



VodafoneZiggo Group B.V.

**Condensed Consolidated Financial Statements
March 31, 2020**

**VodafoneZiggo Group B.V.
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VODAFONEZIGGO GROUP B.V.
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VODAFONEZIGGO GROUP B.V.
CONDENSED CONSOLIDATED BALANCE SHEETS
(unaudited)

	March 31,		December 31,	
	2020		2019	
	in millions			
ASSETS				
Current assets:				
Cash and cash equivalents	€	108.8	€	204.3
Trade receivables, net		186.5		192.4
Related-party receivables (note 10)		32.9		29.3
Prepaid expenses		25.3		15.6
Inventory held for sale, net		38.1		30.6
Derivative instruments (note 4)		89.5		78.1
Contract assets (note 3)		155.4		166.1
Other current assets, net		111.6		101.5
Total current assets		748.1		817.9
Property and equipment, net (note 6)		5,093.5		5,090.5
Goodwill (note 6)		7,375.5		7,375.5
Intangible assets subject to amortization, net (note 6)		5,795.3		5,946.9
Long-term contract assets (note 3)		60.0		54.7
Other assets, net (notes 2, 4 and 8)		901.2		686.5
Total assets	€	19,973.6	€	19,972.0

The accompanying notes are an integral part of these condensed consolidated financial statements.

VODAFONEZIGGO GROUP B.V.
CONDENSED CONSOLIDATED BALANCE SHEETS — (Continued)
(unaudited)

	March 31, 2020	December 31, 2019
	in millions	
LIABILITIES AND OWNER'S EQUITY		
Current liabilities:		
Accounts payable (note 10)	€ 331.9	€ 328.1
Accrued and other current liabilities:		
Third-party (note 8)	364.5	362.1
Related-party (note 10)	31.7	36.4
Deferred revenue and advance payments from subscribers and others (note 3)	205.7	208.1
VAT payable	128.5	131.2
Derivative instruments (note 4)	102.5	73.4
Accrued interest (notes 7 and 10)	84.1	138.5
Current portion of debt and finance lease obligations (notes 7 and 8):		
Third-party	1,039.0	1,154.1
Total current liabilities	2,287.9	2,431.9
Long-term debt and finance lease obligations (notes 7 and 8):		
Third-party	10,084.2	9,929.5
Related-party (note 10)	1,400.0	1,400.0
Deferred income taxes (note 9)	1,055.2	1,032.3
Other long-term liabilities (notes 3, 4 and 8)	800.1	921.5
Total liabilities	15,627.4	15,715.2
Commitments and contingencies (notes 4, 10 and 11)		
Total owner's equity	4,346.2	4,256.8
Total liabilities and owner's equity	€ 19,973.6	€ 19,972.0

The accompanying notes are an integral part of these condensed consolidated financial statements.

VODAFONEZIGGO GROUP B.V.
CONDENSED CONSOLIDATED STATEMENTS OF OPERATIONS
(unaudited)

	Three months ended	
	March 31,	
	2020	2019
	in millions	
Revenue (notes 3, 10 and 12)	€ 995.5	€ 963.4
Operating costs and expenses (exclusive of depreciation and amortization, shown separately below):		
Programming and other direct costs of services (note 10)	209.2	203.9
Other operating (note 10)	123.4	121.7
Selling, general and administrative (SG&A) (notes 3 and 10)	147.3	148.1
Charges for JV Services (note 10)	59.6	55.3
Depreciation and amortization	380.0	377.7
Impairment, restructuring and other operating items, net	2.2	11.0
	921.7	917.7
Operating income	73.8	45.7
Non-operating income (expense):		
Interest expense:		
Third-party	(118.1)	(122.7)
Related-party (note 10)	(19.6)	(22.2)
Realized and unrealized gains on derivative instruments, net (note 4)	333.0	32.1
Foreign currency transaction losses, net	(126.2)	(99.6)
Losses on debt extinguishment, net	(29.6)	—
Other income, net	—	0.7
	39.5	(211.7)
Earnings (loss) before income taxes	113.3	(166.0)
Income tax benefit (expense) (note 9)	(22.9)	33.9
Net earnings (loss)	€ 90.4	€ (132.1)

The accompanying notes are an integral part of these condensed consolidated financial statements.

VODAFONEZIGGO GROUP B.V.
CONDENSED CONSOLIDATED STATEMENT OF OWNER'S EQUITY
(unaudited)

	in millions
Total owner's equity at January 1, 2020, before effect of accounting change	€ 4,256.8
Impact of ASU No. 2016-13 (note 2)	(0.8)
Total owner's equity at January 1, 2020, as adjusted for accounting change	4,256.0
Net earnings	90.4
Share-based compensation (note 10)	0.2
Other	(0.4)
Total owner's equity at March 31, 2020	€ 4,346.2

The accompanying notes are an integral part of these condensed consolidated financial statements.

VODAFONEZIGGO GROUP B.V.
CONDENSED CONSOLIDATED STATEMENTS OF CASH FLOWS
(unaudited)

	Three months ended			
	March 31,			
	2020		2019	
	in millions			
Cash flows from operating activities:				
Net earnings (loss)	€	90.4	€	(132.1)
Adjustments to reconcile net earnings (loss) to net cash provided by operating activities:				
Share-based compensation expense		0.2		0.5
Depreciation and amortization		380.0		377.7
Impairment, restructuring and other operating items, net		2.2		11.0
Amortization of debt premiums, deferred financing costs and other non-cash interest		2.1		(2.9)
Realized and unrealized losses on derivative instruments, net		(333.0)		(32.1)
Foreign currency transaction losses, net		126.2		99.6
Losses on debt extinguishment, net		29.6		—
Deferred income tax expense (benefit)		22.9		(33.9)
Changes in operating assets and liabilities		(64.0)		(0.7)
Net cash provided by operating activities		256.6		287.1
Cash flows from investing activities:				
Capital expenditures		(94.2)		(88.1)
Other investing activities, net		0.5		2.1
Net cash used by investing activities	€	(93.7)	€	(86.0)

The accompanying notes are an integral part of these condensed consolidated financial statements.

VODAFONEZIGGO GROUP B.V.
CONDENSED CONSOLIDATED STATEMENTS OF CASH FLOWS — (Continued)
(unaudited)

	Three months ended	
	March 31,	
	2020	2019
	in millions	
Cash flows from financing activities:		
Repayments of third-party debt	€ (2,181.2)	€ (323.2)
Borrowings of third-party debt	1,979.0	169.3
Payment of financing costs and debt premiums	(53.3)	—
Other financing activities, net	(0.8)	(0.4)
Net cash used by financing activities	(256.3)	(154.3)
Effect of exchange rate changes on cash and cash equivalents and restricted cash	2.6	0.6
Net increase (decrease) in cash and cash equivalents and restricted cash	(90.8)	47.4
Cash and cash equivalents and restricted cash:		
Beginning of period	207.1	241.6
End of period	€ 116.3	€ 289.0
Cash paid for third-party interest	€ 171.1	€ 189.6
Cash paid for related-party interest	€ 19.6	€ 11.1
Details of end of period cash and cash equivalents and restricted cash:		
Cash and cash equivalents	€ 108.8	€ 288.2
Restricted cash included in other current assets	7.5	0.8
Total cash and cash equivalents and restricted cash	€ 116.3	€ 289.0

The accompanying notes are an integral part of these condensed consolidated financial statements.

VODAFONEZIGGO GROUP B.V.
Notes to Condensed Consolidated Financial Statements
March 31, 2020
(unaudited)

(1) Basis of Presentation

VodafoneZiggo Group B.V. (**VodafoneZiggo**) provides video, broadband internet, fixed-line telephony and mobile services to residential and business customers in the Netherlands. The primary subsidiaries of VodafoneZiggo include (i) VodafoneZiggo Employment B.V. (**VodafoneZiggo Employment**) and its subsidiaries, including Ziggo Services B.V. (**Ziggo Services**) and (ii) Vodafone Libertel B.V. (**Vodafone NL**). In these notes, the terms “we,” “our,” “our company” and “us” may refer, as the context requires, to VodafoneZiggo or collectively to VodafoneZiggo and its subsidiaries.

VodafoneZiggo is a wholly-owned subsidiary of VodafoneZiggo Group Holding B.V. (**VodafoneZiggo Group Holding**). VodafoneZiggo Group Holding is a 50:50 joint venture (the **VodafoneZiggo JV**) between Vodafone Group Plc (**Vodafone**) and Liberty Global plc (**Liberty Global**) (each a “**Shareholder**”).

Our unaudited condensed consolidated financial statements have been prepared in accordance with accounting principles generally accepted in the United States (**GAAP**) and do not include all of the information required by GAAP for complete financial statements. In the opinion of management, these financial statements reflect all adjustments (consisting of normal recurring adjustments) necessary for a fair presentation of the results of operations for the interim periods presented. The results of operations for any interim period are not necessarily indicative of results for the full year. These unaudited condensed consolidated financial statements should be read in conjunction with our 2019 consolidated financial statements and notes thereto included in our 2019 annual report.

The preparation of financial statements in conformity with GAAP requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the date of the financial statements and the reported amounts of revenue and expenses during the reporting period. Estimates and assumptions are used in accounting for, among other things, the valuation of acquisition-related assets and liabilities, allowances for uncollectible accounts, certain components of revenue, programming and copyright costs, deferred income taxes and related valuation allowances, loss contingencies, fair value measurements, impairment assessments, capitalization of internal costs associated with construction and installation activities, lease terms and useful lives of long-lived assets. Actual results could differ from those estimates.

Our functional currency is the euro (€). Unless otherwise indicated, convenience translations into euros are calculated as of March 31, 2020.

Certain prior period amounts have been reclassified to conform to the current period presentation.

These unaudited condensed consolidated financial statements reflect our consideration of the accounting and disclosure implications of subsequent events through May 26, 2020, the date of issuance.

(2) Accounting Changes and Recent Accounting Pronouncements

Accounting Changes

ASU 2018-15

In August 2018, the Financial Accounting Standards Board (**FASB**) issued Accounting Standards Update (**ASU**) No. 2018-15, *Customer's Accounting for Implementation Costs Incurred in a Cloud Computing Arrangement that is a Service Contract* (**ASU 2018-15**), which requires entities to defer implementation costs incurred that are related to the application development stage in a cloud computing arrangement that is a service contract. ASU 2018-15 requires deferred implementation costs to be amortized over the term of the cloud computing arrangement and presented in the same expense line item as the cloud computing arrangement. All other implementation costs are generally expensed as incurred. We adopted ASU 2018-15 on January 1, 2020 on a prospective basis. As a result of the adoption of ASU 2018-15, (i) certain implementation costs that were previously expensed as incurred are now deferred as prepaid expenses and amortized over the term of the cloud computing arrangement and (ii) certain costs associated with developing interfaces between a cloud computing arrangement and internal-use software that were previously capitalized as property and equipment are now deferred as prepaid expenses and amortized over the term of the cloud computing arrangement. The adoption of ASU 2018-15 did not have a significant impact on our consolidated financial statements.

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Notes to Condensed Consolidated Financial Statements — (Continued)
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ASU 2016-13

In June 2016, the FASB issued ASU 2016-13, *Measurement of Credit Losses on Financial Statements (ASU 2016-13)*, which changes the recognition model for credit losses related to assets held at amortized cost. ASU 2016-13 eliminates the threshold that a loss must be considered probable to recognize a credit loss and instead requires an entity to reflect its current estimate of lifetime expected credit losses. We adopted ASU 2016-13 on January 1, 2020 on a modified retrospective basis by recording a cumulative effect adjustment of €0.8 million to our owner's equity related to the net increase to our allowances for certain trade receivables and contract assets.

Recent Accounting Pronouncements

ASU 2019-12

In December 2019, the FASB issued ASU 2019-12, *Simplifying the Accounting for Income Taxes (ASU 2019-12)*, which is intended to improve consistency and simplify several areas of existing guidance. ASU 2019-12 removes certain exceptions to the general principles related to the approach for intraperiod tax allocation, the methodology for calculating income taxes in an interim period and the recognition of deferred tax liabilities for outside basis differences. The new guidance also clarifies the accounting for transactions that result in a step-up in the tax basis of goodwill. ASU 2019-02 is effective for annual reporting periods beginning after December 15, 2020, including interim periods within those fiscal years, with early adoption permitted. We are currently evaluating the effect that ASU 2019-02 will have on our consolidated financial statements.

