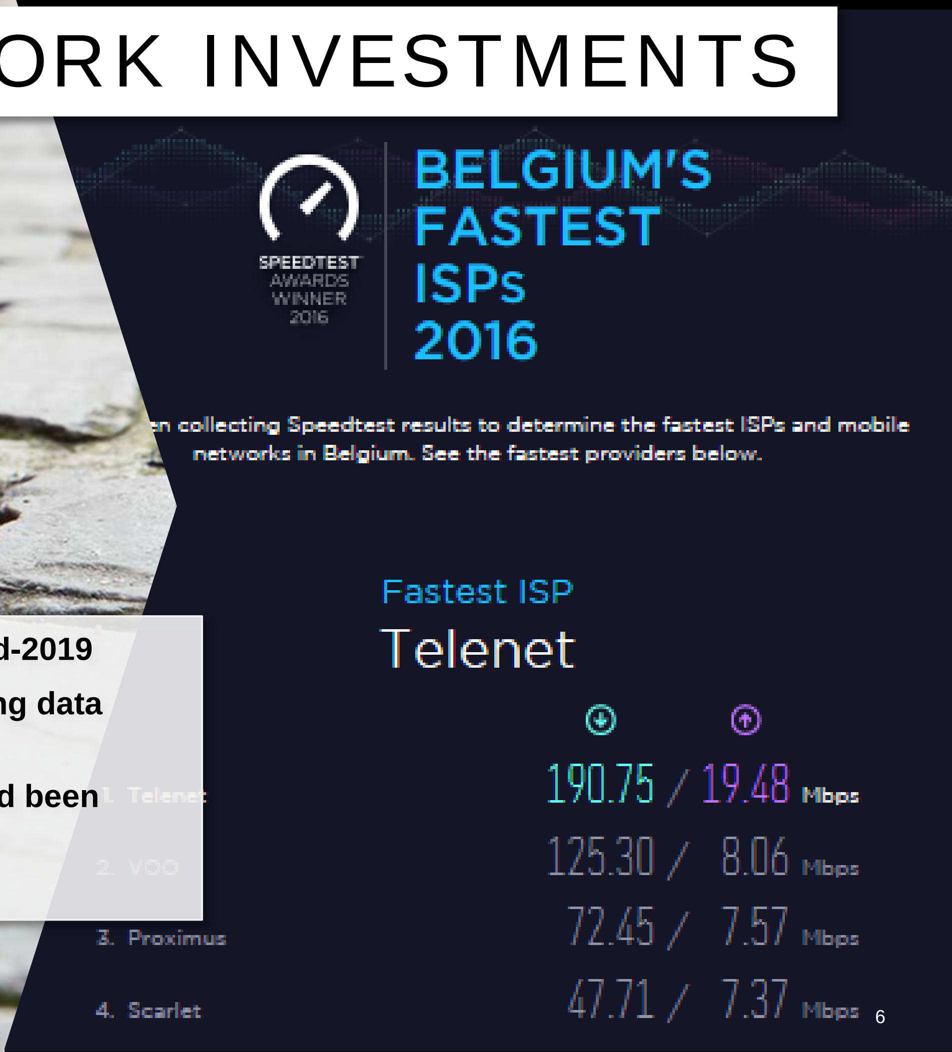
FIRST ALL-IN-ONE CONVERGED OFFERING FOR FAMILIES AND BUSINESSES

- **151,500 “WIGO” subscribers at the end of December 2016, achieved since launch in June 2016**
- **50,900 net new “WIGO” subscribers in Q4 2016**
- **Driving net mobile postpaid subscriber growth**

CONTINUED NETWORK INVESTMENTS

PAYING OFF

- €500 million investment program from 2015 to mid-2019
- Boosting capacity from 600 MHz to 1 GHz, enabling data download speeds of at least 1 Gbps
- Per end 2016, ~36% of the HFC network nodes had been upgraded
- Targeting ~60% of nodes upgraded by end-2017

