

Hello, my name is Christian Luiga and I am the CEO of Telia Company.

Due to the current circumstances, we have decided to reduce attendance and cut the duration of Telia Company's Annual General Meeting. As part of this, there will be no CEO speech this year but instead a video will be available to view on our web page.

So, a warm welcome to you all to my AGM speech on the web.

I want to start off by offering a big and warm thank you to all our customers, shareholders and employees.

Our employees are Telia's heroes and heroines who keep our business running, service our networks and take care of our customers. We have all been pushed to our limits during this crisis. Some of our employees are currently working extremely hard on ensuring that our networks are up and running.

Our results

But first a few words on 2019's results.

During 2019 we succeeded in reaching the goals that we set out for ourselves at the start of the year. The operational cashflow was 12,6 billion SEK, a 16 percent increase compared to the previous year. The adjusted EBITDA increased by 4 percent, mainly related to cost reductions.

Based on the previous year's cashflow and the prognosis for EBITDA and cashflow for 2020, a dividend of 2,25 SEK was suggested. However, this suggestion has now been adjusted to 1,80 SEK by the Board. The adjustment is the result of the drastic drop in EBITDA of the TV/Media unit which is a direct result of the pandemic which is currently affecting us all. The pandemic has not only resulted in a much lower advertising revenues, it has also affected TV content, most notably sports and live entertainment.

This means that we have had to diverge from the prognosis for 2020 that we set out at the start of the year. Telia's other operations have not been affected to any great extent and remain relatively stable. However, due to the current circumstances we have decided to not set a new prognosis. The longer Corona affects society, the more our other operations will be influenced. For example, our customers' travel patterns and financial standing will be affected, as will the access to products and production materials. With regards to the acquisition of TV4/CMORE and MTV, this is a long-term investment and the current crisis and its impact on this investment do not change our view on its benefits for Telia over time.

During last year Telia shares delivered a total shareholder return of 1.3 percent versus the Stockholm Stock Exchange that delivered a corresponding 11.2 percent total shareholder return. Year to date the Telia Company shares have returned a negative 11.3 percent while the Stockholm Stock Exchange has declined by 18 percent and the European telco sector has declined by 20 percent.

Our role in the Corona crisis

All companies will be affected by the pandemic and the crisis that we are currently going through. Telia is no exception. But I am very happy and proud to see how our employees continue to drive the business and take care of our customers.

Our company and the services we deliver are essential in order for the wider society to keep on functioning. Our networks are in good health and we continue operating our business, although in a slightly different way to what we are used to. We stand firm and safe in this. We have a crisis group in place who monitor the health of our employees, as well as the day-to-day running of our networks. A majority of our employees work from home. We are also in close dialogue with the authorities in the countries in which we operate.

When borders, offices and schools close, the digital alternative becomes our lifeline. It ensures that we can continue working, learning and meeting. That we can continue enjoying entertainment and the news. It ensures that life can go on. That's technology at its best.

We are the backbone in the digital society and an important part of the backbone of society as a whole, not least during these times. Our customers can be found in every part of society – from the small one-man-businesses, to authorities and the large global corporations. Everyone is dependent on our services, especially during these testing times.

I am proud of how we are managing this responsibility. Our more than 21 000 employees have and are doing everything they can in order for our millions of customers across the world to be able to continue their digital lives.

Our contribution to a sustainable society

Digitalization is also an important basis for a more sustainable society. And we are contributing to this in many ways.

Our health services give patients better control over their illnesses with the help of mobile phones, while at the same time giving care givers better treatment support in order to meet patients on their terms.

Our solutions for connected things, the so-called Internet of Things, is changing and improving entire trades. An example of this is public transport where we are connecting busses and trains and making the journey safer, faster, more enjoyable and more eco-friendly.

Our service for data analytics, Telia Crowd Insights, enables us to understand how people and groups of people move with the help of anonymous data from the mobile network. The insights gathered can for example be used in city planning, when a new bus line or road construction is decided upon. This results in better traffic flow which in turn leads to lower fuel usage, lower costs, fewer queues and lower emissions. We do this with care and in line with existing rules and regulations, ensuring personal integrity always takes precedent.

We are also currently in dialogue with various authorities regarding how Crowd Insights can be used in the fight against the Corona virus. For example, we announced today that we will be supporting the Finnish government by supplying data with the aim of further preventing the virus from spreading.

Many still lack the knowledge, ability and technology to be a part of the digital world. To counter this, we launched Mer Digital, an IT training course, in Sweden in 2018 and in Norway in 2019, where we support municipalities in their work to educate their senior citizens on the opportunities of digitalization.

These are a few examples of how we together with our customers help develop society through digitalization. For me it is obvious that Telia should drive and lead this development.

And of course, this is only possible if our mobile and fixed services are attractive and of the highest quality.

During 2019 we also continued our sustainability work in full force by establishing two environmental goals: by 2030 we want to have achieved a climate neutral value chain and not generate any waste in our own operations.

Yes, this is ambitious. Yes, this will put a lot of pressure on us. However, for us as a supplier of green digital solutions this means new business opportunities. We see it as our responsibility to take a holistic approach and to act on what is one of the biggest challenges of our time.

In line with the goals we will continue to develop our offerings in order to contribute to smarter buildings, transportation and networks. This is important in order to phase out fossil energy and reduce energy usage. We will by no later than 2022 only use renewable energy, regardless of where in the world we operate. And we are also increasing our efforts in the area of recycling when it comes to both networks and mobile phones.

We wholeheartedly support the UN's global goals for sustainable development and the Global Compact principles.

Our networks and offerings

In 2019 we were recognized for the quality of our networks in a number of independent studies. This forms an important foundation on which we can improve the customer experience further. During 2019, Telia invested more than 14 billion SEK in networks, customer solutions and IT in order to build a company that is stable in the long run and meets the future needs of its customers.

During 2019 we also launched 5G in a few of our markets, with a full-scale commercial offering in Finland, a decision on investment in Norway, as well as a number of successful pilots. In Sweden we are still waiting for the spectrum auction which will take place at the end of 2020. This is a new technology which over the years will help us and our customers further digitalize society.

A wide and relevant portfolio, good services and good quality are important for the customer experience and loyalty. Telia TV in Sweden has the country's most satisfied customers for the fifth year in a row. Through the Bonnier Broadcasting acquisition which was approved in December we increased our ability to offer a whole new world of digital experiences moving forward.

We also have the most satisfied business customers and Halebop is the operator with the highest customer satisfaction among private individuals. We develop more and better loyalty building offerings. In all our countries we offer a so-called convergent offering. Our mobile family offering is a good example of a simple and customer friendly offering.

So, during 2019 we have managed to strengthen our commercial agenda, with a focus on how we can create even more value to our customers. We saw a gradual improvement during the year, but we are yet to reach our full potential. We have more to do and it will continue to be important that we at Telia are increasingly customer orientated in everything that we do.

I have had the privilege of leading Telia since September and on 4 May I will be handing over to our new CEO, Allison Kirkby. It has been a challenging time. While delivering on our goals

we have been challenged by a new situation in the world. It has been a time when Telia has taken a step forward together with our customers. It has been an honor leading the company during this time.

Thank you!