(3) Revenue Recognition and Related Costs

Contract Balances

The timing of revenue recognition may differ from the timing of invoicing to our customers. We record a trade receivable when we have transferred goods or services to a customer but have not yet received payment. Our trade receivables are reported net of an allowance for doubtful accounts. Such allowance aggregated €26.8 million and €29.1 million at March 31, 2020, and December 31, 2019, respectively.

If we transfer goods or services to a customer but do not have an unconditional right to payment, we record a contract asset. Contract assets typically arise from the uniform recognition of introductory promotional discounts or the delivery of a handset that is paid for over the duration of the contract period. Our contract assets were €215.4 million and €220.8 million as of March 31, 2020, and December 31, 2019, respectively. Our contract assets are reported net of an allowance for doubtful accounts. Such allowance aggregated €4.3 million and nil at March 31, 2020, and December 31, 2019, respectively.

We record deferred revenue when we receive payment prior to transferring goods or services to a customer. We primarily defer revenue for (i) installation and other upfront services and (ii) other services that are invoiced prior to when services are provided. Our deferred revenue balances were €192.1 million and €188.2 million as of March 31, 2020, and December 31, 2019, respectively. The current and long-term portions of our deferred revenue balance are included within deferred revenue and advance payment from subscribers and others and other long-term liabilities, respectively, in our condensed consolidated balance sheets.

Contract Costs

Our aggregate assets associated with incremental costs to obtain and fulfill our contracts were €89.4 million and €90.2 million at March 31, 2020, and December 31, 2019, respectively. The current and long-term portions of our assets related to contract costs are included within other current assets, net and other assets, net, respectively, in our condensed consolidated balance sheets. We recorded amortization of €25.5 million and €22.4 million during the three months ended March 31, 2020 and 2019, respectively, related to these assets, included in programming and other direct costs of service expenses and other operating expenses.

Unsatisfied Performance Obligations

A large portion of our revenue is derived from customers who are not subject to contracts. Revenue from customers who are subject to contracts will be recognized over the term of such contracts, which is generally 12 or 24 months for our residential and mobile service contracts and one to five years for our B2B service contracts.

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Notes to Condensed Consolidated Financial Statements — (Continued)
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(4) Derivative Instruments

In general, we enter into derivative instruments to protect against (i) increases in the interest rates on our variable-rate debt and (ii) foreign currency movements with respect to borrowings that are denominated in a currency other than our functional currency. In this regard, we have entered into various derivative instruments to manage interest rate exposure and foreign currency exposure with respect to the United States (U.S.) dollar.

The following table provides details of the fair values of our derivative instrument assets and liabilities:

	March 31, 2020			December 31, 2019		
	Current	Long-term (a)	Total	Current	Long-term (a)	Total
	in millions					
Assets:						
Cross-currency and interest rate derivative contracts (b)	€ 89.1	€ 395.7	€ 484.8	€ 77.8	€ 167.3	€ 245.1
Foreign currency forward contracts	0.4	—	0.4	0.3	—	0.3
Total	€ 89.5	€ 395.7	€ 485.2	€ 78.1	€ 167.3	€ 245.4
Liabilities:						
Cross-currency and interest rate derivative contracts (b)	€ 102.5	€ 344.6	€ 447.1	€ 73.4	€ 441.5	€ 514.9

- (a) Our long-term derivative assets and liabilities are included in other assets, net, and other long-term liabilities, respectively, in our condensed consolidated balance sheets.
- (b) We consider credit risk relating to our and our counterparties' nonperformance in the fair value assessment of our derivative instruments. In all cases, the adjustments take into account offsetting liability or asset positions. The changes in the credit risk valuation adjustments associated with our cross-currency and interest rate derivative contracts resulted in a net gain (loss) of €38.5 million and (€41.5 million) during the three months ended March 31, 2020 and 2019, respectively. These amounts are included in realized and unrealized gains on derivative instruments, net, in our condensed consolidated statements of operations. For further information regarding our fair value measurements, see note 5.

The details of our realized and unrealized gains on derivative instruments, net, are as follows:

	Three months ended	
	March 31, 2020	March 31, 2019
	in millions	
Cross-currency and interest rate derivative contracts	€ 332.6	€ 32.3
Foreign currency forward contracts	0.4	(0.2)
Total	€ 333.0	€ 32.1

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The net cash received or paid related to our derivative instruments is classified as an operating, investing or financing activity in our condensed consolidated statements of cash flows based on the objective of the derivative instrument and the classification of the applicable underlying cash flows. For derivative contracts that are terminated prior to maturity, the cash paid or received upon termination that relates to future periods is classified as a financing activity. The classification of these net cash inflows (outflows) is as follows:

	Three months ended			
	March 31,			
	2020		2019	
	in millions			
Operating activities	€	25.9	€	23.8
Financing activities		(0.6)		—
Total	€	25.3	€	23.8

Counterparty Credit Risk

We are exposed to the risk that the counterparties to our derivative instruments will default on their obligations to us. We manage these credit risks through the evaluation and monitoring of the creditworthiness of and concentration of risk with the respective counterparties. In this regard, credit risk associated with our derivative instruments is spread across a relatively broad counterparty base of banks and financial institutions. Collateral is generally not posted by either party under our derivative instruments. At March 31, 2020, our exposure to counterparty credit risk included derivative assets with an aggregate fair value of €193.8 million.

Details of our Derivative Instruments

Cross-currency Swaps

We generally match the denomination of our and our subsidiaries' borrowings with the functional currency of the supporting operations or, when it is more cost effective, we provide for an economic hedge against foreign currency exchange rate movements by using derivative instruments to synthetically convert unmatched debt into the applicable underlying currency. At March 31, 2020, substantially all of our debt was either directly or synthetically matched to our functional currency. The following table sets forth the total notional amounts and the related weighted average remaining contractual life of our cross-currency swap contracts at March 31, 2020:

Notional amount due from counterparty (in millions) (a)	\$	8,475.0
Notional amount due to counterparty (in millions)	€	7,282.3
Weighted average remaining life		6.2 years

- (a) Includes certain derivative instruments that do not involve the exchange of notional amounts at the inception and maturity of the instruments. Accordingly, the only cash flows associated with these derivative instruments are interest-related payments and receipts. At March 31, 2020, the total euro equivalent of the notional amounts of these derivative instruments was €1,822.9 million.

Interest Rate Derivative Contracts

As noted above, we enter into interest rate swaps to protect against increases in the interest rates on our variable-rate debt. Pursuant to these derivative instruments, we typically pay fixed interest rates and receive variable interest rates on specified notional amounts. At March 31, 2020, the notional amounts due from counterparties was €3,142.4 million and the related weighted average remaining contractual life of our interest rate swap contracts was 8.6 years.

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Notes to Condensed Consolidated Financial Statements — (Continued)
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Basis Swaps

Our basis swaps involve the exchange of attributes used to calculate our floating interest rates, including (i) the benchmark rate, (ii) the underlying currency and/or (iii) the borrowing period. We typically enter into these swaps to optimize our interest rate profile based on our current evaluations of yield curves, our risk management policies and other factors. At March 31, 2020, the euro equivalent of the notional amount due from the counterparty was €2,301.4 million and the related weighted average remaining contractual life of our interest basis swap contracts was 0.7 years.

Interest Rate Cap

From time to time, we enter into interest rate cap, floor and collar agreements that lock in a maximum interest rate if variable rates rise, but also allow our company to benefit, to a limited extent in the case of collars, from declines in market rates. Purchased interest rate floors protect us from interest rates falling below a certain level, generally to match a floating rate floor on a debt instrument. At March 31, 2020, we had no interest rate collar agreements, and the notional amounts of our interest rate caps and floors were €205.0 million and €2,250.0 million, respectively.

Impact of Derivative Instruments on Borrowing Costs

The impact of the derivative instruments that mitigate our foreign currency and interest rate risk, as described above, was an increase of five basis point to our borrowing costs as of March 31, 2020.

Foreign Currency Forwards

We enter into foreign currency forward contracts with respect to non-functional currency exposure. At March 31, 2020, the euro equivalent of the notional amount of our foreign currency forward contracts was €21.1 million.

(5) Fair Value Measurements

We use the fair value method to account for our derivative instruments. The reported fair values of these derivative instruments as of March 31, 2020, are unlikely to represent the value that will be paid or received upon the ultimate settlement or disposition of these assets and liabilities.

GAAP provides for a fair value hierarchy that prioritizes the inputs to valuation techniques used to measure fair value into three broad levels. Level 1 inputs are quoted market prices in active markets for identical assets or liabilities that the reporting entity has the ability to access at the measurement date. Level 2 inputs are inputs other than quoted market prices included within Level 1 that are observable for the asset or liability, either directly or indirectly. Level 3 inputs are unobservable inputs for the asset or liability. We record transfers of assets or liabilities into or out of Levels 1, 2 or 3 at the beginning of the quarter during which the transfer occurred. During the three months ended March 31, 2020, no such transfers were made.

All of our Level 2 inputs (interest rate futures and swap rates) and certain of our Level 3 inputs (credit spreads) are obtained from pricing services. These inputs, or interpolations or extrapolations thereof, are used in our internal models to calculate, among other items, yield curves and forward interest and currency rates. In the normal course of business, we receive market value assessments from the counterparties to our derivative contracts. Although we compare these assessments to our internal valuations and investigate unexpected differences, we do not otherwise rely on counterparty quotes to determine the fair values of our derivative instruments. The midpoints of applicable bid and ask ranges generally are used as inputs for our internal valuations.

In order to manage our interest rate and foreign currency exchange risk, we have entered into various derivative instruments as further described in note 4. The recurring fair value measurements of these instruments are determined using discounted cash flow models. Most of the inputs to these discounted cash flow models consist of, or are derived from, observable Level 2 data for substantially the full term of these instruments. This observable data mostly includes interest rate futures and swap rates, which are retrieved or derived from available market data. Although we may extrapolate or interpolate this data, we do not otherwise alter this data in performing our valuations. We incorporate a credit risk valuation adjustment in our fair value measurements to estimate the impact of both our own nonperformance risk and the nonperformance risk of our counterparties. Our and our counterparties' credit spreads represent our most significant Level 3 inputs, and these inputs are used to derive the credit risk valuation adjustments with respect to these instruments. As we would not expect changes in our or our counterparties' credit spreads to have a significant impact on the valuations of these instruments, we have determined that these valuations fall under Level 2

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of the fair value hierarchy. Our credit risk valuation adjustments with respect to our cross-currency and interest rate swaps are quantified and further explained in note 4.

Fair value measurements are also used in connection with nonrecurring valuations performed in connection with impairment assessments and acquisition accounting. We did not perform significant nonrecurring fair value measurements during the three months ended March 31, 2020.

A summary of our assets and liabilities that are measured at fair value on a recurring basis is as follows:

	March 31, 2020 (a)	December 31, 2019 (a)
	in millions	
Assets:		
Cross-currency and interest rate derivative contracts	€ 484.8	€ 245.1
Foreign currency forward contracts	0.4	0.3
Total	€ 485.2	€ 245.4
Liabilities:		
Cross-currency and interest rate derivative contracts	€ 447.1	€ 514.9

- (a) At March 31, 2020 and December 31, 2019, we used significant other observable inputs (Level 2) to measure all of our fair value assets and liabilities.

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(6) Long-lived Assets

Property and Equipment, Net

The details of our property and equipment and the related accumulated depreciation are set forth below:

	March 31, 2020	December 31, 2019
	in millions	
Distribution systems	€ 5,621.8	€ 5,509.3
Customer premises equipment	902.2	920.2
Support equipment, buildings and land	1,228.2	1,177.7
	7,752.2	7,607.2
Accumulated depreciation	(2,658.7)	(2,516.7)
Total property and equipment, net	€ 5,093.5	€ 5,090.5

During the three months ended March 31, 2020 and 2019, we recorded non-cash increases to our property and equipment related to vendor financing arrangements of €114.6 million and €139.6 million, respectively, which exclude related value added taxes (VAT) of €10.7 million and €11.6 million, respectively, that were also financed by our vendors under these arrangements.