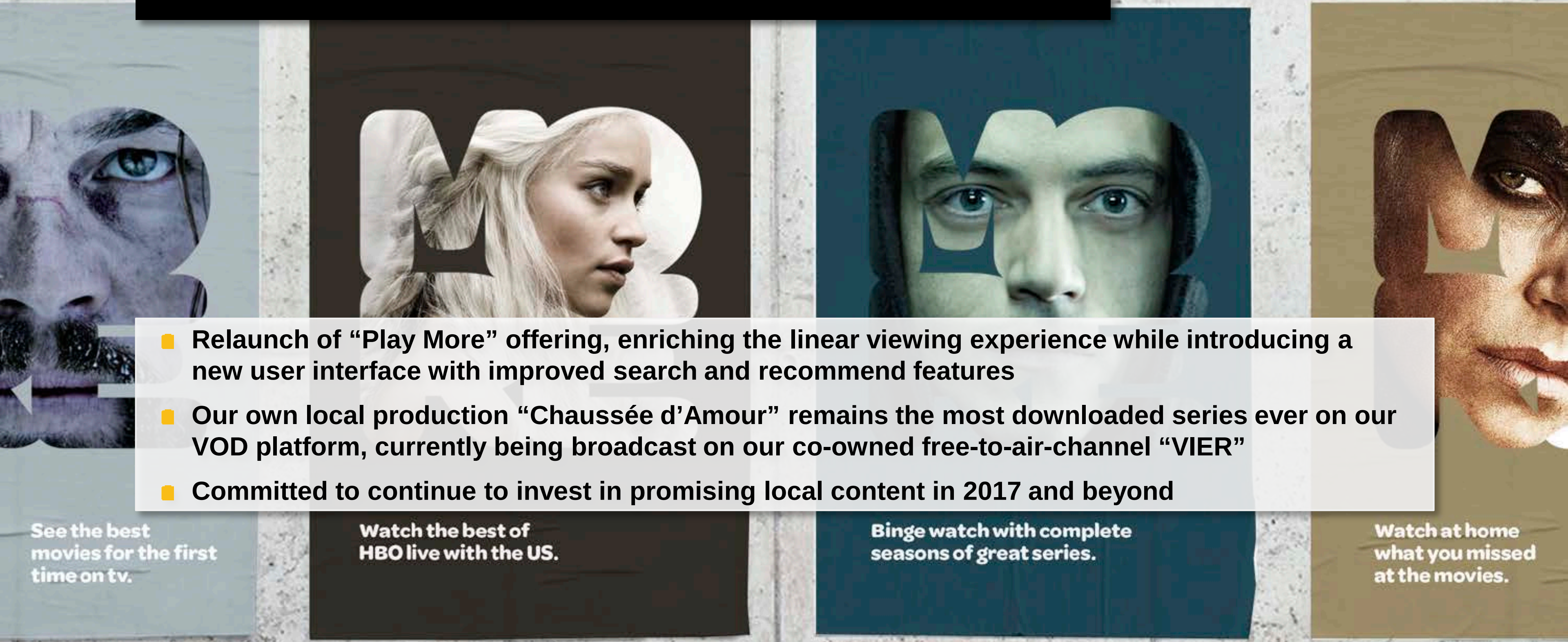


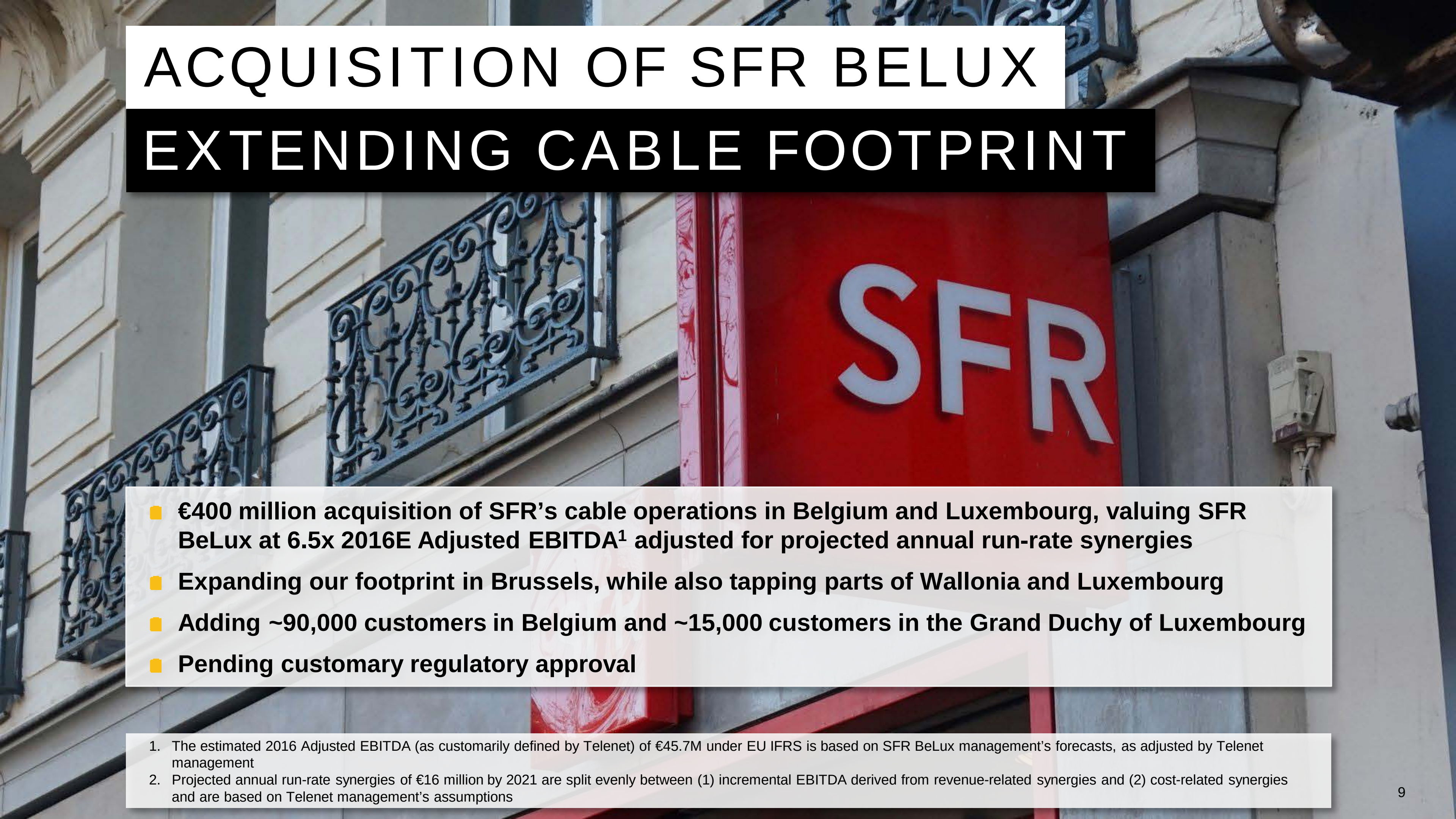
COMMITTED TO DELIVER A SUPERIOR MOBILE EXPERIENCE

- €250 million investment program 2016 to mid-2018
- Aiming to upgrade 2,800 macro sites and to roll-out 800 to 1,000 new mobile sites, which should be substantially completed by mid-2018, supported by targeted investments in fiber backhaul
- Just over 500 sites upgraded by year-end 2016 with 100 new sites already having been rolled out
- Close to 38,000 MVNO customers migrated to our own acquired network, reducing MVNO-related costs

UNIQUE POSITIONING IN PREMIUM ENTERTAINMENT

- Relaunch of “Play More” offering, enriching the linear viewing experience while introducing a new user interface with improved search and recommend features
- Our own local production “Chaussée d’Amour” remains the most downloaded series ever on our VOD platform, currently being broadcast on our co-owned free-to-air-channel “VIER”
- Committed to continue to invest in promising local content in 2017 and beyond





ACQUISITION OF SFR BELUX

EXTENDING CABLE FOOTPRINT

- **€400 million acquisition of SFR's cable operations in Belgium and Luxembourg, valuing SFR BeLux at 6.5x 2016E Adjusted EBITDA[1] adjusted for projected annual run-rate synergies**
- **Expanding our footprint in Brussels, while also tapping parts of Wallonia and Luxembourg**
- **Adding ~90,000 customers in Belgium and ~15,000 customers in the Grand Duchy of Luxembourg**
- **Pending customary regulatory approval**

1. The estimated 2016 Adjusted EBITDA (as customarily defined by Telenet) of €45.7M under EU IFRS is based on SFR BeLux management's forecasts, as adjusted by Telenet management
2. Projected annual run-rate synergies of €16 million by 2021 are split evenly between (1) incremental EBITDA derived from revenue-related synergies and (2) cost-related synergies and are based on Telenet management's assumptions

FULL MVNO AGREEMENT LYCAMOBILE AND SALE OF ORTEL MOBILE

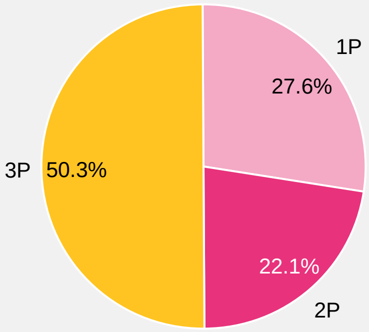
- Full MVNO Agreement signed with Lycamobile, the world’s largest MVNO
- Lycamobile’s customers will get access to our nationwide mobile network
- Agreement to sell our direct subsidiary Ortel Mobile to Lycamobile
- Joint prepaid customer base of around 1 million customers

