

OTE GROUP...

...AT A GLANCE

General information

Hellenic Telecommunications Organization (OTE S.A.) is the largest telecommunications provider in the Greek market, and, together with its subsidiaries, forms one of the leading telecom groups in Southeastern Europe.

OTE is among the five largest listed companies, with respect to capitalization, in the Athens Stock Exchange. OTE is also listed in London Stock Exchange (LSE). Since 1996 (when OTE was a state-owned monopoly), the Greek state has been gradually reducing its participation in OTE's share capital. On May 14th 2008, an agreement was signed between the Greek Government and Deutsche Telekom regarding the participation of the latter in OTE's share capital. Since July 11th 2011, following the sale of additional percentages of OTE's share capital by the Greek State to Deutsche Telekom, Deutsche Telekom holds 40% and the Greek State 10%.

The Group offers a full range of products and services, from broadband services, fixed and mobile telephony, to high-speed data communications and leased lines services. In addition, OTE Group in Greece is involved in a range of activities, notably satellite communications, real-estate and professional training. At present, OTE companies employ over 30,000 people in four countries.

Vision

OTE's vision is to offer high quality and fully integrated services, in order to remain customers' first choice, while being recognized as a responsible corporate citizen delivering value to all its stakeholders throughout Greece and Southeastern Europe.

Business Strategy

OTE's key strategic priorities are to:

- **Optimize all processes** by means of sustainable cost reductions and making a lasting improvement in flexibility and productivity
- **Expand broadband penetration** in the domestic market and safeguarding of OTE's leading role, with maximum utilization of the Company's competitive advantages through the provision of innovative products, services and integrated solutions,
- **Utilize technological convergence** by creating commercial proposals and further developing customer care,
- **Focus on domestic and international activities** with the best growth potential,
- **Promote synergies** between the Group's subsidiaries and the parent company.

International activities

As part of its international investment strategy, OTE Group has acquired stakes in telecom companies in the area of Southeastern Europe. More specifically, OTE Group is present in Romania through **Romtelecom** and **Cosmote Romania**, Bulgaria through **GloBul** and Albania through **AMC**.



OTE Group operations

OTE Group aims to provide integrated services and products covering the demanding communications needs of both businesses and individuals. In this context, the Group provides, apart from broadband services and fixed telephony, the following:

- Mobile telephony, through **COSMOTE**, the leader in the Greek mobile market.
- B2B Electronic transactions (**CosmoOne**).
- International telecommunications wholesale services to high-capacity carriers and multi-site organizations in the broader SE European region (**OTEGlobe**).
- Wireless and satellite communications, including maritime services (**OTESAT-MARITEL**).
- Satellite Communications services through OTE's subsidiary, **Hellas-Sat S.A.**, which owns the Hellenic satellite, Hellas Sat 2.
- Consultancy services (**OTEPlus**).

Moreover, in order to develop and manage its real estate assets, the subsidiary **OTE Estate** has been set up. Also, OTE established **OTE Academy**, aiming to deliver professional development choices that cater for the training needs of both OTE Group employees, the wider public and the private sector. The **GERMANOS SA**, the largest retail distribution network in telecoms and technology related products in Southeastern Europe, is also a member of OTE Group since 2006 and plays an integral part in the Group's development strategy.

Financial Data

Under International Financial Reporting Standards (IFRS), OTE Group Revenues for the 12 months ending December 31st, 2010, decreased by 8% compared to the total in 2009, reaching € 5,482.8 million. This reflects the challenging economic situation which continues to impact OTE Group activities across all countries in which it operates. Group pro forma Operating Income Before Depreciation And Amortization (OIBDA) reached € 1,914.4 million for the 12 months of 2010.

OTE & Corporate Responsibility

OTE has a long record of commitment to Social Responsibility. In the past five years, Corporate Responsibility has become an important part of OTE's business strategy, policy and operations. Through its CR program "Building Ties" introduced in 2005, OTE takes a comprehensive approach to responsible behaviour in the marketplace, its' employees, society and the environment. OTE's CR strategy and initiatives focus on issues that are important to the company's success and to its stakeholders, in close alignment with European and international CR standards. In 2006, OTE was one of the first Greek companies to apply the Global Reporting Initiative "G3" Sustainability Reporting Guidelines, achieving an application level "C" and in 2007 and 2008 the company upgraded to the GRI G3 level "B", while in 2010, OTE was also one of the first Greek companies to undertake independent external assurance of its CR reporting in accordance with the AA1000 of the Global Reporting Initiative (GRI). OTE's 2009 CR Report is also one of the first by a Greek company to apply the AA1000 AccountAbility Principles Standard. As a result, OTE's 2009 CR Report received the GRI G3 application level "B+". Since 2008, OTE has been continuously listed in the FTSE4Good, the International Index of companies that meet internationally recognized standards for corporate responsibility, transparency and accountability. OTE also participates in Greece's Corporate Responsibility Index (CRI), produced in association with "Business in the Community", and was ranked "Silver" in 2008 and 2009, and "Gold" in 2010.