Goodwill

There were no changes in the carrying amount of our goodwill during the three months ended March 31, 2020.

Our mobile and fixed-line operations are experiencing significant competition. In particular, our mobile operations continue to experience pressure on pricing, characterized by aggressive promotion campaigns, heavy marketing spend and increasing our unlimited data bundles. In light of these factors, as well as regulatory and economic factors (including with respect to the recent outbreak of a novel strain of coronavirus or “COVID-19”), we could conclude in future periods that an impairment of goodwill and, to a lesser extent, long-lived assets, is required. Any such impairment of goodwill or long-lived assets could be significant.

Intangible Assets Subject to Amortization, Net

The details of our intangible assets subject to amortization are set forth below:

	March 31, 2020			December 31, 2019		
	Gross carrying amount	Accumulated amortization	Net carrying amount	Gross carrying amount	Accumulated amortization	Net carrying amount
	in millions					
Customer relationships	€ 6,440.0	€ (1,677.1)	€ 4,762.9	€ 6,440.0	€ (1,549.7)	€ 4,890.3
Licenses	1,078.9	(281.4)	797.5	1,078.9	(259.8)	819.1
Trade name	270.0	(35.1)	234.9	270.0	(32.5)	237.5
Total	€ 7,788.9	€ (1,993.6)	€ 5,795.3	€ 7,788.9	€ (1,842.0)	€ 5,946.9

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(7) Debt

The euro equivalents of the components of our third-party debt are as follows:

	March 31, 2020		Principal amount	
	Weighted average interest rate (a)	Unused borrowing capacity (b)	March 31, 2020	December 31, 2019
			in millions	
Senior and Senior Secured Notes	4.69%	€ —	€ 5,404.1	€ 5,289.2
Credit Facilities (c) (d)	3.24%	800.0	4,584.4	4,651.3
Vendor financing (e)	1.84%	—	999.7	995.0
Other debt	0.42%	—	187.7	186.0
Total principal amount of third-party debt before premiums, discounts and deferred financing costs (f)	3.77%	€ 800.0	€ 11,175.9	€ 11,121.5

- (a) Represents the weighted average interest rate in effect at March 31, 2020 for all borrowings outstanding pursuant to each debt instrument, including any applicable margin. The interest rates presented represent stated rates and do not include the impact of derivative instruments, deferred financing costs, original issue premiums or discounts and commitment fees, all of which affect our overall cost of borrowing. Including the effects of derivative instruments, original issue premiums or discounts and commitment fees, but excluding the impact of deferred financing costs, the weighted average interest rate on our aggregate third-party variable- and fixed-rate indebtedness was 4.0% at March 31, 2020. For additional information regarding our derivative instruments, see note 4.
- (b) Unused borrowing capacity represents the maximum availability under the Credit Facilities at March 31, 2020, without regard to covenant compliance calculations or other conditions precedent to borrowing. At March 31, 2020, based on the most restrictive applicable leverage covenants and leverage-based restricted payment tests, the full €800.0 million of unused borrowing capacity was available to be borrowed and there were no restrictions on our ability to make loans or distributions from this availability. Upon completion of the relevant March 31, 2020 compliance reporting requirements and based on the most restrictive applicable leverage covenants and leverage-based restricted payment tests, we expect that €695.0 million of unused borrowing capacity will continue to be available, with no additional restriction to loan or distribute. Our above expectations do not consider any actual or potential changes in our borrowing levels or any amounts loaned or distributed subsequent to March 31, 2020, or the impact of additional amounts that may be available to borrow, loan or distribute under certain defined baskets under the Credit Facilities.
- (c) Amounts include €32.9 million and €152.7 million at March 31, 2020 and December 31, 2019, respectively, of borrowings pursuant to excess cash facilities under the Credit Facilities. These borrowings are owed to certain non-consolidated special purpose financing entities that have issued notes to finance the purchase of receivables due from our company to certain other third parties for amounts that we and our subsidiaries have vendor financed. To the extent that the proceeds from these notes exceed the amount of vendor financed receivables available to be purchased, the excess proceeds are used to fund these excess cash facilities.
- (d) Unused borrowing capacity under the Credit Facilities relates to a revolving facility with an aggregate maximum borrowing capacity of €800.0 million, which bears interest at a rate of EURIBOR + 2.75% (subject to a leverage based ratchet) and has a final maturity date of January 31, 2026. The facility was undrawn at March 31, 2020.
- (e) Represents amounts owed pursuant to interest-bearing vendor financing arrangements that are used to finance certain of our property and equipment additions and operating expenses. These obligations are generally due within one year and include VAT that was also financed under these arrangements. Repayments of vendor financing obligations are included in repayments of third-party debt and finance lease obligations in our condensed consolidated statements of cash flows.
- (f) At March 31, 2020 and December 31, 2019, our debt had an estimated fair value of €10.5 billion and €11.4 billion, respectively. The estimated fair values of our debt instruments are generally determined using the average of applicable bid and ask prices

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(mostly Level 1 of the fair value hierarchy) or, when quoted market prices are unavailable or not considered indicative of fair value, discounted cash flow models (mostly Level 2 of the fair value hierarchy). The discount rates used in the cash flow models are based on the market interest rates and estimated credit spreads, to the extent available, and other relevant factors. For additional information regarding fair value hierarchies, see note 5.

Financing Transactions

Below we provide summary descriptions of any financing transactions completed during the first three months of 2020. Unless otherwise noted, the terms and conditions of any new notes and/or credit facilities are largely consistent with those of existing notes and credit facilities with regard to covenants, events of default and change of control provisions, among other items. For information regarding the general terms and conditions of our debt and capitalized terms not defined herein, see note 8 to the consolidated financial statements included in our 2019 annual report.

2020 Financing Transactions. In January 2020, we entered into a \$2.5 billion (€2.3 billion) term loan facility (**Term Loan I**), issued at par. In February 2020, we (i) issued €77.5 million additional principal amount of the 2030 Euro Senior Secured Notes at an issue price of 102.625% of par, (ii) issued \$200.0 million (€178.1 million) additional principal amount of the 2030 Dollar Senior Secured Notes at an issue price of 102.0% of par, (iii) issued €900.0 million principal amount of 3.375% senior notes (the **2030 Euro Senior Notes**) at par and (iv) issued \$500.0 million (€445.3 million) principal amount of 5.125% senior notes (the **2030 Dollar Senior Notes** and, together with the 2030 Euro Senior Notes, the **2030 Senior Notes**) at par. Term Loan I matures on April 30, 2028, bears interest at a rate of LIBOR plus 2.5% per annum and is subject to a LIBOR floor of 0.0%. The 2030 Senior Notes mature on February 28, 2030.

The net proceeds from these transactions were used to (a) prepay in full the \$2.5 billion outstanding principal amount under Facility E, (b) redeem 10% of the original aggregate principal amount of our 2027 Euro Senior Secured Notes at a premium of 3%, (c) redeem 10% of the original aggregate principal amount of our 2027 Dollar Senior Secured Notes at a premium of 3%, (d) redeem in full the outstanding principal amount of our 2025 Euro Senior Notes at a premium of 2.313% and (e) redeem in full the outstanding principal amount of our 2025 Dollar Senior Notes at a premium of 2.938%.

In connection with these transactions, we recognized a net loss on debt extinguishment of €29.6 million related to (i) the payment of €40.7 million of redemption premiums and (ii) the write off of €11.1 million of net unamortized deferred financing costs, discounts and premiums.

Subject to certain exceptions as specified in the applicable indenture, the 2030 Senior Notes are non-callable prior to February 15, 2025. At any time prior to February 15, 2025, we may redeem some or all of the 2030 Senior Notes by paying a “make-whole” premium, which is the present value of all remaining scheduled interest payments through February 15, 2025 using the discount rate (as specified in the applicable indenture) as of the redemption date plus 50 basis points.

On or after February 15, 2025, we may redeem some or all of the 2030 Senior Notes at the following redemption prices (expressed as a percentage of the principal amount) plus accrued and unpaid interest and additional amounts (as specified in the indenture), if any, to but excluding the redemption date, as set forth below:

	Redemption Price	
	2030 Dollar Senior Notes	2030 Euro Senior Notes
12-month period commencing February 15:		
2025	102.563%	101.688%
2026	101.281%	100.844%
2027	100.641%	100.422%
2028 and thereafter	100.000%	100.000%

In February 2020, VZ Vendor Financing B.V. (**VZ Vendor Financing**), a third-party special purpose financing entity that is not consolidated by VodafoneZiggo, issued an additional €100.0 million principal amount of Vendor Financing Notes, at an issue price of 102.1%. The net proceeds from these notes will be used by VZ Vendor Financing to purchase from various third parties certain

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vendor financed receivables of VodafoneZiggo and its subsidiaries. To the extent that the proceeds from the Vendor Financing Notes exceed the amount of vendor financed receivables available to be purchased, the excess proceeds will be used to fund VodafoneZiggo's Financing Facility. VZ Vendor Financing can request the Financing Facility to be repaid by VodafoneZiggo, as additional vendor financed receivables become available for purchase.

The following table provides a reconciliation of total third-party debt before premiums, discounts and deferred financing costs to total debt and finance lease obligations:

	March 31, 2020	December 31, 2019
	in millions	
Total principal amount of third-party debt before deferred financing costs, discounts and premiums	€ 11,175.9	€ 11,121.5
Deferred financing costs, discounts and premiums, net	(71.7)	(57.7)
Total carrying amount of third-party debt	11,104.2	11,063.8
Third-party finance lease obligations (note 8)	19.0	19.8
Total third-party debt and finance lease obligations	11,123.2	11,083.6
Related-party debt and finance lease obligations (note 10)	1,400.0	1,400.0
Total debt and finance lease obligations	12,523.2	12,483.6
Current maturities of debt and finance lease obligations	(1,039.0)	(1,154.1)
Long-term debt and finance lease obligations	€ 11,484.2	€ 11,329.5

Maturities of Debt

The euro equivalents of the maturities of our debt as of March 31, 2020 are presented below:

	Third-party	Related- party	Total
	in millions		
Year ending December 31:			
2020 (remainder of year)	€ 954.7	€ —	€ 954.7
2021	76.2	—	76.2
2022 (a)	187.7	—	187.7
2023	—	—	—
2024	—	—	—
2025	—	—	—
Thereafter	9,957.3	1,400.0	11,357.3
Total debt maturities	11,175.9	1,400.0	12,575.9
Deferred financing costs, discounts and premiums, net	(71.7)	—	(71.7)
Total debt	€ 11,104.2	€ 1,400.0	€ 12,504.2
Current portion	€ 1,030.9	€ —	€ 1,030.9
Noncurrent portion	€ 10,073.3	€ 1,400.0	€ 11,473.3

(a) Amortizing repayments of the facility will start in 2022 and the facility is due to be repaid in full in 2024.

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(8) Leases

General

We enter into operating and finance leases for network equipment, real estate, mobile site sharing and vehicles. We provide residual value guarantees on certain of our vehicle leases.

Lease Balances

A summary of our right-of-use (ROU) assets and lease liabilities is set forth below:

	March 31, 2020	December 31, 2019
	in millions	
ROU assets:		
Operating leases (a)	€ 453.6	€ 477.9
Finance leases (b)	19.1	19.9
Total ROU assets	<u>€ 472.7</u>	<u>€ 497.8</u>
Lease liabilities:		
Operating leases (c)	€ 444.9	€ 484.5
Finance leases (d)	19.0	19.8
Total lease liabilities	<u>€ 463.9</u>	<u>€ 504.3</u>

- (a) Our operating lease ROU assets are included in other assets, net, on our condensed consolidated balance sheets. At March 31, 2020, the weighted average remaining lease term for operating leases was 7.8 years and the weighted average discount rate was 2.9%. During the three months ended March 31, 2020 and 2019, we recorded additions to our operating lease ROU assets of €8.8 million and €1.0 million, respectively.
- (b) Our finance lease ROU assets are included in property and equipment, net, on our condensed consolidated balance sheets. At March 31, 2020, the weighted average remaining lease term for finance leases was 2.9 years and the weighted average discount rate was 1.2%. During the three months ended March 31, 2020 and 2019, we recorded additions to our finance lease ROU assets of €1.5 million and €1.4 million, respectively.
- (c) The current and long-term portions of our operating lease liabilities are included within other accrued and current liabilities and other long-term liabilities, respectively, on our condensed consolidated balance sheets.
- (d) The current and long-term portions of our finance lease obligations are included within current portion of debt and finance lease obligations and long-term debt and finance lease obligations, respectively, on our condensed consolidated balance sheets.