OPERATIONAL HIGHLIGHTS

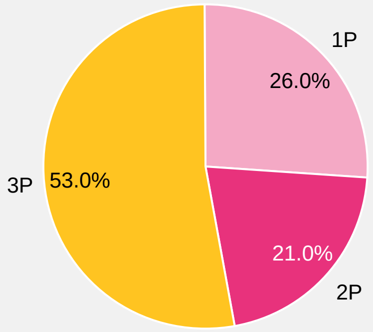
FIXED[1] MULTIPLE-PLAY PENETRATION

TRIPLE-PLAY SUBSCRIBERS[1] UP 4% IN Q4 2016

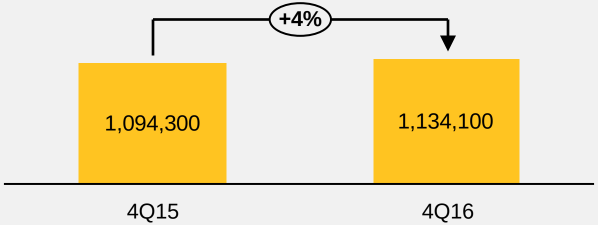
Customer mix[1] (December 31, 2015)



Customer mix[1] (December 31, 2016)

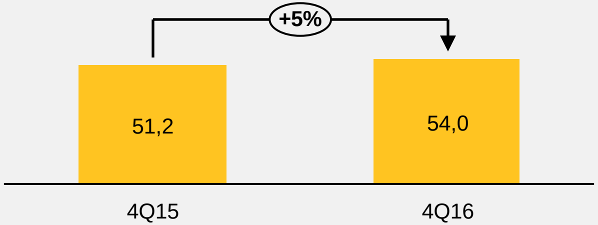


Triple-play subscribers[1]



ARPU per customer relationship[1]

(in €)



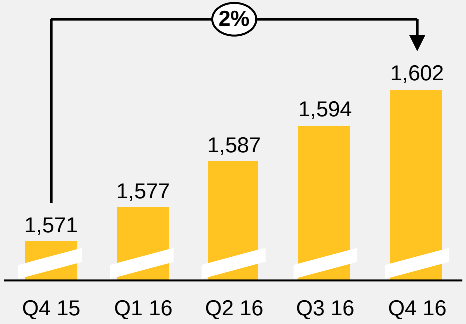
1. Excluding mobile telephony and entertainment services

BROADBAND INTERNET

SOLID NET SUBSCRIBER GROWTH IN Q4 2016

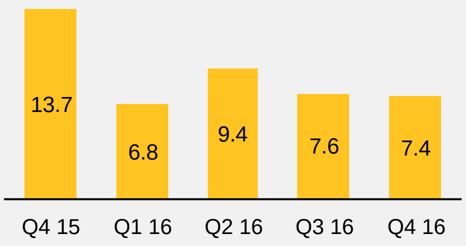
Subscriber base

(in ‘000)

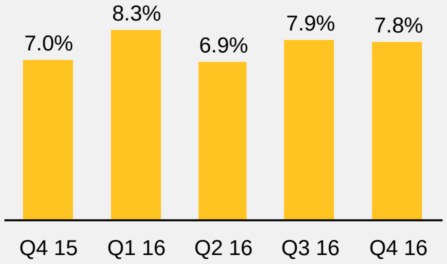


Net additions

(in ‘000)



Annualized churn



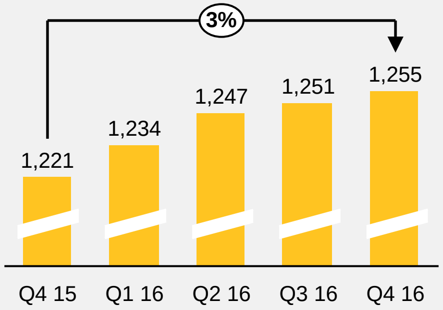
- **7,400 net broadband internet subscriber additions** in Q4 2016 (2016: 31,200)
- **1,601,700 broadband internet subscribers** at December 31, 2016, +2% yoy, resulting in a 53.6% penetration of homes passed by our leading HFC network
- Ookla Speed Index confirmed our **leading status as fastest ISP** in our footprint and the whole of Belgium
- **Annualized churn of 7.8%** in Q4 2016, reflecting an intense competitive environment

FIXED-LINE TELEPHONY

SUBSCRIBER GROWTH IMPACTED BY CHURN AND COMPETITION

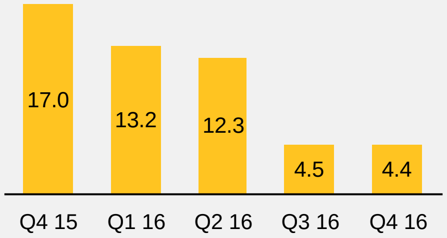
Subscriber base

(in ‘000)

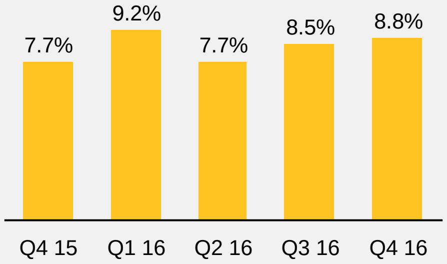


Net additions

(in ‘000)



Annualized churn

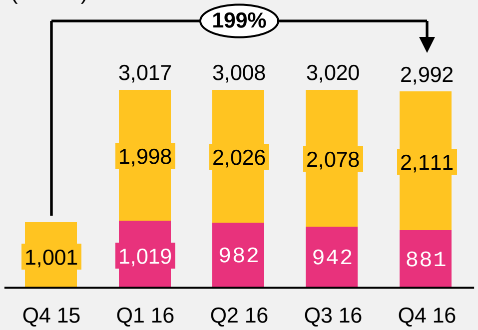


- **4,400 net fixed-line telephony subscriber additions** in Q4 2016 (2016: 34,400)
- **1,255,400 fixed-line telephony subscribers** at December 31, 2016, up 3% yoy, equivalent to a 42.0% penetration of homes passed by our network
- **Annualized churn of 8.8% in Q4 2016**, impacted by higher churn driven by an intense competitive market

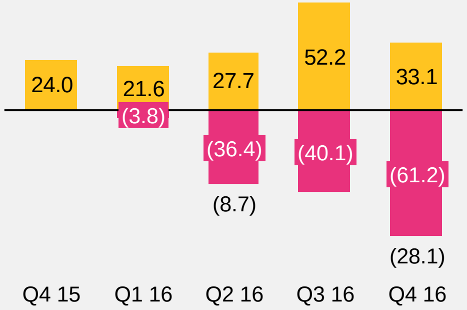
MOBILE TELEPHONY

CONTINUED SOLID NET POSTPAID SUBSCRIBER ADDITIONS

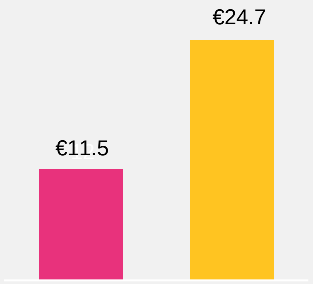
Subscriber base
(in '000)



Net additions
(in '000)



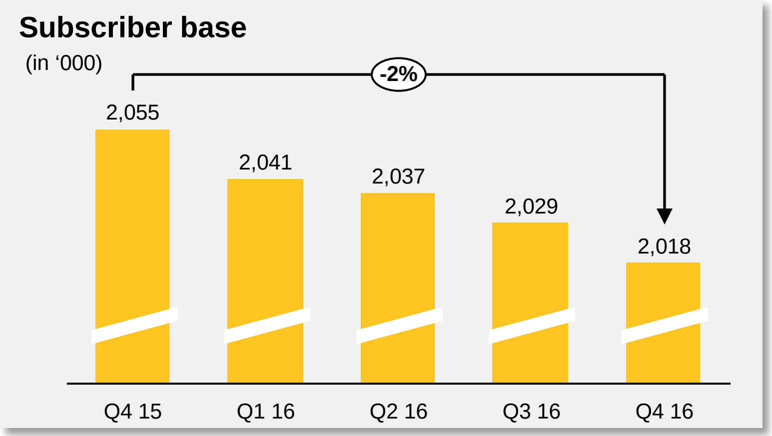
Mobile ARPU (incl interconnect, Q4 2016)

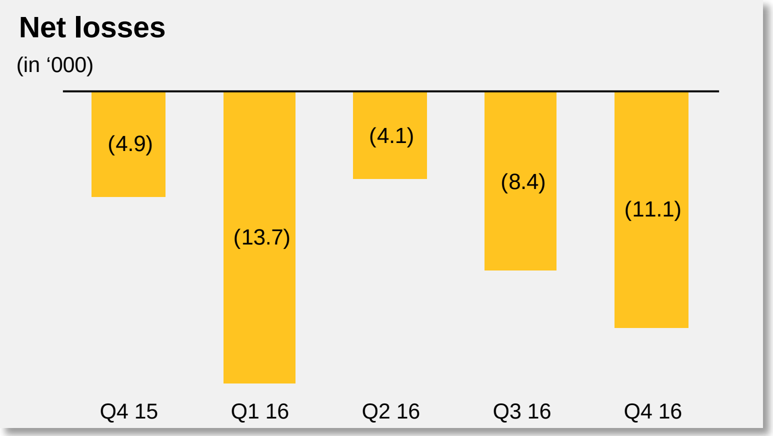


- **33,100 net postpaid subscribers in Q4 2016** thanks to continued uptake of our "WIGO" offers
- **This was partly offset by negative subscriber additions at BASE**, impacted by the success of our "WIGO" offers and continued structural declines in our prepaid business with a loss of 61,200 prepaid subscribers
- **Including prepaid subscribers, our total mobile subscriber base decreased by 28,100 in Q4 2016**

VIDEO

HIGHER NET ORGANIC LOSS RATE IMPACTED BY COMPETITION

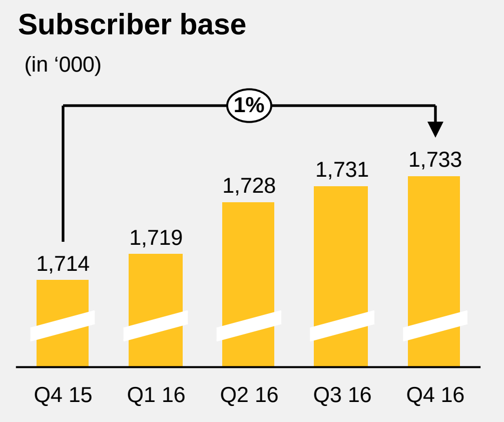


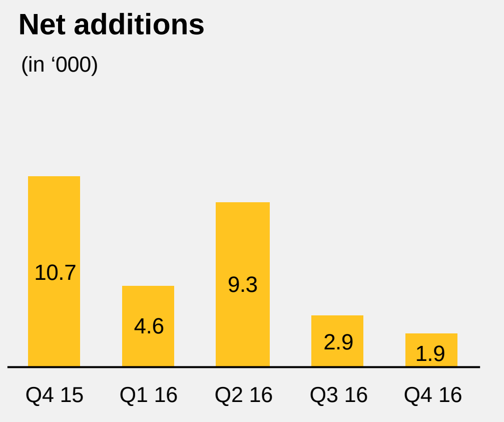


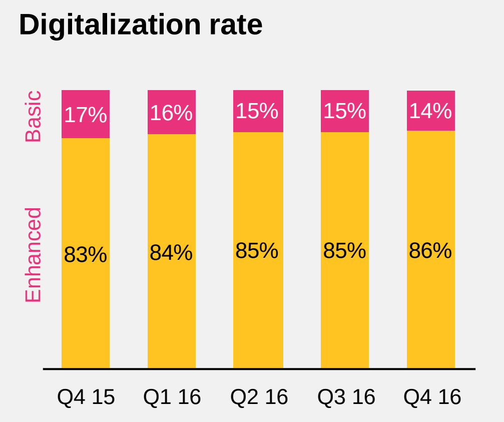
- **2,017,500 video subscribers** at December 31, 2016, representing approximately 68% of the homes passed by our network
- **Our net organic loss rate in Q4 2016 increased to 11,100**, driven by the intensely competitive environment including the effects of regulated cable wholesale

ENHANCED VIDEO

~86% OF VIDEO CUSTOMERS HAVE UPGRADED TO ENHANCED VIDEO



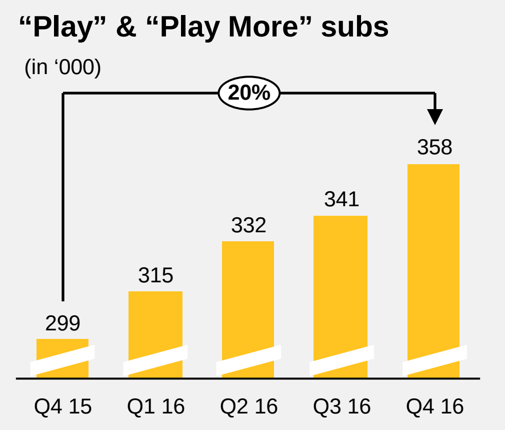


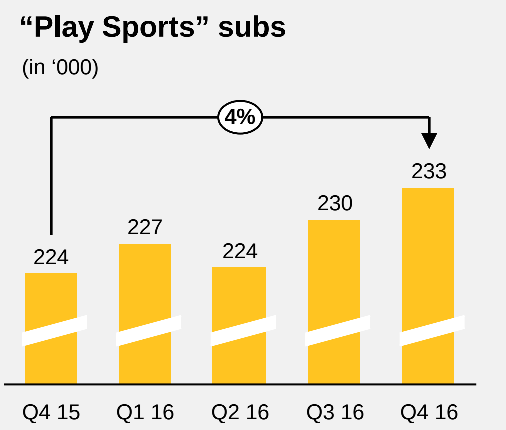


- **1,900 net enhanced video subscribers added** in Q4 2016 (2016: 18,700)
- **1,732,900 enhanced video subscribers** at December 31, 2016, representing around 86% of our total video subscriber base
- **Active user base of "Yelo Play", our OTT platform, reached approximately 28%** of our enhanced video subscriber base at December 31, 2016