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A summary of our aggregate lease expense is set forth below:

	Three months ended March 31,	
	2020	2019
	in millions	
Finance lease expense:		
Depreciation and amortization	€ 2.4	€ 0.8
Interest expense	0.1	0.1
Total finance lease expense	2.5	0.9
Operating lease expense (a)	21.1	22.2
Variable lease expense, net (b)	(0.2)	(0.2)
Total lease expense	€ 23.4	€ 22.9

- (a) Our operating lease expense is included in other operating expenses and SG&A expenses in our condensed consolidated statements of operations.
- (b) Variable lease expense represents payments made to a lessor during the lease term that vary because of a change in circumstance that occurred after the lease commencement date. Variable lease payments are expensed as incurred and are included in other operating expenses in our condensed consolidated statements of operations.

A summary of our cash outflows from operating and finance leases is set forth below:

	Three months ended March 31,	
	2020	2019
	in millions	
Cash paid for amounts included in the measurement of lease liabilities:		
Operating cash outflows from operating leases	€ 36.0	€ 33.2
Operating cash outflows from finance leases	0.1	0.1
Financing cash outflows from finance leases	2.3	2.6
Total cash outflows from operating and finance leases	€ 38.4	€ 35.9

The euro equivalents of the maturities of our operating and finance lease obligations as of March 31, 2020 are presented below:

	Operating leases	Finance leases
	in millions	
Year ending December 31:		
2020 (remainder of year)	€ 46.1	€ 6.4
2021	77.3	6.3
2022	74.3	3.9
2023	70.1	1.8
2024	67.4	0.8
2025	37.0	0.1
Thereafter	130.5	—
Total principal and interest payments	502.7	19.3
Less: present value discount	(57.8)	(0.3)
Present value of net minimum lease payments	€ 444.9	€ 19.0
Current portion	€ 68.6	€ 8.1
Noncurrent portion	€ 376.3	€ 10.9

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(9) Income Taxes

Our consolidated financial statements include the income taxes of all entities wholly owned by VodafoneZiggo Group Holding B.V.

VodafoneZiggo Group Holding together with VodafoneZiggo and its subsidiaries, formed a fiscal unity (the **VodafoneZiggo Fiscal Unity**). The VodafoneZiggo Fiscal Unity is one taxpayer for the period of time subsequent to the closing of the JV Transaction. VodafoneZiggo Group Holding did not implement a tax-sharing agreements and no cash payments will be made between VodafoneZiggo entities and VodafoneZiggo Group Holding related to the Dutch tax attributes. Accordingly, related-party tax allocations, if any, are reflected as adjustments in our consolidated statement of owner's equity.

On December 31, 2019, the Dutch Government enacted legislation regarding the yearly changes to the tax legislation (i.e., "Belastingplan 2020"). One of the most important changes within these legislative plans of the government has been an adjustment of the corporate income tax rate change enacted in 2019. The highest tax rate in the Netherlands will be adjusted from 22.5% to 25.0% in 2020 and from 20.5% to 21.7% in 2021. As a result of the enactment of these plans, VodafoneZiggo recalculated the deferred tax balances and recorded a corporate income tax rate change expense as a result of the increase of the net deferred tax liability in 2019. During three months ended March 31, 2020, there were no adjustments to the rate used to calculate the deferred tax balances of VodafoneZiggo.

Income tax benefit (expense) attributable to our earnings (loss) before income taxes differs from the amounts computed using the Dutch income tax rate of 25.0% as a result of the following:

	Three months ended			
	March 31,			
	2020		2019	
	in millions			
Computed "expected" tax benefit (expense)	€	(28.3)	€	41.5
Enacted tax law and rate changes		3.0		(6.7)
Non-deductible or non-taxable interest and other expenses		(0.3)		(0.2)
Other, net		2.7		(0.7)
Total income tax benefit (expense)	€	(22.9)	€	33.9

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(10) Related-party Transactions

Our related-party transactions are set forth below:

	Three months ended	
	March 31,	
	2020	2019
	in millions	
Revenue	€ 7.3	€ 5.8
Programming and other direct costs of services	(7.2)	(12.2)
Share-based compensation expense	(0.2)	(0.5)
Charges for JV Services:		
Charges from Liberty Global:		
Operating (a)	(17.9)	(17.6)
Capital (b)	(7.3)	(7.3)
Total Liberty Global corporate charges	(25.2)	(24.9)
Charges from Vodafone:		
Operating (c)	(26.9)	(22.9)
Brand fees (d)	(7.5)	(7.5)
Total Vodafone corporate charges	(34.4)	(30.4)
Total charges for JV Services	(59.6)	(55.3)
Included in operating income	(59.7)	(62.2)
Interest expense	(19.6)	(22.2)
Included in net earnings (loss) before income taxes	€ (79.3)	€ (84.4)
Property and equipment additions, net	€ 54.7	€ 36.8

- (a) Represents amounts charged for technology and other services, which are included in the calculation of the “EBITDA” metric specified by our debt agreements (**Covenant EBITDA**).
- (b) Represents amounts charged for capital expenditures made by Liberty Global related to assets that we use or will otherwise benefit our company. These charges are not included in the calculation of Covenant EBITDA.
- (c) Represents amounts charged by Vodafone for technology and other services, a portion of which are included in the calculation of Covenant EBITDA.
- (d) Represents amounts charged for our use of the Vodafone brand name. These charges are not included in the calculation of Covenant EBITDA.

Revenue. Amount represents charges for certain personnel services provided to Vodafone and Liberty Global subsidiaries.

Programming and other direct costs of services. Amount represents interconnect fees charged to us by certain subsidiaries of Vodafone.

Share-based compensation expense. Amounts relate to charges to our company by Liberty Global and Vodafone for share-based incentive awards held by certain employees of our subsidiaries associated with ordinary shares of Liberty Global and Vodafone. Share-based compensation expense is included within SG&A in our condensed consolidated statements of operations.

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Charges for JV Services - Framework and Trade Mark Agreements

Pursuant to a framework and a trade name agreement (collectively, the **JV Service Agreements**) entered into in connection with the formation of the VodafoneZiggo JV, Liberty Global and Vodafone charge us fees for certain services provided to us by the respective subsidiaries of the Shareholders (collectively, the **JV Services**). The JV Services are provided to us on a transitional or ongoing basis. Pursuant to the terms of the JV Service Agreements, the ongoing services will be provided for a period of four to six years depending on the type of service, while transitional services will be provided for a period of not less than 12 months after which the Shareholders or VodafoneZiggo will be entitled to terminate based on specified notice periods. The JV Services provided by the respective subsidiaries of the Shareholders consist primarily of (i) technology and other services, (ii) capital-related expenditures for assets that we use or otherwise benefit us and (iii) brand name and procurement fees. The fees that Liberty Global and Vodafone charge us for the JV Services, as set forth in the table above, include both fixed and usage-based fees.

Interest expense. Amount relates to the Liberty Global Note and the Vodafone Note, as defined and described below.

Property and equipment additions, net. These amounts, which are cash settled, represent customer premises and network-related equipment acquired from certain Liberty Global and Vodafone subsidiaries, which subsidiaries centrally procure equipment on behalf of our company.

The following table provides details of our related-party balances:

	March 31, 2020	December 31, 2019
	in millions	
Assets:		
Related-party receivables (a)	€ 32.9	€ 29.3
Liabilities:		
Accounts payable (b)	€ 100.0	€ 93.6
Accrued and other current liabilities (b)	31.7	36.4
Debt (c):		
Liberty Global Note	700.0	700.0
Vodafone Note	700.0	700.0
Other long-term liabilities (d)	4.1	5.0
Total liabilities	€ 1,535.8	€ 1,535.0

- (a) Represents non-interest bearing receivables from certain Liberty Global and Vodafone subsidiaries.
- (b) Represents non-interest bearing payables, accrued capital expenditures and other accrued liabilities related to transactions with certain Liberty Global and Vodafone subsidiaries that are cash settled.
- (c) Represents debt obligations, as further described below.
- (d) Represents operating lease liabilities related to Vodafone.

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Related-party Debt

Liberty Global Note

The Liberty Global Note is a note payable to a subsidiary of Liberty Global that matures on January 16, 2028, and has a fixed interest rate of 5.55%. Interest is payable in a manner mutually agreed upon by VodafoneZiggo and Liberty Global. During the three months ended March 31, 2020, interest accrued on the Liberty Global Note was €9.8 million, all of which was cash settled.

Vodafone Note

The Vodafone Note is a note payable to a subsidiary of Vodafone that matures on January 16, 2028, and has a fixed interest rate of 5.55%. Interest is payable in a manner mutually agreed upon by VodafoneZiggo and Vodafone. During the three months ended March 31, 2020, interest accrued on the Vodafone Note was €9.8 million, all of which was cash settled.

(11) Commitments and Contingencies

Commitments

As further described in note 10, we have commitments related to the JV Service Agreements. Additionally, in the normal course of business, we have entered into agreements that commit our company to make cash payments in future periods with respect to programming contracts, purchases of customer premises and other equipment and services and other items. The following table sets forth these commitments as of March 31, 2020:

	Remainder of 2020	Payments due during:						Total
		2021	2022	2023	2024	2025	Thereafter	
				in millions				
JV Service Agreements (a)	€ 120.0	€119.0	€111.1	€ 32.2	€ 30.0	€ 30.0	€ —	€ 442.3
Purchase commitments	87.9	68.7	64.3	1.3	1.1	0.8	0.8	224.9
Programming commitments	87.6	68.0	15.0	4.5	—	—	—	175.1
Network and connectivity commitments	13.8	15.4	8.5	0.2	—	—	—	37.9
Other commitments	14.3	21.0	13.0	4.5	2.0	1.9	4.1	60.8
Total (b)	€ 323.6	€292.1	€211.9	€ 42.7	€ 33.1	€ 32.7	€ 4.9	€ 941.0

(a) Amounts represent fixed minimum charges from Liberty Global and Vodafone pursuant to the JV Service Agreements. In addition to the fixed minimum charges, the JV Service Agreements provide for certain JV Services to be charged to us based upon usage of the services received. The fixed minimum charges set forth in the table above exclude fees for the usage-based services as these fees will vary from period to period. Accordingly, we expect to incur charges in addition to those set forth in the table above for usage-based services. For additional information regarding fees related to the JV Service Agreements, see note 10.

(b) The commitments included in this table do not reflect any liabilities that are included in our March 31, 2020, condensed consolidated balance sheet.

Purchase commitments include unconditional and legally binding obligations related to the purchase of customer premises and other equipment.

Programming commitments consist of obligations associated with certain of our programming contracts that are enforceable and legally binding on us as we have agreed to pay minimum fees without regard to (i) the actual number of subscribers to the programming services or (ii) whether we terminate service to a portion of our subscribers or dispose of a portion of our distribution systems. In addition, programming commitments do not include increases in future periods associated with contractual inflation or other price adjustments that are not fixed. Accordingly, the amounts reflected in the above table with respect to these contracts

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are significantly less than the amounts we expect to pay in these periods under these contracts. Historically, payments to programming vendors have represented a significant portion of our operating costs, and we expect that this will continue to be the case in future periods. In this regard, during the three months ended March 31, 2020, and 2019, the programming and copyright costs incurred by our operations aggregated €77.6 million and €82.0 million, respectively.

Network and connectivity commitments include commitments associated with certain operating costs associated with our leased networks.

Other commitments primarily include sponsorships and certain fixed minimum contractual commitments.

In addition to the commitments set forth in the table above, we have commitments under (i) derivative instruments and (ii) multiemployer defined benefit plans, pursuant to which we expect to make payments in future periods. For information regarding our derivative instruments, including the net cash paid or received in connection with these instruments during 2020, see note 4.

Guarantees and Other Credit Enhancements

In the ordinary course of business, we may provide (i) indemnifications to our lenders, our vendors and certain other parties and (ii) performance and/or financial guarantees to local municipalities, our customers and vendors. Historically, these arrangements have not resulted in our company making any material payments and we do not believe that they will result in material payments in the future.