PREMIUM ENTERTAINMENT

CONTINUED TRACTION IN SUBSCRIPTION VOD OFFERS



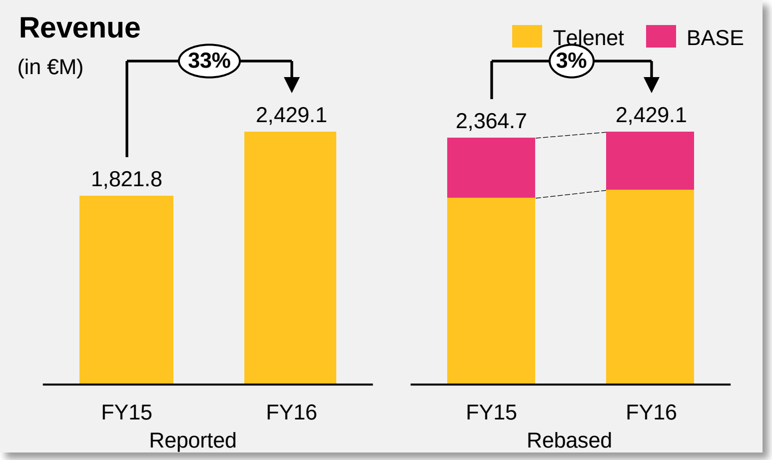


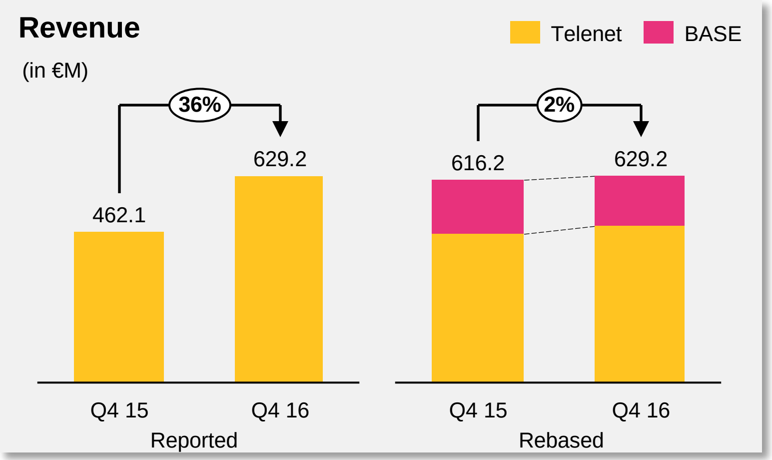
- **Our premium entertainment offers had 358,000 customers** at December 31, 2016, up 20% compared to Q4 2015 with solid growth on a sequential basis
- Net subscriber growth was driven by (i) temporary promotions, (ii) the relaunch of the Play More offering and (iii) the continued success of our own proprietary local television series "Chaussée d'Amour"
- At December 31, 2016, **233,200 customers subscribed to "Play Sports"**, up 4% yoy

FINANCIAL HIGHLIGHTS

REVENUE OF €2,429.1 MILLION

+3% YOY REBASED[1]



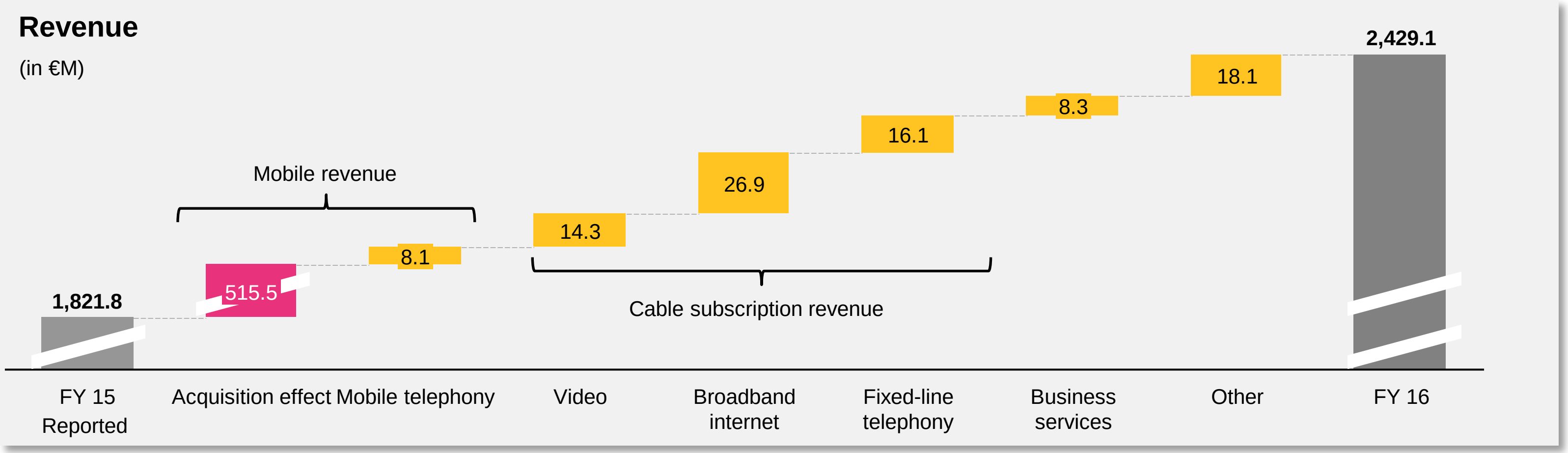


- **Revenue of €2,429.1 million in 2016,** +33% yoy on a reported basis and +**3% yoy on a rebased basis**
- **Solid mid-single-digit top line growth for our cable business** was driven by 4% higher cable subscription revenue and higher B2B revenue generated by our security, core data and mobile wholesale business lines
- These revenue drivers were partially offset by continued competitive and regulatory pressures on our acquired mobile business
- **Revenue of €629.2 million in Q4 2016**, +36% yoy **and +2% yoy on a reported and rebased basis**

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

ALL PRODUCT LINES CONTRIBUTING

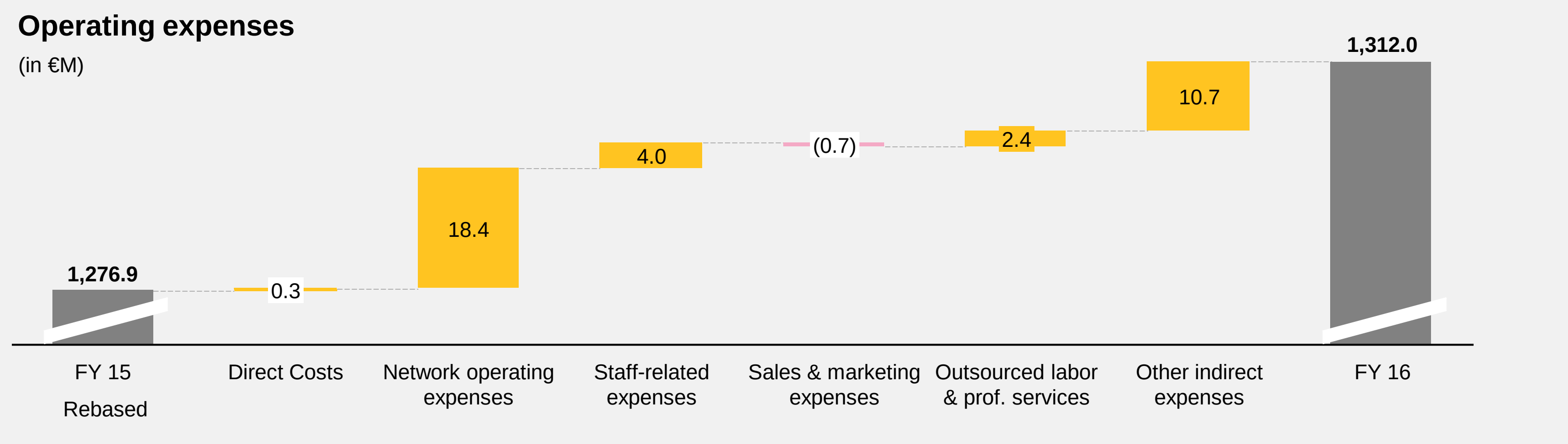
TO OUR TOP LINE GROWTH



- Acquisition of **BASE contributing €515,5 million to our revenue since February 11, 2016**
- **Cable subscription revenue up 4% yoy** driven by (i) triple-play growth, (ii) continued growth for our premium entertainment propositions and (iii) the favorable impact from the February 2016 price adjustments, partially offset by higher bundle-related discounts and a modest decline in the total number of unique customer relationships
- **Higher B2B revenue** due to (i) higher revenue from carrier services for mobile, (ii) higher security-related revenue and (iii) higher revenue from business connectivity solutions
- **Other revenue** reflected higher revenue from the sale of standalone handsets and the impact of our "Choose Your Device" programs launched mid-2015, offset by lower interconnection and installation revenue as a result of our targeted end-of-year promotions

OPERATING EXPENSES

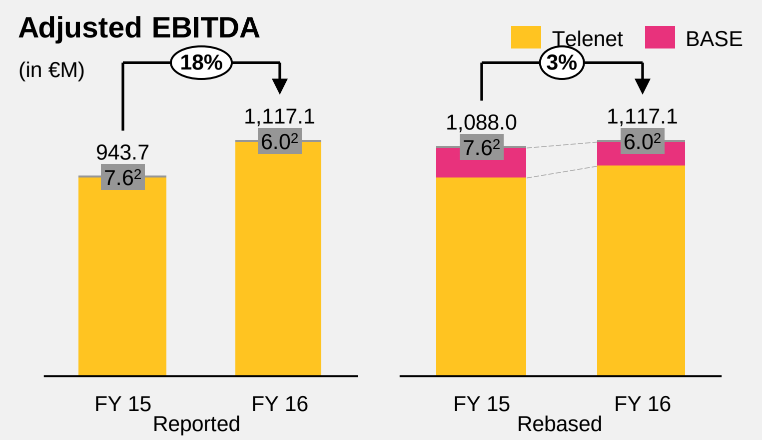
UP 3% YOY (EXCLUDING BASE ACQUISITION EFFECT)

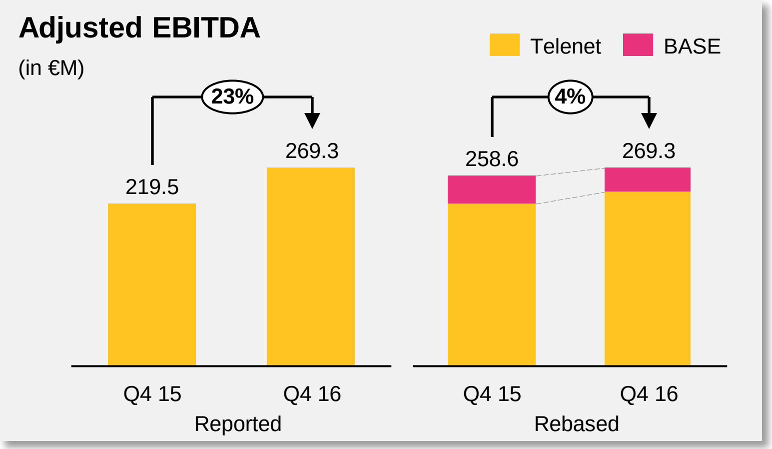


- **Higher network operating expenses** as a result of (i) higher network equipment maintenance, (ii) higher electricity costs partially due to changes in local legislation and (iii) higher pole rental charges
- **Increase in other indirect expenses reflected a benefit of €7.6 million in Q4 2015** linked to the resolution of a contingency associated with the universal service obligation in Belgium
- **€8.3 million integration and transformation costs** in FY 2016 for BASE
- **Broadly stable direct costs yoy**, reflecting a benefit of €6.0 million in 2016 due to the Full MVNO settlement
- **Higher staff-related expenses** due to wage indexation and modest growth in our combined employee base

ADJUSTED EBITDA OF €1,117.1M

+3% YOY REBASED[1]





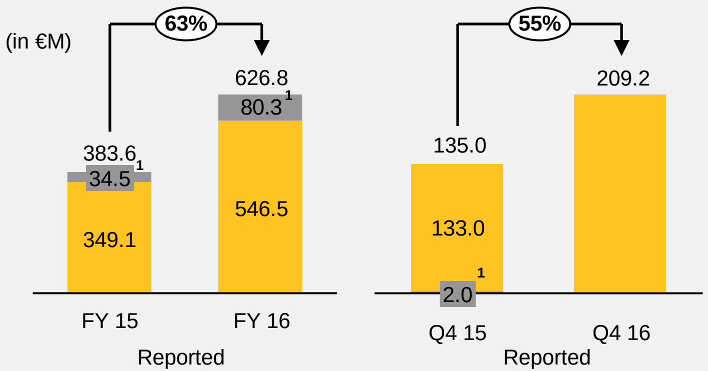
- **Adjusted EBITDA of €1,117 million in FY 2016**, +18% yoy and **+3% yoy** on a reported and **rebased basis,** respectively
- Our Adjusted EBITDA growth in FY 2016 was supported by (i) a solid rebased top line growth of 3%, (ii) tight cost control, (iii) lower interconnection and handset subsidy-related costs and (iv) a favorable outcome of certain integration assumptions
- **Q4 2016 Adjusted EBITDA of €269.3 million**, +23% yoy and **+4% yoy on a rebased basis** as a result of €4.1 million lower integration costs vs Q4 2015 and realized synergies from the BASE acquisition including lower staff-related expenses and lower MVNO-related costs

1. On a rebased basis – please see Definitions for additional information
2. Our Adjusted EBITDA for both FY 2016 and FY 2015 included nonrecurring benefits of €6.0 million and €7.6 million, respectively, linked to the settlement of certain operational contingencies associated with the settlement of our Full-MVNO Arrangement with Orange Belgium and the resolution of a contingency associated with universal obligations, respectively.