Regulations and Contingencies

Koninklijke KPN N.V. (KPN) appeals against European Commission (EC) merger decisions for Ziggo Acquisition and VodafoneZiggo Joint Venture. In July 2015, KPN, one of our competitors in the Netherlands, lodged an appeal against the EC decision clearing the acquisition of the Ziggo business by Liberty Global. The VodafoneZiggo JV was not a party to these proceedings. On October 26, 2017, the General Court of the European Union (E.U.) ruled that the EC did not state sufficient reasons for not analyzing the possible vertical anti-competitive effects on the market for premium pay TV sports channels and consequently annulled the EC decision. Article 10 (5) of the Merger Regulation provides in such a case that transaction shall be re-examined by the EC with a view to adopting a new decision. In April 2018 we filed a formal re-notification of this merger with the EC. On May 30, 2018, the EC again cleared the acquisition of the Ziggo business by Liberty Global. The earlier agreed commitments from Old Ziggo that were transferred to our company, have been extended to May 2026. On November 22, 2018, KPN lodged a pro-forma appeal with the General Court of the E.U. against the May 30, 2018, clearance decision of the EC. On February 15, 2019, we have, together with our shareholders, filed a request to intervene in these proceedings with the General Court and submitted our reply in June 2019. We expect an oral hearing to be held in 2020.

On June 12, 2017, KPN lodged an appeal with the General Court of the EU against the EC's 2016 decision to clear the VodafoneZiggo JV between Vodafone and Liberty Global in the Netherlands. On May 23, 2019, the General Court dismissed KPN's appeal, and KPN decided not to further appeal this verdict.

ACM Local Loop Unbundling Decision. On February 27, 2018, the ACM published a draft decision in its Local Loop Unbundling market analysis, now referred to as Wholesale Fixed Access (WFA) in which it aims to regulate VodafoneZiggo by imposing an obligation to offer wholesale cable access in addition to continuing existing regulation on KPN. Following a market consultation, the ACM notified the draft decision to the EC. On August 31, 2018, the EC responded, making a number of critical comments, but not rejecting the ACM's proposals (no serious doubts). The ACM then published a final decision on September 28, 2018, which entered into force October 1, 2018. We appealed ACM's decision and complied with the first obligation on VodafoneZiggo, namely to publish a reference offer before January 1, 2019. Our appeal of ACM's decision turned out successful and on March 17, 2020, the Court annulled ACM's decision. The Court's verdict is final. As a result, VodafoneZiggo no longer has to offer cable access. Also, KPN is no longer obligated to offer regulated access. KPN has announced it will continue offering access under commercial conditions.

Data Protection. On May 25, 2018, the E.U. General Data Protection Regulation (GDPR), that replaces the European Data Protection Directive, came into force. The GDPR has direct effect in the Netherlands with additional data protection obligations relevant to our operations that include: (i) clear explanation and transparency of personal data usage to customers and employees, and maintaining an internal data processing register, (ii) affirmative consent from users for profiling by automated means, (iii) stronger privacy rights for users and (iv) application of privacy by design/default to data processes.

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On January 10, 2017, a draft ePrivacy Regulation (**ePR**) was proposed by the EC to replace the ePrivacy Directive. In a meeting on November 22, 2019, the EU member states did not reach an agreement on a common position regarding the ePR. The current Presidency of the EU, Croatia, proposed a revised ePR draft on February 24, 2020. More clarity about its status is expected in the course of 2020.

Other. On April 10, 2018, the EC carried out inspections at several media companies in Europe including our sports channel, Ziggo Sport. The investigation is currently ongoing. To date, Ziggo Sport has not received a Statement of Objections, setting out the EC's possible concerns.

Other Regulatory Issues. Video distribution, broadband internet, fixed-line telephony, mobile and content businesses are subject to significant regulation and supervision by various regulatory bodies in the Netherlands, including Dutch and EU authorities. Adverse regulatory developments could subject our businesses to a number of risks. Regulation, including conditions imposed on us by competition or other authorities as a requirement to close acquisitions or dispositions, could limit growth, revenue and the number and types of services offered and could lead to increased operating costs and property and equipment additions. In addition, regulation may restrict our operations and subject them to further competitive pressure, including pricing restrictions, interconnect and other access obligations, and restrictions or controls on content, including content provided by third parties. Failure to comply with current or future regulation could expose our businesses to various penalties.

We have contingent liabilities related to matters arising in the ordinary course of business including (i) legal proceedings, (ii) issues involving VAT and wage, property and other tax issues and (iii) disputes over interconnection, programming, copyright and channel carriage fees. While we generally expect that the amounts required to satisfy these contingencies will not materially differ from any estimated amounts we have accrued, no assurance can be given that the resolution of one or more of these contingencies will not result in a material impact on our results of operations, cash flows or financial position in any given period. Due, in general, to the complexity of the issues involved and, in certain cases, the lack of a clear basis for predicting outcomes, we cannot provide a meaningful range of potential losses or cash outflows that might result from any unfavorable outcomes.

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(unaudited)

(12) Segment Reporting

We have one reportable segment that provides video, broadband internet, fixed-line telephony and mobile services to residential and business customers in the Netherlands.

Our revenue by major category is set forth below:

	Three months ended March 31,	
	2020	2019
	in millions	
Consumer cable revenue (a):		
Subscription revenue	€ 512.4	€ 492.0
Non-subscription revenue	4.6	4.9
Total consumer cable revenue	517.0	496.9
Consumer mobile revenue (b):		
Service revenue	157.1	159.4
Non-service revenue	60.5	48.5
Total consumer mobile revenue	217.6	207.9
Total consumer revenue	734.6	704.8
B2B cable revenue (c):		
Subscription revenue	115.8	108.5
Non-subscription revenue	6.1	6.9
Total B2B cable revenue	121.9	115.4
B2B mobile revenue (d):		
Service revenue	95.4	106.3
Non-service revenue	31.1	25.8
Total B2B mobile revenue	126.5	132.1
Total B2B revenue	248.4	247.5
Other revenue (e)	12.5	11.1
Total	€ 995.5	€ 963.4

- (a) Consumer cable revenue is classified as either subscription revenue or non-subscription revenue. Consumer cable subscription revenue includes revenue from subscribers for ongoing broadband internet, video, and voice services offered to residential customers and the amortization of installation fee. Consumer cable non-subscription revenue includes, among other items, interconnect, channel carriage fees and late fees.
- (b) Consumer mobile revenue is classified as either service revenue or non-service revenue. Consumer mobile service revenue includes revenue from ongoing mobile and data services offered under postpaid and prepaid arrangements to residential customers. Consumer mobile non-service revenue includes, among other items, interconnect revenue, mobile handset and accessories sales and late fees.
- (c) B2B cable revenue is classified as either subscription revenue or non-subscription revenue. B2B cable subscription revenue includes revenue from business broadband internet, video, voice, and data services, offered to small or home office (SOHO) customers and small and medium to large enterprises. B2B cable non-subscription revenue includes, among other items, revenue from hosting services, installation fees, carriage fees and interconnect.

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- (d) B2B mobile revenue is classified as either service revenue or non-service revenue. B2B mobile service revenue includes revenue from ongoing mobile and data services offered to SOHO, small and medium to large enterprise customers. B2B mobile non-service revenue includes, among other items, interconnect revenue, mobile handset and accessories sales and late fees.
- (e) Other revenue includes, among other items, programming and advertising revenue and revenue related to certain personnel services provided to Vodafone and Liberty Global.

MANAGEMENT'S DISCUSSION AND ANALYSIS OF FINANCIAL CONDITION AND RESULTS OF OPERATIONS

The following discussion and analysis, which should be read in conjunction with our condensed consolidated financial statements and the discussion and analysis included in our 2019 annual report, is intended to assist in providing an understanding of our results of operations and financial condition and is organized as follows:

- *Forward-looking Statements.* This section provides a description of certain factors that could cause actual results or events to differ materially from anticipated results or events.
- *Overview.* This section provides a general description of our business and recent events.
- *Material Changes in Results of Operations.* This section provides an analysis of our results of operations for the three ended March 31, 2020 and 2019.
- *Material Changes in Financial Condition.* This section provides an analysis of our corporate and subsidiary liquidity, condensed consolidated statements of cash flows and contractual commitments.

The capitalized terms used below have been defined in the notes to our condensed consolidated financial statements. In the following text, the terms “we,” “our,” “our company” and “us” may refer, as the context requires, to VodafoneZiggo or collectively to VodafoneZiggo and its subsidiaries.

Unless otherwise indicated, convenience translations into euros are calculated, and operational data (including subscriber statistics) is presented, as of March 31, 2020.

Forward-looking Statements

Certain statements in this quarterly report constitute forward-looking statements. To the extent that statements in this quarterly report are not recitations of historical fact, such statements constitute forward-looking statements, which, by definition, involve risks and uncertainties that could cause actual results to differ materially from those expressed or implied by such statements. In particular, statements under *Management's Discussion and Analysis of Financial Condition and Results of Operations* may contain forward-looking statements, including statements regarding our business, product, foreign currency and finance strategies, subscriber growth and retention rates, competitive, regulatory and economic factors, the timing and impacts of proposed transactions, the maturity of our market, the potential impact of the recent outbreak of the novel coronavirus (**COVID-19**) on our company, the anticipated impacts of new legislation (or changes to existing rules and regulations), anticipated changes in our revenue, costs or growth rates, our liquidity, credit risks, foreign currency risks, target leverage levels, our future projected contractual commitments and cash flows and other information and statements that are not historical fact. Where, in any forward-looking statement, we express an expectation or belief as to future results or events, such expectation or belief is expressed in good faith and believed to have a reasonable basis, but there can be no assurance that the expectation or belief will result or be achieved or accomplished. In evaluating these statements, you should consider the risks and uncertainties in the following list, and those described herein, as some but not all of the factors that could cause actual results or events to differ materially from anticipated results or events:

- economic and business conditions and industry trends in the Netherlands;
- the competitive environment in the Netherlands for both the fixed and mobile markets, including competitor responses to our products and services for our residential and business customers;
- fluctuations in currency exchange rates and interest rates;
- instability in global financial markets, including sovereign debt issues and related fiscal reforms;
- consumer disposable income and spending levels, including the availability and amount of individual consumer debt;
- changes in consumer television viewing preferences and habits;
- changes in consumer mobile usage behavior;
- customer acceptance of our existing service offerings, including our cable television, broadband internet, fixed-line telephony, mobile and business service offerings, and of new technology, programming alternatives and other products and services that we may offer in the future;
- the outcome of governmental requests for proposals related to contracts for B2B communication services;

- our ability to manage rapid technological changes;
- our ability to maintain or increase the number of subscriptions to our cable television, broadband internet, fixed-line telephony and mobile service offerings and our average revenue per household;
- our ability to provide satisfactory customer service, including support for new and evolving products and services;
- our ability to maintain or increase rates to our subscribers or to pass through increased costs to our subscribers;
- the impact of our future financial performance, or market conditions generally, on the availability, terms and deployment of capital;
- changes in, or failure or inability to comply with, applicable laws and/or government regulations in the Netherlands and adverse outcomes from regulatory proceedings, including regulation related to interconnect rates;
- government and/or regulatory intervention that requires opening our broadband distribution network to competitors, and/or other regulatory interventions;
- our ability to obtain regulatory approval and satisfy other conditions necessary to close acquisitions and dispositions and the impact of conditions imposed by competition and other regulatory authorities in connection with acquisitions;
- our ability to successfully acquire new businesses and, if acquired, to integrate, realize anticipated efficiencies from, and implement our business plan with respect to the businesses we have acquired or with respect to the formation of the VodafoneZiggo JV;
- changes in laws or treaties relating to taxation, or the interpretation thereof, in the Netherlands;
- changes in laws and government regulations that may impact the availability and cost of capital and the derivative instruments that hedge certain of our financial risks;
- our ability to navigate the potential impacts on our business of the United Kingdom's (**U.K.**) departure from the E.U.;
- the ability of suppliers and vendors to timely deliver quality products, equipment, software, services and access;
- our ability to secure sufficient and required spectrum for our mobile service offerings in upcoming spectrum auctions;
- the availability of attractive programming for our video services and the costs associated with such programming, including retransmission and copyright fees payable to public and private broadcasters;
- uncertainties inherent in the development and integration of new business lines and business strategies;
- our ability to adequately forecast and plan future network requirements, including the costs and benefits associated with our planned network extensions;
- the availability of capital for the acquisition and/or development of telecommunications networks and services;
- problems we may discover post-closing with the operations, including the internal controls and financial reporting process, of businesses we acquire, including in relation to the VodafoneZiggo JV;
- the leakage of sensitive customer data;
- the outcome of any pending or threatened litigation;
- the loss of key employees and the availability of qualified personnel;
- changes in the nature of key strategic relationships with partners and joint ventures; and
- events that are outside of our control, such as political unrest in international markets, terrorist attacks, malicious human acts, natural disasters, pandemics or epidemics (such as COVID-19) and other similar events.