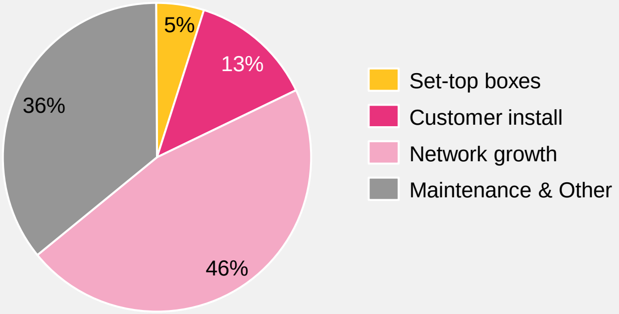
ACCRUED CAPITAL EXPENDITURES OF €626.8M

~22% OF REVENUE EXCL FOOTBALL RIGHTS

Accrued capital expenditures[1]



Accrued capital expenditures[2]

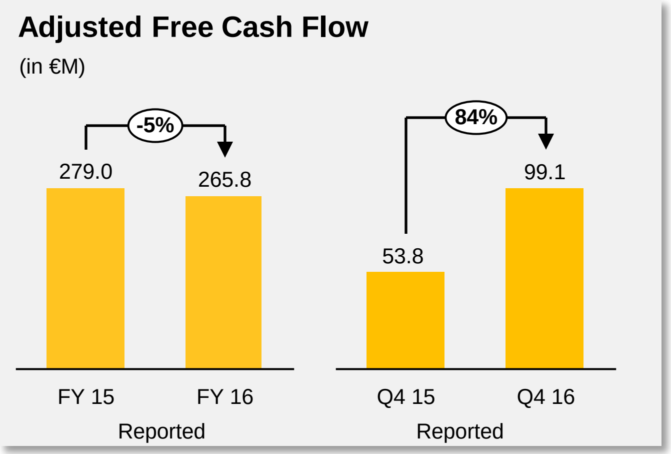


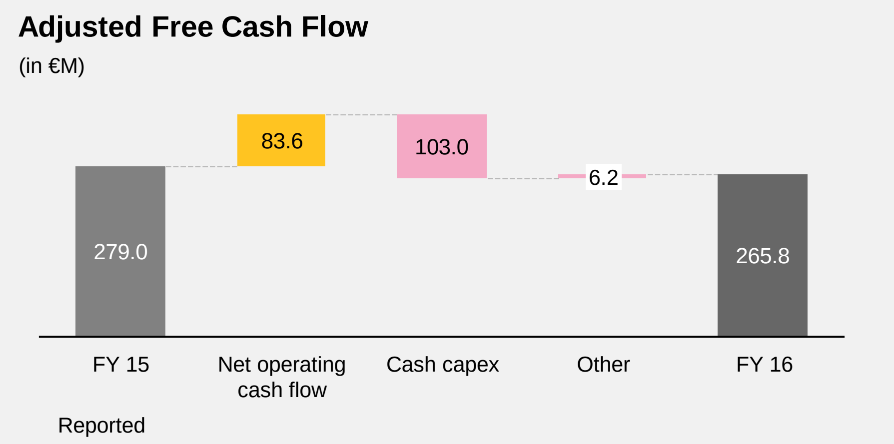
- **Accrued capital expenditures of €626.8million in FY 2016**, reflecting (i) the recognition of the Belgian and UK football broadcasting rights, (ii) higher network investments in our fixed and mobile infrastructures and (iii) the effects of the BASE acquisition (FY 2016: €161.5 million)
- **In Q4 2016, accrued capital expenditures were €209.2 million**, and reflected the acquisition of BASE (Q4 2016: €83.8 million) and increased investments in the upgrade of the BASE mobile network

1. Our accrued capital expenditures for the full year 2016 reflected the extension of the exclusive UK Premier League broadcasting rights for the next three seasons as of the 2016-2017 season. Under EU IFRS, these broadcasting rights have been capitalized as intangible assets and will be amortized on a pro-rata basis as the season progresses
2. Excluding football broadcasting rights

ADJUSTED FREE CASH FLOW OF €265.8M

-5% YOY DUE TO HIGHER CASH INTEREST AND CASH TAXES PAID



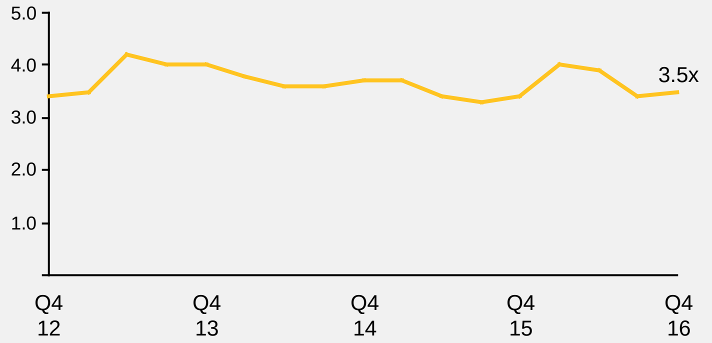


- **Adjusted Free Cash Flow of €265.8 million for FY 2016**, almost fully absorbing the negative impact from higher cash taxes and cash interest expenses on our Adjusted Free Cash Flow thanks to (i) solid growth in our Adjusted EBITDA, (ii) our increased focus on a tighter working capital management and (iii) the start of our vendor financing program as of Q3 2016
- **Adjusted Free Cash Flow of €99.1 million in Q4 2016**, up 84% yoy, primarily driven by a 38% increase in our net cash from operating activities, partly offset by higher cash capital expenditures

NET LEVERAGE RATIO[1] OF 3.5X

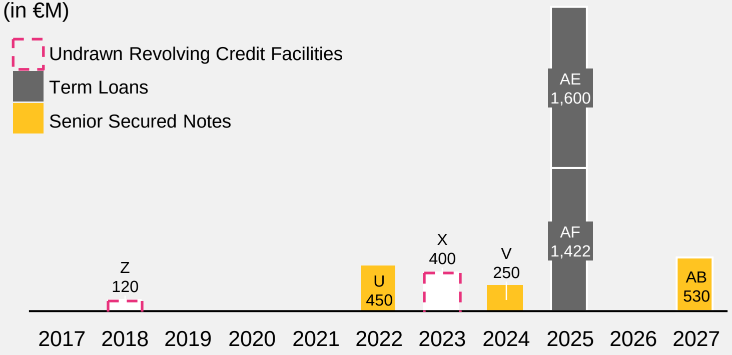
LOWER END OF OUR TARGETED LEVERAGE RANGE

Net leverage ratio



Debt profile

(in €M)



- The net leverage ratio as per December 31, 2016 **did not yet reflect the impact of the proposed acquisition of Altice's operations in Belgium and Luxembourg ("SFR BeLux")** which is pending regulatory approval
- **Successful issuance of a €1.6 billion Term Loan and a USD1.5 billion Term Loan, both due January 31, 2025**, extending our tenor to just over 8 years at attractive market conditions
- **No outstanding debt maturities prior to 2022**

1. As per our 2015 Amended Senior Credit Facility - please see Definitions for additional information. Includes certain unrealized synergies with regards to the BASE Company NV acquisition (currently being referred to as Telenet Group BVBA)

FY 2017
OUTLOOK

OUR 2020 VISION

To be the leading converged connected entertainment and business solutions provider in Belgium

FUELING GROWTH IN A CHALLENGING ENVIRONMENT

CONSUMER NEEDS

- *Increased data usage*
- *Connected devices*

REGULATION

- *Regulated Wholesale*
- *Roam-like-home*
- *Prepaid Registration*
- *MTR/FTR*

COMPETITION

Network Leadership

WIGO

Customer Innovation

Business

B2B Boost

BASE

Synergy realisation

Footprint expansion[1]

1. Pending regulatory approval

FY 2017 OUTLOOK

CONTINUING OUR GROWTH PATH

Revenue growth *(rebased)*	**Stable**
Adjusted EBITDA growth *(rebased)*	**Mid-single-digit**
Accrued capital expenditures *(as % of revenue)*	**Around 24%**[1]
Adjusted Free Cash Flow	**€350M to €375M**[2]

Targeting 5-7% rebased Adjusted EBITDA growth over the 2015-2018 period (‘CAGR’)[3]

1. Excluding the recognition of football broadcasting rights
2. Assuming the tax payment on our 2016 tax return will not occur until early 2018
3. Compound Annual Growth Rate

SHARE REPURCHASE PROGRAM

€60 MILLION PROGRAM FOR UP TO 1.1 MILLION SHARES

Committed to deliver **attractive and sustainable shareholder value** in line with our Net Total Debt to Consolidated Annualized EBITDA ratio

Optimal balance between **growth and shareholder returns** and **attractive access to capital markets**

€60.0 million Share Repurchase Program 2017

- Effective as of February 16, 2017 for a maximum period of 6 months
- Intend to repurchase a maximum of 1.1 million shares with a maximum consideration of €60.0 million
- Repurchased shares will be used to cover the Company’s obligations under existing stock option plans


Q & A

THANK YOU

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IMPORTANT REPORTING CHANGES

Reminder fees and carriage fees: In Q1 2016, we changed the way we present the billed reminder fees and carriage fees in order to further align with our controlling shareholder. As from January 1, 2016, carriage fees will no longer be recognized as revenue, but will be netted off against our direct expenses as we consider charged carriage fees and our purchase of distributable content as a single transaction going forward. In addition, reminder fees will be recognized as revenue from January 1, 2016 as these fees are considered to represent a separately identifiable revenue stream, whereas previously reminder fees were recognized net of the related costs in our indirect expense line. The two aforementioned changes in presentation favorably impacted our revenue for the first nine months of 2016 by €11.0 million (Q1, Q2 and Q3 2016: €3.6 million, €3.7 million and €3.7 million, respectively) and our FY 2015 revenue by €13.4 million (Q1, Q2 and Q3 2015: €3.1 million, €3.5 million and €3.4 million, respectively), but did not impact our Adjusted EBITDA and cash flows. We have also applied these changes retroactively to the prior year quarters.

Expenses by nature: In Q1 2016, we changed the way we present our total expenses to align with our internal reporting framework. As a consequence, we now provide more detailed disclosure of our operating expenditure, whereas the vast majority of our operating expenses were previously predominantly captured under "network operating and service costs". The representation of our expenses did not impact our Adjusted EBITDA and operating profit. We have also applied these changes retroactively to the prior year quarters.

DEFINITIONS

a. For purposes of calculating **rebased growth** rates on a comparable basis for the three months and year ended December 31, 2016, we have adjusted our historical revenue and Adjusted EBITDA for the three months and year ended December 31, 2015 to include the pre-acquisition revenue and Adjusted EBITDA of BASE in our rebased amounts to the same extent that the revenue and Adjusted EBITDA are included in our results for the three months and year ended December 31, 2016 (BASE being fully consolidated since February 12, 2016). 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 pre-acquisition 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.

b. **Under "Choose Your Device" contractual arrangements**, which include separate contracts for the mobile handset and airtime, we generally recognize the full sales price for the mobile handset upon delivery as a component of other revenue, regardless of whether the sales price is received upfront or in installments. Revenue associated with the airtime services is recognized as mobile subscription revenue over the contractual term of the airtime services contract. Prior to the launch of "Choose Your Device" in July 2015, handsets were generally provided to customers on a subsidized basis. As a result, revenue associated with the handset was only recognized upfront to the extent of cash collected at the time of sale, and the monthly amounts collected for both the handset and airtime were included in mobile subscription revenue over the term of the contract. Handset costs associated with "Choose Your Device" handset revenue are expensed at the point of sale.

c. **EBITDA** is defined as profit before net finance expense, the share of the result of equity accounted investees, 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 and (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. 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.

d. **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

e. **Adjusted Free Cash Flow** is defined as net cash provided by the Company's continuing operations, 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 of its continuing operations, (ii) principal payments on capital-related vendor financing obligations, (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.

f. **Basic Video Subscriber** is a home, residential multiple dwelling unit or commercial unit that receives our 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 we use to provide our enhanced service offerings. We count 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 our video service at each home is counted as two RGUs.

g. **Enhanced Video Subscriber** is a home, residential multiple dwelling unit or commercial unit that receives our 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 our 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 we migrate customers from basic to enhanced video services, we report a decrease in our Basic Video Subscribers equal to the increase in our Enhanced Video Subscribers.

h. **Internet Subscriber** is a home, residential multiple dwelling unit or commercial unit that receives internet services over the Combined Network.

i. **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.

j. Our **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 our mobile telephony subscriber counts after a 90-day inactivity period.

DEFINITIONS

k. **Customer Relationships** are the number of customers who receive at least one of our video, internet or telephony services that we count 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 our services in two premises (e.g., a primary home and a vacation home), that individual generally will count as two Customer Relationships. We exclude mobile-only customers from Customer Relationships.

l. **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, 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.

m. **Homes Passed** are homes, residential multiple dwelling units or commercial units that can be connected to our networks without materially extending the distribution plant. Our Homes Passed counts are based on census data that can change based on either revisions to the data or from new census results.

n. **RGU** is separately a Basic Video Subscriber, Enhanced Video Subscriber, Internet Subscriber or Telephony Subscriber. A home, residential multiple dwelling unit, or commercial unit may contain one or more RGUs. For example, if a residential customer to our 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 our 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. We do not include subscriptions to mobile services in our externally reported RGU counts.

o. **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 us and is required to return our 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 our churn calculations. Customers who move within our cable footprint and upgrades and downgrades between services are also excluded from the disconnect figures used in the churn calculation.

p. **Net leverage ratio** is calculated as per the 2015 Amended Senior Credit Facility definition, using net total debt, excluding (a) subordinated shareholder loans, (b) capitalized elements of indebtedness under the Clientele and Annuity Fees, (c) any finance leases entered into on or prior to August 1, 2007, and (d) any indebtedness incurred under the network lease entered into with the pure intermunicipalities up to a maximum aggregate amount of €195.0 million, divided by last two quarters’ Consolidated Annualized EBITDA.