The broadband distribution and mobile service industries are changing rapidly and, therefore, the forward-looking statements of expectations, plans and intent in this quarterly report are subject to a significant degree of risk. These forward-looking statements

and the above-described risks, uncertainties and other factors speak only as of the date of this quarterly report, and we expressly disclaim any obligation or undertaking to disseminate any updates or revisions to any forward-looking statement contained herein, to reflect any change in our expectations with regard thereto, or any other change in events, conditions or circumstances on which any such statement is based. Readers are cautioned not to place undue reliance on any forward-looking statement.

Overview

General

VodafoneZiggo is a provider of video, broadband internet, fixed-line telephony and mobile services to residential and business customers in the Netherlands.

Operations

At March 31, 2020, we owned and operated networks that passed 7,265,300 homes and served 9,618,600 revenue generating units (**RGUs**), consisting of 3,863,900 video subscribers (including 3,376,100 enhanced video subscribers), 3,371,900 broadband internet subscribers and 2,382,800 fixed-line telephony subscribers. In addition, at March 31, 2020, we served 5,101,500 mobile subscribers, which includes 4,556,000 postpaid subscribers.

The following table provides details of our organic RGU and mobile subscriber changes for the periods indicated. Organic RGU and mobile subscriber changes exclude the effect of acquisitions (RGUs and mobile subscribers added on the acquisition date) and other non-organic adjustments, but includes post-acquisition date RGU and mobile subscriber additions or losses.

	Three months ended	
	March 31,	
	2020	2019
Organic RGU additions (losses):		
Video:		
Basic	(3,500)	(14,100)
Enhanced	(2,700)	(3,800)
Total video	(6,200)	(17,900)
Broadband internet	9,800	6,500
Fixed-line telephony	(26,700)	(25,200)
Total organic RGU losses	(23,100)	(36,600)
Organic mobile subscriber additions (losses):		
Postpaid net additions	72,200	41,000
Prepaid net losses	(35,700)	(46,600)
Total organic mobile subscriber additions (losses)	36,500	(5,600)

Impact of COVID-19

In March 2020, the World Health Organization declared the recent outbreak of a novel strain of COVID-19 to be a global pandemic. In response to the COVID-19 pandemic, emergency measures have been imposed by governments worldwide, including travel restrictions, restrictions on social activity and the shutdown of non-essential businesses. These measures have adversely impacted the global economy, disrupted global supply chains and created significant volatility and disruption of financial markets. Our company has not experienced an overall material adverse impact from the COVID-19 pandemic, as demand for the products and services that we provide has increased following the stay-at-home and remote work restrictions. While it is not currently possible to estimate the duration and severity of the COVID-19 pandemic or the adverse economic impact resulting from the preventative measures taken to contain or mitigate its outbreak, an extended period of global economic disruption could have a material adverse impact on our business, financial condition and results of operations in future periods, including with respect to, among other items, (i) our ability to access capital necessary to fund property and equipment additions, debt service requirements, acquisitions and other investment opportunities or other liquidity needs, (ii) the ability of our customers to pay for our products and services, (iii) our ability to maintain or increase our residential and business subscriber levels, (iv) our ability to offer attractive programming, particularly in consideration of the recent cancellation of numerous worldwide sporting events, and (v) the ability

of our suppliers and vendors to provide products and services to us. We may also be adversely impacted by any government mandated regulations on our business that could be implemented in response to the COVID-19 pandemic and by fiscal deficits that result from measures taken to mitigate the adverse economic impacts of COVID-19, such as by imposing new taxes on the products and services we provide.

Competition and Other External Factors

Our mobile and fixed-line operations are experiencing significant competition. In particular, our mobile operations continue to experience pressure on pricing, characterized by aggressive promotion campaigns, heavy marketing spend and increasing or unlimited data bundles. Furthermore, there is increasing competition from MVNOs that focus on certain niche segments such as no frill, youth or ethnic markets. This significant competition, together with the macroeconomic factors, has adversely impacted our revenue, RGU and average monthly subscription revenue per average cable RGU or mobile subscriber, as applicable (**ARPU**). For additional information regarding the revenue impact of changes in the RGU and ARPU, see *Results of Operations* below.

In addition to competition, our operations are subject to macroeconomic, political and other risks that are outside of our control. For example, on June 23, 2016, the U.K. held a referendum in which U.K. citizens voted in favor of, on an advisory basis, an exit from the E.U. commonly referred to as “**Brexit**.” Following the failure to reach a separation deal by the original deadline of March 29, 2019 and October 31, 2019, the EU granted the U.K. an extension until January 31, 2020, and has now entered into a transition period until December 31, 2020, during which the U.K. and the E.U. will negotiate to formalize the future U.K.-E.U. relationship with respect to a number of matters, most notably trade. Although the U.K. has ceased to be an E.U. member, during the transition period their trading relationship will remain the same and the U.K. will continue to follow the E.U.’s rules, such as accepting rulings from the European Court of Justice, and the U.K. will continue to contribute to the E.U.’s budget. Uncertainty remains as to what specific terms of separation may be agreed during the transition period. It is possible that the U.K. will fail to agree to specific separation terms with the E.U. by the end of the transition period, which, absent extension, may require the U.K. to leave the E.U. under a so-called “hard Brexit” or “no-deal Brexit” without specific agreements on trade, finance and other key elements. The foregoing has caused uncertainty as to Brexit’s impact on the free movement of goods, services, people and capital between the U.K. and the E.U., customer behavior, economic conditions, interest rates, currency exchange rates and availability of capital. The effects of Brexit could adversely affect our business, results of operations and financial condition.

Material Changes in Results of Operations

This section provides an analysis of our results of operations for the three months ended March 31, 2020 and 2019.

General

Our revenue is earned in the Netherlands and is subject to applicable VAT. Any increases in these taxes could have an adverse impact on our ability to maintain or increase our revenue to the extent that we are unable to pass such tax increases onto our customers.

We pay interconnection fees to other telephony providers when calls or text messages from our subscribers terminate on another network, and we receive similar fees from such providers when calls or text messages from their customers terminate on our network. The amounts we charge and incur with respect to fixed-line telephony and mobile interconnection fees are subject to regulatory oversight. To the extent that regulatory authorities introduce fixed-line or mobile termination rate changes, we would experience prospective changes in our interconnect revenue and costs. The ultimate impact of any such changes in termination rates on our interconnect revenue and costs would be dependent on the call or text messaging patterns that are subject to the changed termination rates.

Operating Cash Flow (OCF)

OCF is the primary measure used by our management to evaluate the operating performance of our businesses. It is also a key factor that is used by our management and our Supervisory Board to evaluate the effectiveness of our management for purposes of annual and other incentive compensation plans. OCF is defined as operating income before depreciation and amortization, sharebased compensation, provisions, and provision releases related to significant litigation and impairment, restructuring and other operating items. Other operating items include (i) gains and losses on the disposition of long-lived assets, (ii) third-party costs directly associated with successful and unsuccessful acquisitions and dispositions, including legal, advisory and due diligence fees, as applicable, and (iii) other acquisition-related items, such as gains and losses on the settlement of contingent consideration.

We are subject to inflationary pressures with respect to certain costs and foreign currency exchange risk. Any cost increases that we are not able to pass on to our subscribers through rate increases would result in increased pressure on our operating margins.

Revenue

We earn revenue from (i) subscribers to our consumer broadband communications and mobile services and (ii) B2B services, interconnect fees, channel carriage fees, installation fees and late fees. Consistent with the presentation of our revenue categories in note 12 to our condensed consolidated financial statements, we use the term “subscription revenue” and “service revenue” in the following discussion to refer to amounts received from subscribers for ongoing services. In the below tables, mobile service revenue excludes the related interconnect revenue.

Variances in the subscription revenue from our customers are a function of (i) changes in the number of RGUs or mobile subscribers outstanding during the period and (ii) changes in ARPU. Changes in ARPU can be attributable to (a) changes in prices, (b) changes in bundling or promotional discounts, (c) changes in the tier of services selected, (d) variances in subscriber usage patterns and (e) the overall mix of cable and mobile products during the period. In the following discussion, we provide the net impact of the above factors on the ARPU that is derived from our video, broadband internet, fixed-line telephony and mobile products.

Our revenue by major category is set forth below:

	Three months ended March 31,		Increase (decrease)	
	2020	2019	€	%
	in millions, except % amounts			
Consumer cable revenue (a):				
Subscription revenue	€ 512.4	€ 492.0	€ 20.4	4.1 %
Non-subscription revenue	4.6	4.9	(0.3)	(6.1)%
Total consumer cable revenue	517.0	496.9	20.1	4.0 %
Consumer mobile revenue (b):				
Service revenue	157.1	159.4	(2.3)	(1.4)%
Non-service revenue	60.5	48.5	12.0	24.7 %
Total consumer mobile revenue	217.6	207.9	9.7	4.7 %
Total consumer revenue	734.6	704.8	29.8	4.2 %
B2B cable revenue (c):				
Subscription revenue	115.8	108.5	7.3	6.7 %
Non-subscription revenue	6.1	6.9	(0.8)	(11.6)%
Total B2B cable revenue	121.9	115.4	6.5	5.6 %
B2B mobile revenue (d):				
Service revenue	95.4	106.3	(10.9)	(10.3)%
Non-service revenue	31.1	25.8	5.3	20.5 %
Total B2B mobile revenue	126.5	132.1	(5.6)	(4.2)%
Total B2B revenue	248.4	247.5	0.9	0.4 %
Other revenue (e)	12.5	11.1	1.4	12.6 %
Total	€ 995.5	€ 963.4	€ 32.1	3.3 %

- (a) Consumer cable revenue is classified as either subscription revenue or non-subscription revenue. Consumer cable subscription revenue includes revenue from subscribers for ongoing broadband internet, video, and voice services offered to residential customers and the amortization of installation fee. Consumer cable non-subscription revenue includes, among other items, interconnect, channel carriage fees, late fees and revenue from the sale of equipment. Subscription revenue from subscribers who purchase bundled services at a discounted rate is generally allocated proportionally to each service based on the stand-alone price for each individual service. As a result, changes in the stand-alone pricing of our cable and mobile products or the composition of bundles can contribute to changes in our product revenue categories from period to period.
- (b) Consumer mobile revenue is classified as either service revenue or non-service revenue. Consumer mobile service revenue includes revenue from ongoing mobile and data services offered under postpaid and prepaid arrangements to residential customers. Consumer mobile non-service revenue includes, among other items, interconnect revenue, mobile handset and accessories sales, and late fees.
- (c) B2B cable revenue is classified as either subscription revenue or non-subscription revenue. B2B cable subscription revenue includes revenue from business broadband internet, video, voice, and data services offered to SOHO, small and medium to large enterprises. B2B cable non-subscription revenue includes, among other items, revenue from hosting services, installation fees, carriage fees and interconnect.
- (d) B2B mobile revenue is classified as either service revenue or non-service revenue. B2B mobile service revenue includes revenue from ongoing mobile and data services offered to SOHO, small and medium to large enterprise customers. B2B mobile non-service revenue includes, among other items, interconnect revenue, mobile handset and accessories sales, and late fees.
- (e) Other revenue includes, among other items, programming and advertising revenue and revenue related to certain personnel services provided to Vodafone and Liberty Global.

The details of the increase in our revenue during the three months ended March 31, 2020, as compared to the corresponding period in 2019, are set forth below:

	Subscription/ Service revenue	Non- subscription/ Non-service revenue in millions	Total
Increase (decrease) in consumer cable subscription revenue due to change in:			
Average number of RGUs (a)	€ (9.7)	€ —	€ (9.7)
ARPU (b)	30.1	—	30.1
Decrease in consumer cable non-subscription revenue	—	(0.3)	(0.3)
Total increase (decrease) in consumer cable revenue	20.4	(0.3)	20.1
Increase (decrease) in consumer mobile revenue (c)	(2.3)	12.0	9.7
Increase (decrease) in B2B cable revenue (d)	7.3	(0.8)	6.5
Increase (decrease) in B2B mobile revenue (e)	(10.9)	5.3	(5.6)
Increase in other revenue	—	1.4	1.4
Total	€ 14.5	€ 17.6	€ 32.1

- (a) The decrease in cable subscription revenue related to a change in the average number of RGUs is attributable to decrease in the average number of fixed-line telephony and video services RGUs, partially offset by increase in the average number of broadband internet RGUs.
- (b) The increase in cable subscription revenue related to a change in ARPU is primarily attributable to higher ARPU from video, fixed-line telephony and broadband internet services.

- (c) The decrease in consumer mobile service revenue is primarily attributable to (i) higher converged discounts compared to the prior year and (ii) lower out-of-bundle revenue. The increase in consumer mobile non-service revenue is primarily attributable to increases in revenue from mobile handset sales.
- (d) The increase in B2B cable subscription revenue is due to higher average numbers of SOHO and Small Business RGUs.
- (e) The decrease in B2B mobile subscription revenue is due to lower ARPU. The increase in B2B mobile non-service revenue is primarily attributable to an increase in revenue from mobile handset sales.

Programming and other direct costs of services

Programming and other direct costs of services include programming and copyright costs, mobile access and interconnect costs, mobile handset and other equipment cost of goods sold and other direct costs related to our operations. Programming and copyright costs, which represent a significant portion of our operating costs, are subject to increase in future periods as a result of (i) higher costs associated with the expansion of our digital video content, including rights associated with ancillary product offerings and rights that provide for the broadcast of live sporting events, and (ii) rate increases. In addition we are subject to inflationary pressures with respect to our labor and other costs. Any cost increases that we are not able to pass on to our subscribers through rate increases would result in increased pressure on our operating margins.

Our programming and other direct costs of service increased by €5.3 million or 2.6% during the three months ended March 31, 2020, as compared to the corresponding period in 2019. This increase includes the following factors:

- An increase in equipment costs of €10.8 million or 14.1%, primarily due to an increase in sales volumes of mobile handsets, accessories and other equipment;
- A decrease in programming costs of €4.3 million or 5.3%, primarily due to (i) lower costs for certain premium sports content, (ii) a decrease in costs due to lower rate impact of renewed contracts and (iii) a decrease in costs due to lower content volume; and
- A decrease in interconnect costs of €1.2 million or 2.5%, primarily due to (i) a decrease in leased line costs and (ii) a decrease in roaming costs due to travel restrictions as a result of the COVID-19 pandemic.

Other operating expenses

Other operating expenses include network operations, customer operations, customer care and other costs related to our operations.

Our other operating expenses increased by €1.7 million or 1.4% during the three months ended March 31, 2020, as compared to the corresponding period in 2019. This increase includes the following factors:

- An increase in business services costs of €1.4 million or 12.9%, primarily due to increased facility and security costs;
- A decrease in access costs of €1.2 million or 21.4%, primarily due to lower maintenance costs; and
- An increase in personnel costs of €1.2 million or 2.1%, primarily due to higher average costs per employee, partially offset by lower staffing levels.

SG&A expenses

SG&A expenses include human resources, information technology, general services, management, finance, legal, external sales and marketing costs, share-based compensation and other general expenses.

Our SG&A expenses decreased by €0.8 million or 0.5% during the three months ended March 31, 2020, as compared to the corresponding period in 2019. Our SG&A expenses include share-based compensation expense, which decreased by €0.3 million. Excluding the effects of share-based compensation expense, our SG&A expenses decreased by €0.5 million or 0.3%. This decrease includes the following factors:

- An increase in core network and IT costs of €3.1 million or 71.5%, primarily driven by an increase in IT maintenance cost;
- A decrease in business services costs of €2.6 million or 15.3%, primarily due to lower consultancy and legal costs;
- A decrease in other costs of €1.2 million or 14.9%, primarily due to lower property and insurance costs; and
- An increase in personnel costs of €1.1 million or 1.6%, primarily due to higher average costs per employee, partially offset by lower staffing levels.

Charges for JV Services

We recorded charges for JV Services of €59.6 million and €55.3 million during the three months ended March 31, 2020 and 2019, respectively. For additional information regarding charges for JV Services, see note 10 to our condensed consolidated financial statements.

Depreciation and amortization expense

Our depreciation and amortization expenses increased by €2.3 million or 0.6% during the three months ended March 31, 2020, as compared to the corresponding period in 2019. The increase is primarily due to a higher average balance of depreciable property and equipment.

Impairment, restructuring and other operating items, net

We recognized impairment, restructuring and other operating items, net, of €2.2 million and €11.0 million during the three months ended March 31, 2020 and 2019, respectively.

The 2020 period includes (i) restructuring charges of €1.8 million and (ii) impairment charges related to tangible assets of €0.8 million.

The 2019 period includes (i) a loss from the disposition of assets of €9.3 million due to the write-off certain IT related assets, (ii) restructuring charges of €1.3 million and (iii) impairment charges related to tangible assets of €0.4 million.

Interest expense—third-party

Our third-party interest expense decreased by €4.6 million or 3.7%, as compared to the corresponding period in 2019, primarily due to lower weighted average interest rates.

For additional information regarding our third-party debt, see note 7 to our condensed consolidated financial statements.

It is possible that the interest rates on (i) any new borrowings could be higher than the current interest rates on our existing indebtedness and (ii) our variable-rate indebtedness could increase in future periods. As further discussed in note 4 to our condensed consolidated financial statements, we use derivative instruments to manage our interest rate risks.

In July 2017, the U.K. Financial Conduct Authority (the authority that regulates LIBOR) announced that it intends to stop compelling banks to submit rates for the calculation of LIBOR after 2021. Additionally, the European Money Markets Institute (the authority that administers EURIBOR) has announced that measures will need to be undertaken by the end of 2021 to reform EURIBOR to ensure compliance with E.U. Benchmarks Regulation. Currently, it is not possible to predict the exact transitional arrangements for calculating applicable reference rates that may be made in the U.K., the U.S., the eurozone or elsewhere given that a number of outcomes are possible, including the cessation of the publication of one or more reference rates. Our loan documents contain provisions that contemplate alternative calculations of the base rate applicable to our LIBOR-indexed and EURIBOR-indexed debt to the extent LIBOR or EURIBOR (as applicable) are not available, which alternative calculations we do not anticipate will be materially different from what would have been calculated under LIBOR or EURIBOR (as applicable). Additionally, no

mandatory prepayment or redemption provisions would be triggered under our loan documents in the event that either the LIBOR rate or the EURIBOR rate is not available. It is possible, however, that any new reference rate that applies to our LIBOR-indexed or EURIBOR-indexed debt could be different than any new reference rate that applies to our LIBOR-indexed or EURIBOR-indexed derivative instruments. We anticipate managing this difference and any resulting increased variable-rate exposure through modifications to our debt and/or derivative instruments, however, future market conditions may not allow immediate implementation of desired modifications and the company may incur significant associated costs.

Interest expense-related-party

Our related-party interest expense decreased by €2.6 million or 11.7% during the three months ended March 31, 2020, as compared to the corresponding period in 2019. This decrease is primarily due to lower average outstanding loan balances. For additional information regarding our related-party debt, see note 10 to our condensed consolidated financial statements.

Realized and unrealized gains on derivative instruments, net

Our realized and unrealized gains or losses on derivative instruments include (i) unrealized changes in the fair values of our derivative instruments that are non-cash in nature until such time as the derivative contracts are fully or partially settled and (ii) realized gains or losses upon the full or partial settlement of the derivative contracts.

The details of our realized and unrealized gains on derivative instruments, net, are as follows:

	Three months ended			
	March 31,			
	2020		2019	
	in millions			
Cross-currency and interest rate derivative contracts (a)	€	332.6	€	32.3
Foreign currency forward contracts		0.4		(0.2)
Total	€	333.0	€	32.1

- (a) The gain during the 2020 period is primarily attributable to (i) net gains associated with changes in the relative value of euro to the U.S. dollar and (ii) net gains associated with changes in certain market interest rates. The gain during the 2019 period is primarily attributable to the net effect of (a) a net gain associated with changes in the relative value of euro to the U.S. dollar and (b) a net loss associated with changes in certain market interest rates. In addition, the gains include a net gain (loss) of €38.5 million and (€41.5 million) during the three months ended March 31, 2020 and 2019, respectively, resulting from changes in credit risk valuation adjustment.

For additional information regarding our derivative instruments, see notes 4 and 5 to our condensed consolidated financial statements.

Foreign currency transaction losses, net

Our foreign currency transaction gains or losses primarily result from the remeasurement of monetary assets and liabilities that are denominated in currencies other than our functional currency. Unrealized foreign currency transaction gains or losses are computed based on period-end exchange rates and are non-cash in nature until such time as the amounts are settled. The details of our foreign currency transaction losses, net, are as follows:

	Three months ended			
	March 31,			
	2020		2019	
	in millions			
U.S. dollar-denominated debt	€	(128.6)	€	(99.8)
Other		2.4		0.2
Total	€	(126.2)	€	(99.6)

Losses on debt extinguishment, net

We recognized a net loss on debt extinguishment of €29.6 million during the three months ended March 31, 2020, attributable to (i) the payment of €40.7 million of redemption premiums and (ii) a gain associated with the write off of €11.1 million of net unamortized deferred financing costs, discounts and premiums.

For additional information concerning our losses on debt extinguishment, net, see note 7 to our condensed consolidated financial statements.

Income tax benefit (expense)

We recognized an income tax benefit (expense) of (€22.9 million) and €33.9 million during the three months ended March 31, 2020, and 2019, respectively.

The income tax benefit (expense) recognized during the three months ended March 31, 2020, and 2019, differs from the expected income tax benefit (expense) of (€28.3 million) and €41.5 million, respectively (based on the Dutch income tax rate of 25.0%). The difference during the 2020 period is primarily due to the impact of future rate changes in the valuation of the deferred taxes and release thereof in addition to a tax benefit related to the filing of the 2017 tax return. The difference during the 2019 period is primarily due to the impact of future rate changes.

For additional information regarding our income taxes, see note 9 to our condensed consolidated financial statements.

Net earnings (loss)

During the three months ended March 31, 2020 and 2019, we reported net earnings (loss) of €90.4 million and (€132.1 million), respectively, including (i) operating income of €73.8 million and €45.7 million, respectively, (ii) net non-operating income (expense) of €39.5 million and (€211.7 million), respectively, and (iii) income tax benefit (expense) of (€22.9 million) and €33.9 million, respectively.

Gains or losses associated with (i) changes in the fair values of derivative instruments, (ii) movements in foreign currency exchange rates and (iii) the disposition of assets are subject to a high degree of volatility and, as such, any gains from these sources do not represent a reliable source of income. In the absence of significant gains in the future from these sources or from other non-operating items, our ability to achieve earnings from operations is largely dependent on our ability to increase our OCF to a level that more than offsets the aggregate amount of our (a) share-based compensation expense, (b) related-party fees pursuant to the JV Service Agreements, (c) depreciation and amortization, (d) impairment, restructuring and other operating items, net, (e) interest expense, (f) other net non-operating expenses and (g) income tax expenses.

Subject to the limitations included in our various debt instruments, we expect to maintain our debt at current levels relative to our Covenant EBITDA. As a result, we expect that we will continue to report significant levels of interest expense for the foreseeable future. For information concerning our expectations with respect to trends that may affect our operating results in future periods, see the discussion under *Overview* above.

Material Changes in Financial Condition

Sources and Uses of Cash

As a holding company, VodafoneZiggo's primary assets are its investments in consolidated subsidiaries. As further described in note 7 to our condensed consolidated financial statements, the terms of the instruments governing the indebtedness of certain of these subsidiaries may restrict our ability to access the assets of these subsidiaries. The ability to access the liquidity of our subsidiaries may also be limited by tax and legal considerations and other factors. At March 31, 2020, most of our €108.8 million of consolidated cash was held by our subsidiaries.

Liquidity of VodafoneZiggo

Our sources of liquidity at the parent level include, subject to the restrictions noted above, proceeds in the form of distributions or loans from our subsidiaries. It is the intention of the Shareholders of the VodafoneZiggo JV, that VodafoneZiggo will be a self-

funding company capable of financing its activities on a stand-alone basis without recourse to either Shareholder. No assurance can be given that funding from our subsidiaries or external sources would be available on favorable terms, or at all.

VodafoneZiggo's corporate liquidity requirements include corporate general and administrative expenses and fees associated with the JV Service Agreements. From time to time, VodafoneZiggo may also require cash in connection with (i) the repayment of its related-party debt and interest, (ii) the funding of dividends or distributions pursuant to the Shareholders Agreement, which requires VodafoneZiggo to distribute all unrestricted cash (as defined in the Shareholders Agreement) to the Shareholders every two months (subject to VodafoneZiggo maintaining a minimum amount of cash and complying with the terms of its financing arrangements), (iii) the satisfaction of contingent liabilities, (iv) acquisitions and other investment opportunities or (v) income tax payments.

Liquidity of our Subsidiaries

In addition to cash, the primary sources of liquidity of our operating subsidiaries are cash provided by operations and, in the case of Ziggo B.V. and certain of its subsidiaries, any borrowing availability under the Revolving Facilities.

The liquidity of our operating subsidiaries generally is used to fund property and equipment additions, debt service requirements and other liquidity requirements that may arise from time to time. For additional information regarding our condensed consolidated cash flows, see the discussion under *Condensed Consolidated Statements of Cash Flows* below. Our subsidiaries may also require funding in connection with (i) the repayment of amounts due under the third-party and related-party debt instruments of our subsidiaries, (ii) acquisitions and other investment opportunities, (iii) distributions or loans to VodafoneZiggo (and ultimately to the Shareholders of the VodafoneZiggo JV) or (iv) the satisfaction of contingencies. No assurance can be given that any external funding would be available to our subsidiaries on favorable terms, or at all.

Capitalization

At March 31, 2020, the outstanding principal amount of our third-party debt and finance lease obligations aggregated €11.2 billion, including €1.0 billion that is classified as current in our condensed consolidated balance sheet and €10.0 billion that is not due until 2027 or thereafter. For additional information regarding our debt and finance lease maturities, see notes 7 and 8, respectively, to our condensed consolidated financial statements.

As further discussed in note 4 to our condensed consolidated financial statements, we use derivative instruments to mitigate foreign currency and interest rate risk associated with our debt instruments.

Our ability to service or refinance our debt and to maintain compliance with the leverage covenants in our credit agreements and indentures is dependent primarily on our ability to maintain or increase our Covenant EBITDA and to achieve adequate returns on our property and equipment additions and acquisitions. Pursuant to the Shareholders Agreement, we expect to maintain a leverage ratio between 4.5 and 5.0 times Covenant EBITDA. In addition, our ability to obtain additional debt financing is limited by the leverage covenants contained in the various debt instruments of our subsidiaries. In this regard, if our Covenant EBITDA were to decline, we could be required to repay or limit our borrowings under the Credit Facility in order to maintain compliance with applicable covenants. No assurance can be given that we would have sufficient sources of liquidity, or that any external funding would be available on favorable terms, or at all, to fund any such required repayment. We do not anticipate any instances of non-compliance with respect to any of our subsidiaries' debt covenants that would have a material adverse impact on our liquidity during the next 12 months.

Notwithstanding our negative working capital position at March 31, 2020, we believe that we have sufficient resources to repay or refinance the current portion of our debt and finance lease obligations and to fund our foreseeable liquidity requirements during the next 12 months. However, as our maturing debt grows in later years, we anticipate that we will seek to refinance or otherwise extend our debt maturities. No assurance can be given that we will be able to complete these refinancing transactions or otherwise extend our debt maturities. In this regard, it is not possible to predict how political and economic conditions (including with respect to the recent COVID-19 pandemic), sovereign debt concerns or any adverse regulatory developments could impact the credit markets we access and, accordingly, our future liquidity and financial position. Our ability to access debt financing at favorable terms, or at all, could be adversely impacted by (i) the financial failure of any of our counterparties, which could (a) reduce amounts available under committed credit facilities and (b) adversely impact our ability to access cash deposited with any failed financial institution and (ii) tightening of the credit markets. In addition, sustained or increased competition, particularly in combination with adverse economic or regulatory developments, could have an unfavorable impact on our cash flows and liquidity.

All of our third-party debt and finance lease obligations at March 31, 2020, have been borrowed or incurred by our subsidiaries.

For information regarding the potential impact of the COVID-19 pandemic on our company's liquidity, see the discussion included above in *Overview*. For additional information regarding our debt and finance lease obligations, see notes 7 and 8, respectively, to our condensed consolidated financial statements.

Condensed Consolidated Statements of Cash Flows

Our condensed consolidated statements of cash flows for the three months ended March 31, 2020 and 2019 are summarized as follows:

	Three months ended				
	March 31,				
	2020	2019			Change
	in millions				
Net cash provided by operating activities	€ 256.6	€ 287.1	€	(30.5)	
Net cash used by investing activities	(93.7)	(86.0)		(7.7)	
Net cash used by financing activities	(256.3)	(154.3)		(102.0)	
Effect of exchange rate changes on cash and cash equivalents and restricted cash	2.6	0.6		2.0	
Net increase (decrease) in cash and cash equivalents and restricted cash	€ (90.8)	€ 47.4	€	(138.2)	

Operating Activities. The decrease in net cash provided by our operating activities is primarily attributable to a decrease in the cash provided by our OCF and related working capital changes.

Investing Activities. The increase in net cash used by our investing activities is primarily attributable to an increase in our capital expenditures and related working capital movements, including the impact of lower-capital related vendor financing.

The capital expenditures that we report in our condensed consolidated statements of cash flows do not include amounts that our company has financed under vendor financing or finance lease arrangements. Instead, these amounts are reflected as non-cash additions to our property and equipment when the underlying assets are delivered and as repayments of debt when the principal is repaid. In this discussion, we refer to (i) our capital expenditures as reported in our condensed consolidated statements of cash flows, which exclude amounts financed under vendor financing or finance lease arrangements, and (ii) our total property and equipment additions, which include our capital expenditures on an accrual basis and amounts financed under capital-related vendor financing or finance lease arrangements. For further details regarding our property and equipment additions and our debt, see notes 6 and 7, respectively, to our condensed consolidated financial statements.

A reconciliation of our property and equipment additions to our capital expenditures as reported in our condensed consolidated statements of cash flows is set forth below:

	Three months ended		
	March 31,		
	2020	2019	
	in millions		
Property and equipment additions	€ 222.7	€ 169.5	
Assets acquired under capital-related vendor financing arrangements	(114.6)	(139.6)	
Assets acquired under related-party finance leases	(1.5)	(1.4)	
Changes in current liabilities related to capital expenditures	(12.4)	59.6	
Capital expenditures	€ 94.2	€ 88.1	

The increase in our property and equipment additions is primarily attributable to an increase in our baseline, capacity, new build expenditure related to expansion of our fixed-line network and customer premises equipment expenditure.

Financing Activities. The increase in net cash used by our financing activities is primarily attributable to an increase in cash used of €48.3 million related to higher net repayments of third-party debt, and an increase of €53.3 million due to higher payments

for financing costs and debt premiums as a result of financing transactions as discussed in note 7 to our condensed consolidated financial statements.

Contractual Commitments

The following table sets forth the euro equivalents of our commitments as of March 31, 2020:

	Payments due during:									
	Remainder of 2020	2021	2022	2023	2024	2025	Thereafter	Total		
	in millions									
Debt (excluding interest):										
Third-party	€ 954.7	€ 76.2	€ 187.7	€ —	€ —	€ —	€ 9,957.3	€ 11,175.9		
Related-party	—	—	—	—	—	—	1,400.0	1,400.0		
Finance leases (including interest)	6.4	6.3	3.9	1.8	0.8	0.1	—	19.3		
Operating leases	46.1	77.3	74.3	70.1	67.4	37.0	130.5	502.7		
JV Service Agreements (a)	120.0	119.0	111.1	32.2	30.0	30.0	—	442.3		
Programming commitments	87.6	68.0	15.0	4.5	—	—	—	175.1		
Purchase commitments	87.9	68.7	64.3	1.3	1.1	0.8	0.8	224.9		
Network and connectivity commitments	13.8	15.4	8.5	0.2	—	—	—	37.9		
Other commitments	14.3	21.0	13.0	4.5	2.0	1.9	4.1	60.8		
Total (b)	€ 1,330.8	€ 451.9	€ 477.8	€ 114.6	€ 101.3	€ 69.8	€ 11,492.7	€ 14,038.9		
Projected cash interest payments on debt obligations (c):										
Third-party	€ 243.5	€ 412.0	€ 409.5	€ 409.4	€ 409.3	€ 409.1	€ 1,099.8	€ 3,392.6		
Related-party	59.4	78.8	78.8	78.8	78.9	78.8	160.8	614.3		
Total	€ 302.9	€ 490.8	€ 488.3	€ 488.2	€ 488.2	€ 487.9	€ 1,260.6	€ 4,006.9		

- (a) Amounts represent fixed minimum charges from Liberty Global and Vodafone pursuant to the JV Service Agreements. In addition to the fixed minimum charges, the JV Service Agreements provide for certain JV Services to be charged to us based upon usage of the services received. The fixed minimum charges set forth in the table above exclude fees for the usage-based services as these fees will vary from period to period. Accordingly, we expect to incur charges in addition to those set forth in the table above for usage-based services. For additional information concerning the JV Service Agreements, see note 10 to our condensed consolidated financial statements.
- (b) The commitments included in this table do not reflect any liabilities that are included in our March 31, 2020, condensed consolidated balance sheet other than debt and finance and operating lease obligations.
- (c) Amounts include interest payments on third-party debt obligations, as well as interest payments on the Liberty Global Note and the Vodafone Note. Amounts related to third-party debt are based on interest rates, interest payment dates, commitment fees and contractual maturities in effect as of March 31, 2020. These amounts are presented for illustrative purposes only and will likely differ from the actual cash payments required in future periods. In addition, the amounts presented do not include the impact of our interest rate derivative contracts, deferred financing costs or original issue premiums or discounts.

For information concerning our debt obligations, finance and operating lease liabilities, the Liberty Global Note and the Vodafone Note, and commitments, see notes 7, 8, 10 and 11, respectively, to our condensed consolidated financial statements.

In addition to the commitments set forth in the table above, we have commitments under (i) derivative instruments and (ii) multiemployer benefit plans, pursuant to which we expect to make payments in future periods. For information regarding projected cash flows associated with these derivative instruments, see *Projected Cash Flows Associated with Derivative Instruments* below. For information regarding our derivative instruments, including the net cash paid or received in connection with these instruments during the three months ended March 31, 2020, and 2019, see note 4 to our condensed consolidated financial statements.

Projected Cash Flows Associated with Derivative Instruments

The following table provides information regarding the projected cash flows associated with our derivative instruments. The euro equivalents presented below are based on interest rates and exchange rates that were in effect as of March 31, 2020. These amounts are presented for illustrative purposes only and will likely differ from the actual cash receipts/payments in future periods. For additional information regarding our derivative instruments, including our counterparty credit risk, see note 4 to our condensed consolidated financial statements.

	Receipts (payments) due during:								
	Remainder of 2020	2021	2022	2023	2024	2025	Thereafter	Total	
	in millions								
Projected derivative cash receipts (payments), net:									
Interest-related (a)	€ (18.0)	€ 15.1	€ 18.2	€ 18.0	€ 17.8	€ 3.4	€ (65.4)	€ (10.9)	
Principal-related (b)	—	—	—	—	—	49.9	344.4	394.3	
Total	€ (18.0)	€ 15.1	€ 18.2	€ 18.0	€ 17.8	€ 53.3	€ 279.0	€ 383.4	

(a) Includes (i) the cash flows of our interest rate cap and floor contracts and (ii) the interest-related cash flows of our cross-currency and interest rate swap contracts.

(b) Includes the principal-related cash flows of our cross-currency swap contracts.